

Deposit and Withdraw Policy

Trading in any investment opportunity that may generate profit requires MTB customers to deposit money on their online account. Profits may be withdrawn from the online account.

Deposits

Deposit to MTB should be made from a source (e.g., bank account, payment system, credit/debit card, cryptocurrency exchange, etc.). Client should provide card/bank account ownership confirmation to avoid payments from 3rd parties.

For example, if client want to deposit using card, the card scan copy or card photo should be provided (read more about verification and AML policy). If client don't comply with this policy, deposit can be rejected.

Deposits via Crypto Exchange are also accepted and represent one of the fastest and most convenient methods available. Clients must ensure that the crypto wallet used belongs to them and comply with applicable verification requirements.

Please note that client's account with MTB can be deposited with the amount different from what was sent because of the commission. The Company does not charge any commission; it can be charged by payment system, bank, or blockchain network fees.

All accounts are denominated in USD. This is the sole accepted currency for deposits and trading.

Withdrawals

According to generally acceptable AML rules and regulations, the priority method for withdrawals is through the same bank account, credit/debit card, payment system, or cryptocurrency exchange that was used to deposit the funds. This remains the default and preferred method.

However, at MTB's discretion and subject to Anti Money-Laundering regulations, withdrawals may be executed to a different facility than the one used for the deposit, when circumstances justify it (e.g., expired card, closed bank account, or client request with proper verification).

Withdrawals via Crypto Exchange are available and represent one of the fastest processing methods. Clients must provide a valid wallet address that belongs to them.

In addition, when you deposit or withdraw money for trading purposes using alternative payment methods, you should be aware that additional fees and restrictions may apply.

Additional information and documents may be required to present from client during withdrawing process.

Non-Deposited Funds

Funds appearing on Clients' account may include agreed or voluntary bonuses or any other sums not directly deposited by the Client or gained from trading on account of actually deposited funds ("Non-Deposited Funds").

MTB may provide bonuses which can be used according to the Trader Agreement. All bonus funds are fully belonging to MTB and considered as a non-Deposited (credited) Funds and can be canceled at any time.

Withdrawing Process

To withdraw your funds, you should follow several steps and rules below:

1. Log in to your personal account.
2. Open Internal transfer tab and withdraw your funds from trading account to the wallet.
3. After processing of internal transfer is done, you can apply for the withdraw from the wallet to payment system, bank, card, or cryptocurrency exchange.
4. Open withdraw funds tab and fill out the fields.
5. If the additional documents are required, we contact you within one working day.
6. When there are two or more active details, the withdrawal is carried out on any of the selected details in proportion to deposits.
7. Withdrawing funds to bank accounts are possible only after depositing money through a bank.
8. The Company does not charge any commission. Commission based on the beneficiary's bank or blockchain network fees.
9. Withdrawing process will be completed within 5 business days from the moment of accepting withdrawing request by the Company from the Client.

Attention! MTB, in accordance with international laws on combating terrorist financing and money laundering, does not accept payments from third parties and payments to third parties are not carried out.

MTB is not liable in case of 3rd parties' delays, who are not related to the company.

Bank transfer takes 3-5 banking days under normal conditions.

The MTB company processes withdrawals to the Visa, MasterCard, China Union Pay Cards within 1-2 business days. But please note that under normal conditions payments go up to 6 banking days. Withdrawals via Crypto Exchange are typically processed within 1 business day.

Refund and Return Policy

MTB provides clients with a clear and transparent refund policy. In case you are not satisfied with our service level and in case you did not make trading, investing, conversion transactions, you can request a refund. We offer 100% refunds within 1 working day of the original service deposit. Your request will be reviewed within 5 business days. After one day, your deposit will no longer be refundable.

When you become a client of MTB, you agree not to request a refund or chargeback from your payment method provider at any time while or after using our services.

Please note, profits or losses received as a result of your trading activity cannot be a subject to refund request.

Refund should be made only to the payment system/card client used to deposit.

If the origins of your funds and/or your whole activities are contrary to our Anti-Money Laundering Policy (AML policy) we reserve unilateral rights to cancel transferring of funds (deposit or withdraw) and freeze the assets to refund them back.

Kindly ask you to contact us if you have any issues related to our services.

Additional Terms

Note: As per MTB rules and regulations, accounts are opened for the sole purpose of trading. MTB services should not be abused for exchange purposes. Redemption requests deemed abusive will incur a 5% penalty (as inactivity fee).

Please note this policy cannot be exhaustive, and additional conditions or requirements may apply at any time due to regulations and policies, including those set in order to prevent money laundering. Please note any and all usage of the site and services is subject to the Terms and Conditions, as may be amended from time to time by MTB, at its sole discretion.