

Visa and Mastercard Payment Terms and Conditions at Otet Markets

To provide transparent and secure financial services, the use of Visa and Mastercard payment gateways on the official Otet Markets website is strictly intended for depositing funds into personal trading accounts on this platform. Use of these services constitutes full acceptance of the following terms by the user.

1. Deposit Terms

Only users who have fully completed the identity verification (KYC) process and have been approved by Otet are permitted to use the payment services.

The bank card used must be registered under the same name as the user's account on the platform.

Otet may request additional identity and banking documents to verify card ownership if necessary.

Deposit processing may take up to 24 business hours.

Deposited amounts will be automatically converted to the base currency of the trading account (USD or EUR). Conversion rates may include fees.

The minimum transaction amount is \$5 and the maximum is \$3,000. A processing fee of 6.5% of the transaction amount applies.

Please note that due to security or AML requirements, payment service providers (PSPs) may impose restrictions on the number or volume of transactions. Otet is not responsible for any rejected or delayed transactions in such cases.

2. Withdrawal Terms

Withdrawals to Visa or Mastercard cards are not permitted.

Users may use alternative methods such as bank transfers, digital wallets, or cryptocurrencies.

All withdrawals are subject to strict compliance with KYC and AML regulations and conducted within international legal frameworks.

If the user's initial deposit was made via cryptocurrency, withdrawals are only allowed via cryptocurrency or digital wallets; fiat withdrawal methods (such as bank transfers) are not permitted.

3. Refund Policy

Refunds are only possible after review and approval by Otet's finance department.

Funds will be returned solely to the original bank card used for the deposit.

Only unused amounts or failed transactions are refundable; profits or losses from trades are excluded from refunds.

The minimum refund amount is \$1 and the maximum is \$1,850. A refund fee of 3.7% plus \$1 applies.

4. Prohibited Uses

Users are prohibited from using payment services for:

Transferring funds to third-party accounts

Suspicious, illegal, or money laundering-related activities

Using unauthorized or third-party cards

Transactions originating from sanctioned or high-risk countries, including: Iran, North Korea, Syria, Sudan, Yemen, Cuba, Russia, Belarus, Afghanistan, Central African Republic, Congo, Somalia, Lebanon, Venezuela, Iraq

Providing services to users residing in countries subject to regulatory restrictions, such as: United States, Canada (except in specific cases), European Union, United Kingdom, Australia, New Zealand, Japan

5. User Responsibilities

Users must enter payment information accurately and with full consent.

- In the event of chargebacks or suspicious transactions, accounts will be temporarily suspended pending investigation.
- Otet reserves the right to refuse payment services if discrepancies in the information are detected.

6. Security and Compliance

All transactions are conducted through PCI-DSS certified secure infrastructure.

Users' bank card information is not stored and is used only for transaction processing.

Otet is committed to full compliance with international Anti-Money Laundering (AML) and Know Your Customer (KYC) regulations.

7. Support Contact

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