



Deposit, Refund and Cancellation Policy

July 2025

Risk Warning: Trading Forex and Contracts for Difference (CFDs) on margin carries a high level of risk and may not be suitable for everybody. The high degree of leverage can work against you as well as for you. Before deciding to trade Forex and CFDs, you should carefully consider your trading objectives, level of experience and risk appetite. The possibility exists that you could sustain a loss of some or all your initial trading capital. You should be aware of all the risks associated with trading Forex and CFDs and seek advice from an independent adviser if you have any doubts.

1. Introduction

EBC Financial (MU) Limited, herein referred to as the “Company” or “EBC”, is duly registered in Mauritius with License Number 2038223. This policy outlines the deposit, refund, and cancellation conditions provided to Clients, which may be amended periodically. Clients are required to read and understand these conditions prior to funding their accounts.

2. Acknowledgments

Clients acknowledge that they have read, understood, and accepted the conditions set forth in this Deposit, Refund, and Cancellation Policy as amended and reviewed on a regular and ongoing basis, along with any other relevant information available on the Company’s website: www.ebc.com

3. Deposit Procedure

- **Prohibition of Third-Party Payments:** Clients can only use cards or bank accounts under the same name as registered with EBC. The Company reserves the right to require documentation for verification from the Client at any time; failure to comply may result in the payment being frozen or void.
- **Funding Sources:** Deposits can be made via bank transfers, payment systems, credit/debit cards, or other approved methods. Clients can access their Client portal for different funding options such as E-wallets or debit/ credit cards and bank account details if the Client would like to deposit via wire transfer.
- **Prepaid Cards:** Clients need to refrain from using prepaid cards or any method of payments which does not allow refunds to be processed.
- **Transfer Fees:** The Company does not charge any transfer fees for using its deposit / withdrawal methods, but intermediary banks or E wallets may do so, which is beyond the Company’s control.
- **Fraud Prevention:** The Clients may be required to send a scanned colored copy of both sides of the card to combat fraud. The Client should NOT send these copies if the Company did not require to do so. Upon a Client receipt of the request from the Company and before sending these copies, the Client must cover (black-out) all digits except the first 6 and the last 4 on the front side and back side of the card for security purposes. The Client is also requested to cover (black-out) the CVV code on the back side of the card; whilst the embossed copy of the first 6 and last 4 number of the front side must be visible. All other details must be clear and visible, and the signature section must be signed.
- **Security Measures:** EBC will never request sensitive card details such as full card numbers, CVV code, 3D secure code or PIN codes. Any suspicious requests should be reported to the compliance department at cs@ebc.com.

4. Refund conditions

EBC provides Clients with a clear and transparent refund policy. In cases where the Clients are not satisfied with the Company’s service level and did not make trading, investing, conversion transactions, the Client can request a refund. The Company offers a 100% refund within 1 working day of the original service deposit. The request will be reviewed within 5 business days.

- After one day, deposit will no longer be refundable and will be treated as normal withdrawal based on the existing withdrawal terms and conditions.
- The Client agrees not to request for a refund or chargeback from its payment method provider at any time while or after using the Company’s services.

- Profits or losses received as a result of the Client's trading activity cannot be subject to refund the request.
 - Refunds should be made only to the payment system / card client used to deposit.
The Clients may be required to send a scanned colored copy of both sides of the card to combat fraud. Failure to provide the requested scanned copy of the card used to deposit in the trading account will mean a refund of the amount net of PSP fees.
The Clients may be required to submit below additional documents regardless of the initial documents submitted during the account opening application process, to combat terrorist financing:
 - Clearer copy of the Identification document (passport, or any government issued identification cards)
 - Clearer copy of the address proof (utility bill, bank or card statement that holds
 - The Client's name and full residential address issued within the last three months).
 - One or more of the following options to confirm possession of the card by the owner:
 - 1) A recent copy of the bank statement containing the cardholder's full name, first 6 and last 4 digits of card number (sensitive data must be covered). If screenshots are provided the URL page must be visible.
 - 2) Authorization code for the payment in question (AUTH code), Clearer color copies of both sides of the card. Where the middle of the card must be covered on both sides, leaving the first 6 and last 4 digits visible; the CVC / CVV codes at the back of the card must be covered. The card back side must be signed by the cardholder.
- If the origins of the Client's funds and/or the whole activities are contrary to the Company's Anti – Money Laundering Policy (AML Policy), the Company reserves unilateral rights to cancel transferring of funds (deposit or withdraw) and freeze the assets to refund them back.
- A refund request can be made in cases in which the deposit fund is received from a third-party bank account instead of from the client's bank account.
- In this case, the same method of payment used for the deposit will be used for the refund. The refund will be for the full amount, less any applicable fees or dues including but not limited to wire fees.
- Refund and all other funding requests will be treated as WITHDRAWALS and will be processed using those methods and procedures as described in the Withdrawal Procedures.
- Failure to provide one of the requested above mentioned documents will mean a refund of the amount net of PSP fees.

5. Cancellation Procedure

5.1. Client Initiation

Clients wishing to cancel their accounts must submit a cancellation request through one of the following methods:

Online Portal: Clients may log into their account and navigate to the 'Account Settings' section to initiate the cancellation process.

Written Request: Clients can send a written request via email to cs@ebc.com.

5.2. Required Information

The cancellation request must include:

Client's full name

Account number

Reason for cancellation

5.3 Processing the Cancellation

Confirmation of Identity: To ensure security and compliance, EBC may require verification of the client's identity before processing the cancellation.

Account Review: The Client's account will be reviewed for any outstanding balances, open positions, or pending transactions. Clients may be required to settle any outstanding issues before the account can be successfully canceled.

Outstanding Funds: Any outstanding funds will be returned to the Client via the original payment method within a reasonable period.

4. Regulatory Compliance

All account cancellations will be conducted in accordance with applicable regulations in Mauritius, including anti-money laundering (AML) and know your customer (KYC) requirements. EBC reserves the right to refuse account cancellations that do not comply with these regulations.

5. Changes to the Cancellation Procedure

EBC reserves the right to amend this procedure at any time without prior notice. Clients may be notified of any significant changes through the company's official communication channels.

6. Dispute

Any dispute arising with or in connection to any of the terms and conditions of the Deposit, Refund and Cancellation Policy shall be dealt by the Company as per the Company's Complaint Handling Policy.

All complaints must be in writing and addressed to the Customer Support team of the Company via email at cs@ebc.com

Please note that 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. All usage of the site and services is subject to the Terms and Conditions, as may be amended from time to time by EBC, at its sole discretion.