Mula

MULA MARKETS (PTY) LTD

FSP 53319
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REFUNDS, CANCELLATION AND WITHDRAWAL POLICY

Mula Markets (Pty) Ltd ("Mula", "we", "us", "our") is an authorised Financial Services Provider under the FSCA (FSP 53319), authorised to provide intermediary services only. The principal counterparty to all your CFD trading activity is always AT Global Markets SA (Pty) Ltd, trading as ATFX Connect (FSP 44816), a licensed OTC Derivatives Provider ("the ODP Provider").

We aim to give our clients complete clarity on how deposits, withdrawals, cancellations, and refunds are handled. By accepting our Client Agreement, you confirm that you have read and understood this policy, along with our Risk Disclosure Statement.

Refund Policy

All funds you deposit are for the sole purpose of trading financial markets using CFDs. There is no physical delivery of any underlying asset. You acknowledge that you incur profit or loss based on the opening and closing price of the instrument traded.

Any funds you deposit are your asset, and a liability of the ODP Provider; Mula acts only as intermediary and does not hold client trading funds. You may request a withdrawal of your unused funds at any time. Funds lost while trading in financial markets are non-refundable and non-withdrawable. All refunds are subject to the sole discretion of the ODP Provider.

Cancellation Policy

Mula, as intermediary, provides access to an online trading platform so that you can deposit funds and trade in global financial markets. Any funds deposited into your trading account are your asset, and a liability of the ODP Provider, who is the sole counterparty to your trading activity.

You may request to cancel or close your account at any time, and any funds in your account can be withdrawn at your discretion, subject to this policy. If you have open trades, you will need to close them before a withdrawal request for the full account balance can be processed. Once your withdrawal has been processed, your account will be closed if you have requested this.

Withdrawal Policy

- Withdrawal requests must be submitted before 14:00 (South African time) to be processed on the same day, in line with our payment provider's daily cut-off. Requests submitted after 14:00 will be processed on the following business day.
- Mula does not charge additional fees for deposits or withdrawals. You may, however, incur fees charged by your local or international banking institution, for which Mula accepts no responsibility.
- Credit/debit card withdrawals are processed free of charge. Once processed, these typically take 3–5 business days to reflect on your card statement, though this can take up to 10 business days in some cases, depending on your bank.
- If you have funded your trading account using a credit/debit card within the last 60 days of submitting a withdrawal request, withdrawals will first be processed back to that same card, unless the deposited amount has already been withdrawn.
- If your uploaded credit/debit card has expired, please upload your new card in your client area. If the new card number differs from the expired card, you will need to submit a letter from the card issuer confirming the new card was issued in replacement of the old one.

- If your uploaded card has been lost, stolen, damaged, or cancelled, you will need to submit a letter from the card issuer confirming the old card is no longer valid.
- If a newly uploaded card has not previously been used for funding, a small activation deposit may be required before it can be used for withdrawals.
- Mula may, at its discretion, request supporting documentation (such as deposit receipts or card statements) before releasing funds to a new card.
- To withdraw an amount greater than the sum deposited via a verified credit/debit card, you will be required to use an alternative deposit method previously used, or a bank wire transfer.
- Mula does not process payments to third parties. All withdrawal requests must be made to a bank account or card in your own name. Payments to a joint bank account or credit card are accepted where the trading account holder is one of the account holders.

Enquiries

For further enquiries about this policy, please contact us at support@mula.co.za.