aurra

Deposit and Withdrawal Policy

v1.2 April 2026

1. Introduction

1.1. Aurra Markets International Limited is authorised and regulated as a Saint Lucia International Business Company (referred to as "**Aurra**" or the "**Company**") with the registration number 2025-00208 and is committed to conducting all business with every individual or entity (referred to as "**Client**") in accordance with the highest standards of honesty, fairness, and fiduciary responsibility. The Company places each Client's best interests at the forefront of every interaction, usage, and business decision.

1.2. This policy provides clear and fair explanations of the terms, conditions and due diligence from the usage of the Company's services by depositing or withdrawing.

1.3. This document is deemed to be reviewed in conjunction with the Company's Client Agreement and any other policies that are published, and the Client is considered to have accepted the clauses as stipulated forthwith.

2. Deposit

2.1. The minimum amount to initiate a deposit is 100 USD (applies to USDT).

2.2. The Company provides the Client with access to deposit facilities that are meant to facilitate funding to the Client's account and trading only.

2.3. Funds deposited into the trading account should be made via the Company's Client Portal.

2.4. The Company will not be responsible for any liabilities or losses that arise from the usage of unauthorised payment gateway or channels that is not supported or endorsed.

2.5. The Client acknowledges that deposits will not be reflected in their account immediately.

2.6. The Company reserves the right to request for additional documentation or information before, during, or after initiating a deposit.

2.7. The Company will not be responsible for any liabilities or losses incurred due to delay in processing your deposits, including but not limited to additional funding for the means of fulfilling margin requirements, forced liquidation due to stop out event or failure to fulfil a pending order due to insufficient fund. The Client is responsible to ensure sufficient funds in their trading account to fulfil the margin requirements.

2.8. The Client acknowledges that final deposit amount that is being reflected in the trading account may differ due to underlying Foreign Exchange risk and additional fees or charges. The Company will not be responsible for the discrepancy in the initial and final deposit amount, and it is solely based on the prevailing market rates and fees or charges imposed.

2.9. Availability of payment options may differ due to geographical or local currency. The Company reserves the right to provide or remove payment gateways in accordance with its necessity.

3. **Withdrawals**

3.1. The Company provides the Client with access to withdrawal facilities that are meant to facilitate refund or remittance to the Client's financing account.

3.2. Withdrawals can only be made via the Company's Client Portal.

3.3. The minimum amount to initiate withdrawal is 100 USD (applies to USDT).

3.4. Prior to the initiation of any withdrawal request, the Client is mandated to execute a minimum trading volume of 0.01 lots. This required volume shall be calculated based strictly on the trading activity conducted from the time of the Client's most recent deposit up to the submission of the withdrawal application.

3.5. For withdrawals initiated via Fiat Wallet, each user ID is entitled to one (1) fee-free withdrawal per day. A processing fee equivalent to 5% of the total withdrawal amount will be applied to any subsequent withdrawals made within the same day.

3.6. The Company reserve the right to refuse the process of withdrawal request due to the following basis but not limited to:

3.6.1. Impersonation.

3.6.2. Terrorism sponsorship.

3.6.3. Money laundering.

3.7. The Company will not be responsible for any liabilities or losses that arise from the usage of unauthorised payment gateway or channels that is not supported or endorsed.

3.8. The Company is obligated to process withdrawal requests within 48 hours. However, the Company will not be responsible for any delays that may arise from the method of withdrawal which varies in between 7-14 business days after the withdrawal request has been processed.

3.9. The Client acknowledges that the final withdrawal amount that is being reflected in the withdrawal page may differ due to underlying Foreign Exchange risk and additional fees or charges. The Company will not be responsible for the discrepancy in the initial and final withdrawal amount reflected in the Client’s financing account, and it is solely based on the prevailing market rates and fees or charges imposed.

4. **Compliance**

4.1. In compliance with Anti-Money Laundering laws and regulation, the Company enforces the policy by deploying various measures to circumvent such activities.

4.2. The Company reserves the right to terminate serviceable relationship with the Client based on a list suspicion outlined within the Anti-Money Laundering Policy, section 3.

5. **Fees and Charges**

5.1. The Company does not impose any fees or surcharges on withdrawal requests unless the quota provided in clause 3.5 is fully utilised.

5.2. However, the Client acknowledges that the final withdrawal amount remitted may be subject to external deductions, including but not limited to intermediary bank charges, payment provider processing fees or blockchain network fees.

5.3. The Company shall not be held liable for any such third-party charges or for any discrepancies in the final withdrawal amount arising from these external fees or prevailing foreign exchange market rates.

6. Prohibitions

6.1. The Company reserves the rights to reject, refund, or terminate serviceable relationship with the Client for deposits and withdrawals initiated with the use of a third party.

6.2. The Company will not be responsible for liabilities or losses that arise from the usage of a third party, and the Client shall waive the Company from any plausible grounds.

7. Amendments

7.1. All clauses within this document are subject to periodic updates and the Client is deemed to acknowledge any modifications to this document after the updated copy is made available to the public at any medium.

7.2. Should inconsistency arise between different language version of all policy, terms and conditions or agreements, the English version shall supersede and prevail.

8. Enquiries

8.1. For enquiries with regards to this document, the Client may contact the Company by emailing dedicated customer support at support@aurra.markets.