

Withdrawal Policy



For Individual/Corporate Clients

RS Global Ltd (previously named "Scope Markets Ltd") is aware of the fact that in order to cultivate a healthy trading relationship, it is crucial to have perfect ease of use when it comes to accessing your funds.

An online Withdrawal Request is required. This is made available in the client's portal, under the Withdrawal menu. The request option is only available when the account has been verified and holds the respective balance.

Withdrawals are processed via the same method used for deposit. In cases where this is not possible the Company may suggest an alternative method, provided that the necessary proof of account ownership is available.

Withdrawals can be requested anytime but requests after 2:00 GMT will be processed the next business day. Turnaround time is 1 – 2 business days from the date of receipt of the request. But for Wire Transfer and Debit/Credit Card, processing time can take up to 3-5 business days.

Once the withdrawal request is approved, the amount will be automatically deducted from the platform and reducing the free margin available to trade and maintain any open positions. It is the client's responsibility to ensure that the account holds enough margin to maintain open positions at all times. Scope Markets is not responsible for position(s) that are liquidated due to a withdrawal request.

The minimum amount for withdrawal is 50 USD / 50 EUR / 50 GBP.

A maximum of one free withdrawal per client account per day and a maximum of five free withdrawals per week are allowed. Any withdrawals over the maximum requests per day or per week will be charged 35 USD/ EUR/ GBP per withdrawal.

Scope Markets is not responsible or liable for withdrawals because a client has shared their portal password with someone else. Please keep your password safe and secure.

International Telegraphic Transfers (TT) usually take 3-8 working days depending on the banking procedure of the beneficiary bank.

The portal Account holder must also be the beneficiary of the withdrawal request. Scope Markets does not accept any third-party payments. For corporate account, the beneficiary bank account must be in the name of the company and only the authorized signatory can request for withdrawal unless there is a given Special Power of Attorney to an agent or representative.

For Joint Accounts, withdrawal request made through portal is deemed agreed by all account holders.

Once the withdrawal request is approved, it can no longer be cancelled. Client will receive an email once the request is acknowledged and approved by the Payment Department of Scope Markets.

Scope Markets has the right to reject the withdrawal request if any of the following applies:

- Trading account has a pending credit
- Account balance is no longer sufficient
- The performed trading activity is under investigation due to suspicion of system manipulation or fraud
- Client has failed to provide the required information

The Client further acknowledges and accepts that an administration charge will be applied to the Client's account on termination where the balance is below US\$50 (or currency equivalent). In such cases, the Company will zero out any remaining balance below the threshold and will have no obligation to refund the Client. Even in cases where the balance is above the threshold, the Company reserves the right to apply the administration charge on termination in instances where in the Company's reasonable discretion it may not be able to refund the Client, including, but not limited to, where the Client closed the bank account in Company's records or where the Company cannot locate the Client.

In cases where a withdrawal cannot be executed due to the Client's bank account being closed or because of any other technical issues concerning the bank account, the Company will hold the money in a suspended account and make reasonable efforts to execute the withdrawal to Client's account. After a period of at least six (6) years that the Company would make reasonable efforts to reach those money to Clients, the Company will donate the money to a charity of its choice without liability to Clients.

In case you are not 100% satisfied with our services and products you can apply for a return request using the dispute procedure. Please note that you are entitled to a return of any funds available and not used for the purposes of online trading via you Scope Markets trading account.

All personal information, payment details and documents provided by the client are managed in accordance with our Privacy policy.