



## **REFUND POLICY**

Where a client has deposited funds but has not carried out any trading activity and has not executed any orders, a refund request can be made.

A refund will be made in full, less any applicable fees, including electronic transfer costs using the same method of payment the initial funds deposited were received.

All fund requests will be treated as withdrawals and will be processed using the methods described within the Terms of Business.

You may initiate a fund request from via email at [sales@tiomarkets.uk](mailto:sales@tiomarkets.uk)

You may also contact the following members of staff:

Damian McDowell – CEO & Executive Director on 0203 865 2276 or email [damian@tiomarkets.uk](mailto:damian@tiomarkets.uk)

Chris Stiegeler – Head of Sales on 0203 865 2275 or email [chris@tiomarkets.uk](mailto:chris@tiomarkets.uk)

Please note: For security reasons, you will be requested to provide proof of your identity and account verification. Please have information at hand.