



Your Private Broker

Doo Prime

Refund Policy

Updated on 20 February 2023

1. The meanings of words and expressions that were not defined in this Policy shall follow the definitions described in the Client Agreement.
2. This Refund Policy (“Policy”) has been provided to comply with our Anti-Money Laundering and Counter-Terrorist Financing Policy.
3. This Policy governs all refunds from the Client Account to the Client’s bank account. Some of the circumstances include (but are not limited to) the following:
 - (a) the Client decided not to proceed with the Account registration after depositing funds into the Account due to technical issues arising from Doo Prime and Doo Prime has used reasonably commercial effort to resolve such issues;
 - (b) the Client has a change of mind in relation to the amount of funds deposited;
 - (c) after depositing funds into the Account:
 - (i) Doo Prime has reasonable grounds to believe that the source of the funds is illegal; or
 - (ii) Doo Prime has reasonable grounds to believe that the Client has breached any Applicable Statutes And Regulations, the Anti-Money Laundering and Counter-Terrorism Financing Policy or material terms and conditions of the Client Agreement;
 - (d) Doo Prime has given the Client notice to terminate the Client Agreement;
 - (e) Doo Prime has updated our prohibited country list and the Client’s nationality falls under Doo Prime’s prohibited country list;
 - (f) Doo Prime has reasonable grounds to believe that the deposit of funds into the Account is unauthorised or fraudulent; and
 - (g) the Account has been inactive for 2 years.
4. In the event any of the circumstances described in Clause 4 arises, Doo Prime reserves our right to refund part or all of the funds deposited, as Doo Prime deems fit, in the same currency as the deposit, into the original method of deposit.
5. In cases where funds are deposited using a credit card, the Client undertakes not to request the bank to refund the funds deposited if the deposited funds are reflected in the Account. The Client acknowledges that committing such act may result in immediate termination in accordance with Clause 16 of the Client Agreement.
6. The Client shall bear all the bank fees and administrative charges in relation to the refunds mentioned in this Policy.
7. Doo Prime shall not be liable for any loss or damages as a result of incorrect or incomplete information provided by the Client.

- 7A. This Policy shall be read in conjunction with the Client Agreement. In the event there is any inconsistency between this Policy and the Client Agreement, the Client Agreement shall prevail.
8. The Client acknowledges that Doo Prime reserves the right to amend or update this Policy at any time without prior notice to the Client. The amendments to the Policy shall become effective immediately and shall be legally binding on the Client upon publishing of the Policy on Doo Prime's website. The Client undertakes to regularly review this Policy on the Doo Prime's website.
9. The official language of this Refund Policy shall be English. Doo Prime may provide this Policy in other languages for information purposes only and in the event of any inconsistency or discrepancy between the English version of this Policy and any other language version, the English version shall prevail.

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退款政策

2023 年 2 月 20 日更新

1. 本政策中未定义的词语和表达的含义应遵循客户协议中的定义。
2. 本退款政策（“政策”）旨在遵守我们的反洗钱和反恐融资政策。
3. 本政策适用于从客户账户到客户银行账户的所有退款。其中一些情况（但不限于）包括：
 - (a) 由于 Doo Prime 引起的技术问题，并且 Doo Prime 已使用合理的商业努力来解决此类问题，客户决定在将资金存入账户后不继续进行账户注册；
 - (b) 客户对存入的资金数额改变主意；
 - (c) 将资金存入账户后：
 - (i) Doo Prime 有合理理由认为资金来源不合法；或
 - (ii) Doo Prime 有合理理由认为客户违反了任何适用的法规和条例、反洗钱和反恐融资政策或客户协议的重要条款和条件；
 - (d) Doo Prime 已向客户发出终止客户协议的通知；
 - (e) Doo Prime 已更新我们的禁止国家/地区列表，并且客户的国籍属于 Doo Prime 的禁止国家/地区列表；
 - (f) Doo Prime 有合理理由认为向账户存入资金未经授权或欺诈；和
 - (g) 账户已闲置 2 年。
4. 如果出现第 4 条中描述的任何情况，Doo Prime 保留将已存入的部分或全部资金以 Doo Prime 认为合适的货币以与存款相同的货币退还至原始存款方式的权利。
5. 在使用信用卡存入资金的情况下，如果存入的资金反映在账户中，客户承诺不要求银行退还存入的资金。客户承认，实施此类行为可能导致根据客户协议第 16 条所述的立即终止。
6. 客户应承担与本政策所述退款有关的所有银行费用和行政费用。
7. 由于客户提供的信息不正确或不完整而造成的任何损失或损害，Doo Prime 概不负责。
- 7A. 本政策应与客户协议一并阅读。本政策与客户协议不一致的，以客户协议为准。

8. 客户承认 Doo Prime 保留随时修改或更新本政策的权利，恕不另行通知客户。本政策的修改应立即生效，并在 Doo Prime 网站上发布本政策后对客户具有法律约束力。客户承诺定期在 Doo Prime 网站上查看本政策。
9. 本退款政策的官方语言为英语。Doo Prime 可能会以其他语言提供本政策，仅供参考，如果本政策的英文版本与任何其他语言版本之间存在任何不一致或差异，则以英文版本为准。

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