# Non-Trading Operations Regulations

MARKET | ON SPOT GROUP LLC | Effective date: 1 September 2026
Official contact: qxofficialsupport@gmail.com
10 Anson Road, #24-09 International Plaza, Singapore 079903

These Regulations govern identity checks, anti-money-laundering controls, and the movement of funds on Accounts held with ON SPOT GROUP LLC. They apply together with the Service Agreement and the Payment Policy. “Non-trading operations” include deposits, withdrawals, refunds, internal corrections, bonus adjustments and similar postings that are not the opening or closing of a Digital Trade.

## 1. Purpose

The Company maintains controls intended to know its clients, reduce the risk of money laundering, terrorist financing, fraud and sanctions evasion, and keep a defensible record of funds flowing through Accounts.

## 2. Client duties

The Client must use only payment sources held in the Client’s own name, provide truthful information, and respond to verification requests within the time we specify. The Client must not use the Account to process funds for another person or to conceal the origin of money.

## 3. Company powers

The Company may, at any time:

- request additional documents or live verification;
- delay or refuse a deposit or withdrawal pending review;
- return funds to the source of origin;
- suspend or close an Account that remains inactive or non-compliant;
- report activity to competent authorities where required;
- decline to explain the full detail of a compliance investigation where disclosure would undermine the investigation or breach law.

The Company is not responsible for losses arising from delays that result from the Client’s failure to supply adequate information, from payment-provider reviews, or from actions we take in good faith to meet legal duties.

## 4. Indicators of concern

Circumstances that may trigger enhanced review include, among others: deposits inconsistent with declared income; rapid deposit-and-withdraw patterns with little or no trading; use of third-party or mismatched payment details; forged or unreadable documents; adverse media or sanctions hits; requests to withdraw to a new method unrelated to the deposit; and any other fact that reasonably suggests the operation is unusual or unlawful.

## 5. Crediting deposits

A deposit is reflected on the Account after the Company identifies the incoming payment and posts it in the ledger. The time this takes depends on the payment rail. Until the posting appears, the Company has not accepted a funding obligation in respect of that transfer.

If a payment cannot be matched, it may be returned, held pending information, or treated in accordance with provider rules. The Client should include any reference the Terminal displays when sending funds.

## 6. Withdrawals

Withdrawals are normally sent via a method compatible with how the Account was funded, subject to the Payment Policy. The Company may require that profits be withdrawn only after identity checks are complete.

The Company may split, delay or refuse a withdrawal that fails internal checks, exceeds published limits, or appears connected to a disputed deposit (including chargebacks).

## 7. One-click and stored methods

If a stored-card or one-click option is offered, the Client authorises the nominated provider to bill the saved method when the Client confirms a top-up. Fees and limits are those shown at the time of the operation. The Client should review the provider's terms. Disagreement with those terms means the Client should not use that method.

Operational messages about payments are delivered primarily inside the Account. Email is used only where the Company elects to do so.

## 8. Contact

Compliance and payments questions should be sent to qxofficialsupport@gmail.com. If the Client does not accept these Regulations, the Client must not deposit funds.

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Governing law: Singapore