COLD FOREX

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Payment Policy

coldforex.com

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Contents

Article 1	General provisions	Article 6	Processing times
Article 2	Nature of deposits	Article 7	Refusal, delay and reversal
Article 3	Payment methods	Article 8	Your responsibilities
Article 4	Deposits	Article 9	Contact
Article 5	Withdrawals		

ARTICLE 1

General provisions

1.1 This Payment Policy sets out how deposits and withdrawals are made on the Cold Forex Platform. It forms part of the Service Agreement and should be read together with the Non-Trading Regulations. All balances are kept and shown in US dollars; amounts paid in another currency or in cryptocurrency are converted at the rate shown before you confirm the payment.

ARTICLE 2

Nature of deposits

2.1 A deposit credits your Live Account balance on the Company's internal ledger. Trades on a Live Account are executed internally by the Company as counterparty, and no deposited funds are sent to any bank, exchange or market on your behalf. Your balance represents the amount the Company owes you, which you may withdraw in accordance with this Policy.

ARTICLE 3

Payment methods

3.1 The payment methods available to you are shown in the deposit window and may depend on your country. They currently include:

(a) Cryptocurrencies, including USDT on several networks (such as TRC-20, BEP-20 and ERC-20), Bitcoin, Ethereum, BNB, Tron, Solana, USDC, Litecoin, Ripple and others listed in the deposit window.

3.2 The Company may add, suspend or withdraw any payment method at any time. Payment details for a deposit are shown only in the deposit window at the time of payment and may change. Always use the details shown for your current deposit and never pay to details received by any other channel.

ARTICLE 4

Deposits

4.1 The minimum deposit is $10.00. Some cryptocurrencies and networks have a higher minimum, which is shown before you pay.

4.2 Cryptocurrency deposits are credited automatically once the transaction is confirmed on its network. You must send the exact coin on the exact network shown. Funds sent on a different network, in a different coin or to an expired address may be lost and cannot always be recovered.

4.3 Deposits through a local payment method are credited after the payment agent confirms receipt, usually within 30 minutes. You must upload the payment receipt (a screenshot, photo, video or PDF of up to 15 MB) in the deposit window.

4.4 Payments must be made from an account or wallet in your own name. Third-party payments may be refused and returned, less any costs.

4.5 The Company does not charge a fee for deposits. Your bank, wallet provider or blockchain network may charge its own fees, which you bear.

ARTICLE 5

Withdrawals

5.1 The minimum withdrawal is $10.00.

5.2 Your identity must be verified before your first withdrawal, and each withdrawal request is confirmed with a code sent to your email address.

5.3 Withdrawals are paid only to a method in your own name. For bank accounts and mobile wallets you must give the account holder name, which must match your verified name.

5.4 To prevent money laundering, withdrawals are paid only to a payment method you have used to deposit.

5.5 Deposited funds must be used for trading. Before a withdrawal, the trading volume on your live account (the amounts of your Binary trades and the margin of your Forex positions) must be at least equal to the total amount you have deposited. A withdrawal of funds that have not been traded in this way is reviewed under our anti-money laundering checks and may be delayed or refused.

5.6 Bonus funds and funds used as margin for open positions cannot be withdrawn until released.

5.7 You may cancel a withdrawal while it is still pending; the amount is then returned to your balance.

ARTICLE 6

Processing times

6.1 Withdrawal requests are processed in the order received. The average processing time is about 6 hours. Requests may take longer during peak periods, when additional checks are needed, or because of delays at the receiving bank, wallet provider or network. Once a withdrawal has been sent, the time it takes to arrive depends on the receiving provider. At times of high volume, a withdrawal can take 3 to 5 days to be processed.

ARTICLE 7

Refusal, delay and reversal

7.1 The Company may refuse, delay or reverse a deposit or withdrawal where the payment details are incorrect, the payer or recipient is not the account holder, verification is incomplete, the funds are linked to fraud, a chargeback or a breach of the Service Agreement, or where required by law. Where a deposit is refused, it is returned to its source where possible, less any costs.

ARTICLE 8

Your responsibilities

8.1 Check every payment detail before you pay or confirm a withdrawal. The Company is not responsible for funds sent to wrong details entered by you.

8.2 Keep your receipts and transaction references until the payment is completed.

8.3 Never share your verification codes. Company staff will never ask for them.

ARTICLE 9

Contact

9.1 Questions about a deposit or withdrawal may be sent to support@coldforex.com with your trader ID and the transaction reference.

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Questions: support@coldforex.com · coldforex.com