



Deposit and Withdraw Policy

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 Profits may be withdrawn from the online account.

Deposits

Deposit to DTTPro should be made from a source (e.g., bank account, payment system, credit/debit card, 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.

Please note that client's account DTTPro 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 or bank.

Withdrawals

According to generally acceptable AML rules and regulations, client should withdraw funds only through the same bank account or credit/debit card or payment system account that was used to deposit the funds and the same currency.

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.

Without derogating of the foregoing, DTTPro may execute withdrawals to a different facility than the one used for the deposit, subject to Anti Money-Laundering regulations.

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").

DTTPro may provide bonuses which can be used according to the Trader Agreement. All bonus funds are fully belonging to DTTPro broker 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 or card.
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.
9. Withdrawing process will be completed within 5 business days from the moment of accepting withdrawing request by the Company from the Client.

Attention! DTTPro, 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.

DTTPro 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 DTTPro 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.

Currency exchange

DTTPro provides clients with ability to exchange deposited funds to use for trading or investing. We accept two currencies (USD and EUR). If the client need to transfer funds from USD wallet to EUR wallet, the Internal transfer should be used. When client change funds to another currency, the additional change commission can be charged. Moreover, currencies exchange is made according to the current exchange rate on the market.

Refund and Return Policy

DTTPro 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 DTTPro, 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 DTT rules and regulations, accounts are opened for the sole purpose of trading. DTT 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 DTTPro, at its sole discretion.