



Withdraw Cash

TBE Investor User Manual

Use this guide to request a cash withdrawal from an eligible TBE investment account to a linked bank account.

TBE INVESTOR HELP

This guide supports the BIG Exchange Investor Portal. The platform is powered by Zeta Wealth.

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Before you begin

JOURNEY PURPOSE

Use this guide to request a cash withdrawal from an eligible TBE investment account to a linked bank account.

What you will need

- Enough available cash in the selected investment account.
- A linked and verified bank account that can receive the payment.
- The withdrawal amount; the journey shown has a £25 minimum.

Important checks

- Start from a trusted TBE Investor link and check that the address begins platform.tbeinvestor.com.
- Confirm you are working in the correct investor account before submitting information.
- Never share passwords, bank-login credentials or verification codes with another person.
- Review every confirmation screen and retain any reference or document you may need.

Journey at a glance

Stage	Action
1	Open the account details
2	Open Manage Cash
3	Select Money Out
4	Start the withdrawal
5	Enter and submit the request
6	Review the confirmation

Step 1 — Open the account details

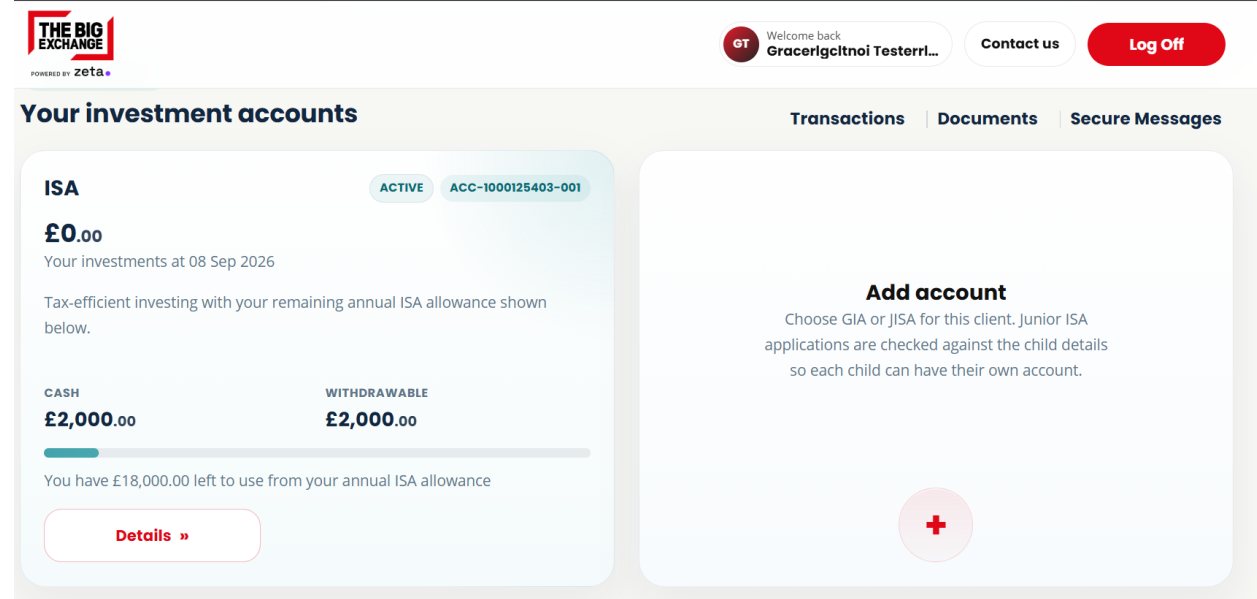


Figure 1. From the Account Dashboard, select the account you want to withdraw from and choose Details.

What to do

1. From the Account Dashboard, select the account you want to withdraw from and choose Details.

Check before continuing

- Check the account name and available cash before continuing.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 2 — Open Manage Cash

Accounts / Account summary

YOUR INVESTMENTS

£0.00 +£0.00 (0.0%)

Invested balance and all-time return

Keep this account invested and move into investment management when you need to trade, transfer in, or manage regular investments.

PENDING TRANSFERS

0

REGULAR INVESTMENT

£0.00

Invest Now

Transfer In

Regular Investments

View holdings »

CASH AND PAYMENTS

£2,000.00

Cash currently held in this account

Keep this account funded and move into cash management when you need to add, withdraw, or transfer cash.

AVAILABLE TO TRADE

£2,000.00

AVAILABLE TO WITHDRAW

£2,000.00

Manage Cash »

Figure 2. On Account Summary, find Cash and Payments and select Manage Cash.

What to do

- On Account Summary, find Cash and Payments and select Manage Cash.

Check before continuing

- The cash workspace should show available cash, available to trade and withdrawable cash.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 3 — Select Money Out

Accounts / ISA / Manage Cash

PAYMENTS AND TRANSFERS

Manage cash with clarity

Add cash or withdraw available balances from one clear workspace.

AVAILABLE CASH
£2000.00

AVAILABLE TO TRADE
£2000.00

WITHDRAWABLE
£2000.00

Money In

Money Out

ADD CASH

One-off payments

Choose one of the existing linked bank accounts for this cash top up, set the amount, then continue into the payment journey.

Figure 3. On Manage Cash, select the Money Out tab.

What to do

- On Manage Cash, select the Money Out tab.

Check before continuing

- Confirm you are on Money Out rather than Money In.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 4 — Start the withdrawal

Add cash or withdraw available balances from one clear workspace.

AVAILABLE CASH
£2000.00

AVAILABLE TO TRADE
£2000.00

WITHDRAWABLE
£2000.00

Money In

Money Out

WITHDRAW CASH

Move money out of this account

Withdraw a one-off amount of available cash from your ISA. If verification is still in progress, withdrawals remain locked until checks are complete.

