



**MACRO**

# Close Loop Policy

**Dear Valued Client,**

Thank you for your continued support of our FX brokerage services. To further safeguard your funds and ensure compliance with relevant financial regulations, we have implemented a **closed-loop policy** for deposits and withdrawals. Please find the detailed explanation of this policy along with specific examples below:

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## **Policy Explanation**

### **1. What is the Closed-Loop Policy?**

The closed-loop policy requires that funds must be deposited and withdrawn through the same payment channel. For example, if you deposit funds via a bank transfer, any withdrawals must be returned to the same bank account. This policy is designed to ensure the transparency and security of all financial transactions.

### **2. Applicable Channels:**

- **Bank Transfers**
- **UnionPay**
- **E-wallets** (e.g., Skrill, Neteller, USDT wallets, etc.)
- **Credit/Debit Cards**

### **3. Why is this policy implemented?**

- **To safeguard funds:** Prevent unauthorised use or misappropriation of client funds.
- **To comply with regulations:** Ensure adherence to international and local financial regulatory requirements.
- **To combat fraud and money laundering:** Mitigate risks associated with illicit activities.

### **4. Important Notes:**

- If the withdrawal channel differs from the deposit channel, additional documentation may be required for verification.
  - In exceptional cases (e.g., when a channel becomes unavailable), please contact our Customer Service Team for assistance.
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## **Examples**

### **Example A:**

#### **1. Transaction Details:**

- Client A deposits \$2,000 via a USDT wallet as their first deposit.
- A second deposit of \$2,000 is made via UnionPay.
- Due to trading losses, the account balance is reduced to \$1,800.
- Client A withdraws the \$1,800 and subsequently deposits another \$2,000 via UnionPay.

#### **2. Withdrawal Rules:**

- Since Client A's initial withdrawal was made via the USDT wallet, any subsequent withdrawal can only return a maximum of \$200 to the USDT

wallet (corresponding to the initial USDT deposit that has not yet been withdrawn).

- Remaining funds (originating from the UnionPay deposit) must be withdrawn via UnionPay.

### **Example B:**

#### **1. Transaction Details:**

- Client B deposits \$10,000 as their first deposit and incurs trading losses of \$8,000, leaving a balance of \$2,000.
- A second deposit of \$5,000 is made via UnionPay. After subsequent trading, the account balance increases to \$7,000 (with a \$5,000 profit).

#### **2. Withdrawal Rules:**

- The initial deposit of \$2,000 must be withdrawn via the original deposit channel.
- The second deposit of \$5,000 and the \$5,000 profit can be withdrawn via UnionPay.

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### **Exceptional Circumstances**

In cases where a deposit channel becomes unavailable due to exceptional circumstances (e.g., channel closure or policy changes), clients must contact our Customer Service Team and provide the following documentation for review:

Proof of identity

Relevant documentation for the new withdrawal channel (e.g., bank or e-wallet statements).

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### **Contact Us**

If you have any questions about this policy, please do not hesitate to contact our Customer Service Team:

**Email:** [cs@macrofx.com](mailto:cs@macrofx.com)

Thank you for your understanding and cooperation. We are committed to providing you with a secure and reliable trading environment.

**Yours faithfully,**

MACRO Global Markets

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