January 2026

MYFX GROUP LIMITED

(trading as 'MYFX Markets')

Refund Policy

MYFX MARKETS – TRANSFER REFUND POLICY

At **MYFX Markets**, operated by MYFX Group Limited, a company incorporated in Seychelles, we have formulated this Transfer Refund Policy in line with our commitment to transparency, fairness, and the protection of our clients' interests. We recognise the importance of transfer payments and have established this policy to clearly outline the circumstances under which MYFX Markets may facilitate a refund.

POLICY STATEMENT

Clients are expected to exercise due diligence when making deposits and to review transaction details carefully before completing any transfer. We acknowledge that errors may occur during online deposit processes, that clients may request a reversal of funds, or that errors may originate from MYFX Markets or its financial service providers.

In such circumstances, MYFX Markets will make reasonable efforts to process refund requests in accordance with the principles outlined below.

PRINCIPLES

1. Refund Eligibility

Refunds may be considered where an error occurs during an online transfer or where the payee requests a reversal of the transaction. All refund requests must be submitted in writing and must include relevant transaction details, including but not limited to:

- Date of transaction
- Deposit amount
- Payee name
- Tax invoice or reference number
- Clear reason for requesting the refund
- Supporting payment evidence, such as transaction confirmation or payment screenshots, where applicable

2. Refund Request Submission

Refund requests must be submitted via email to **customer.service@myfxmarkets.com**. All requests will be reviewed on a case-by-case basis. While MYFX Markets endeavours to rectify genuine errors, the approval of any refund remains at the sole discretion of MYFX Markets.

3. Refund Processing Timeframe

Once a refund request has been approved, MYFX Markets will process the refund within **2 business days**. Clients acknowledge that additional time may be required for the refunded funds to appear in their account, depending on the original payment method used and the processing timelines of the relevant financial institution or payment service provider.

4. Method of Refund

All refunds will be issued using the **original payment method** used for the deposit. Refunds will not be processed to alternative payment methods or third-party accounts. For example, deposits made via credit card will be refunded to the same credit card.

5. Adjustments

Where an adjustment to a deposit is required, the original receipt issued for the incorrect amount will be deemed void, and a revised receipt will be issued reflecting the corrected deposit amount.

6. Refund Charges

MYFX Markets reserves the right to deduct or pass on any transaction fees, banking charges, or payment processing costs associated with the refund to the client.

7. Errors by MYFX Markets

In the event of an error originating from MYFX Markets or its financial institution(s), MYFX Markets will process a refund of the full affected amount upon receipt of written notification detailing the error.

This policy reflects MYFX Markets' ongoing commitment to managing deposit refunds in a fair, transparent, and consistent manner.