Available to withdraw £2,000.00

Account ISA

Withdraw cash

Withdrawals use your available settled cash balance. If you have recently sold investments or added money, those transactions may need to settle before funds can be moved out.

Figure 4. Under Move money out of this account, select Withdraw cash.

What to do

- Under Move money out of this account, select Withdraw cash.

Check before continuing

- Read any message about unsettled sales or money recently added before continuing.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 5 — Enter and submit the request

^ Back

WITHDRAW CASH

Move money out of your ISA

Enter the amount you want to withdraw from your available cash balance. Withdrawals are requested now and your bank will receive the payment once processing completes.

Withdrawal amount

Minimum withdrawal is £25.

WITHDRAWAL SUMMARY

Available to withdraw **£2,000.00**

Linked bank account **HSBC • ****7711**

Receive cash into

Choose the linked bank account that should receive this withdrawal.

What happens next

It can take up to 5 days for cash to appear in your bank account. Sometimes it can take longer if there are delays in making cash available after recent investment activity.

Cancel Submit withdrawal

Figure 5. Enter the withdrawal amount, choose the linked receiving bank account and select Submit withdrawal.

What to do

5. Enter the withdrawal amount, choose the linked receiving bank account and select Submit withdrawal.

Check before continuing

- Enter at least £25 and no more than the amount shown as withdrawable.
- Check the masked bank details carefully before submission.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 6 — Review the confirmation

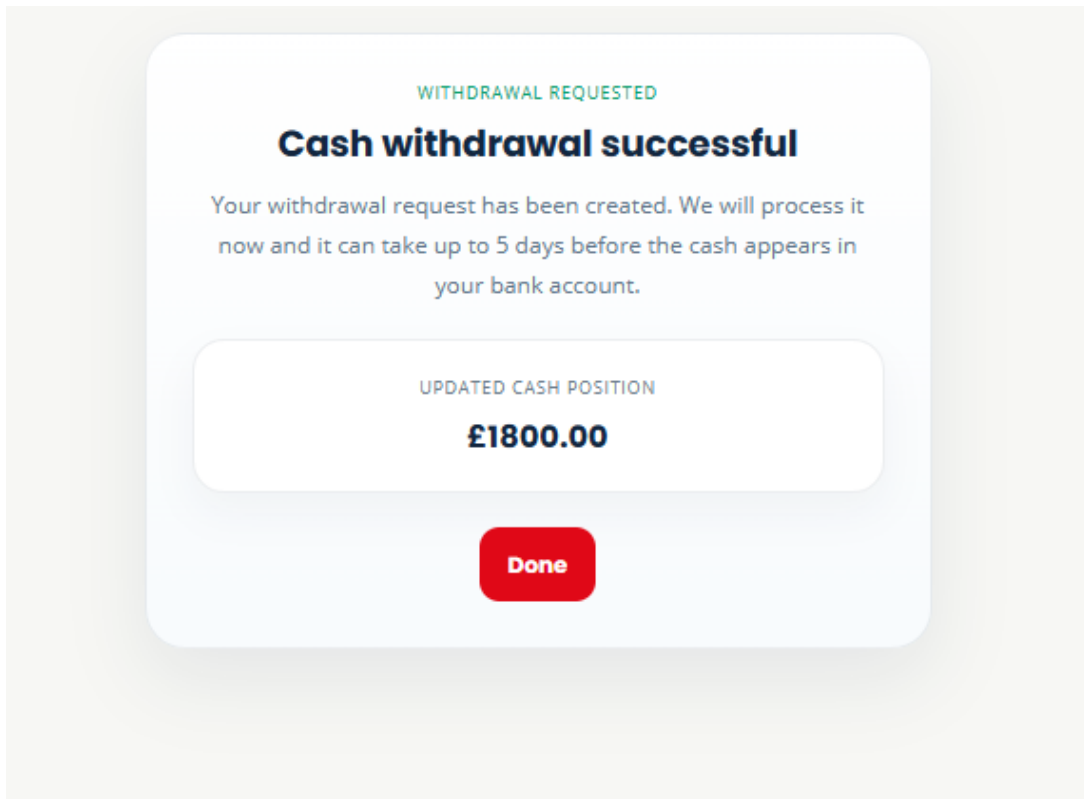


Figure 6. When Cash withdrawal successful appears, review the request and select Done.

What to do

6. When Cash withdrawal successful appears, review the request and select Done.

Check before continuing

- The screen states that processing can take up to 5 days before cash appears in the bank account.
- Note the updated cash position shown on screen.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Troubleshooting and safe support

Problem	Checks to make	Next action
Withdrawable cash is lower than expected	Recent sales may still be settling or recently added money may be restricted.	Wait for the displayed restriction to clear before trying again.
Submit withdrawal is disabled	Check the minimum, available amount and selected bank account.	Correct the entry or choose an eligible verified account.
Bank account is missing	The receiving account may not be linked or verified.	Complete the Add Bank Account journey.
Cash has not arrived	Allow up to the stated five-day processing period.	Contact TBE support after that period with the request date and non-sensitive details.

Protect your information

- Do not send passwords, one-time codes or bank-login credentials to support.
- Provide the journey step, approximate time and exact non-sensitive error message.
- If you suspect unauthorised activity, stop and contact TBE support promptly.
- Sign out when finished, especially on a shared device.

DOCUMENT SCOPE

Screens and labels may change as the service is improved. Follow the current on-screen wording while applying the security and review checks in this guide. This TBE Investor help manual describes a platform powered by Zeta Wealth.