OFFICIAL PUBLIC POLICY

Deposit Policy

Document information	Details
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This document is issued by Ergenso Ltd and applies from the effective date above. Where it refers to the Client Portal, a Current Schedule or a product-specific disclosure, the version provided for the relevant account, product and jurisdiction applies.

L.1 Available methods

Available currencies, providers, limits, minimums, expected processing times and charges are displayed in the Client Portal before each deposit. Availability varies by residence, account and provider and may change without rewriting this policy.

L.2 Source and ownership

Deposits normally must come from an account or payment instrument in the verified client's name. Third-party payments, anonymous instruments, cash equivalents or transfers from high-risk sources may be rejected, returned or held for review. Corporate clients must use approved business accounts unless documented otherwise.

L.3 Crediting and reversals

A deposit is credited only after required confirmations, reconciliation and risk checks. A displayed provisional credit may be reversed if the payment fails, is recalled, is charged back, appears unauthorised or was credited in error. Trading losses do not remove liability for a valid payment reversal.

L.4 Verification

We may request proof of ownership, payment statements, source of funds, source of wealth, transaction purpose, wallet control or additional identity information. We may restrict trading or withdrawal while a lawful review is pending, but will not use verification as a pretext to demand an unrelated secret payment.