

CMC MARKETS FUNDED

Refund Policy

Cancellation, statutory cooling-off, courtesy refund, duplicate-charge and payment-correction rules for CMC Markets Funded services.

OPERATOR

True North Tech L.L.C-FZ

TRADING NAME / PROGRAMME

CMC Markets Funded

COMPANY TYPE

Limited Liability Company – Free Zone

CORPORATE REGISTRY

Meydan Free Zone, Dubai, United Arab Emirates

REGISTRATION NUMBER

2646504

CMC MARKETS RELATIONSHIP

True North Tech L.L.C-FZ operates CMC Markets Funded independently, in conjunction with CMC Markets, under a written commercial agreement. No CMC Markets company operates, sells or guarantees the Services.

BUSINESS LICENCE NUMBER

2646504.01

REGISTERED OFFICE

Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, U.A.E.

VERSION

2.1

DATE

1 October 2026

Legal counterparty: True North Tech L.L.C-FZ, trading as CMC Markets Funded.

CMC Markets Funded is operated by True North Tech L.L.C-FZ | Registration No. 2646504 | Licence No. 2646504.01

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1 Who we are and scope

This Policy applies to fees, payments and refund-related issues arising from the Website, the Client Area, the Evaluation Program, the Reward Stage and related digital services made available by True North Tech L.L.C-FZ.

This Policy covers requests for cancellation, refund, statutory cooling-off, duplicate-payment correction, courtesy refund and similar monetary remedies. It does not change the separate rules that govern approved Rewards under the Reward Stage.

2 Important nature of the Services

Our Services are digital, educational, analytical and evaluative in nature and are delivered through simulated trading only. They are not live brokerage services, client-money services, deposit products or custody services.

Because digital services may be provisioned quickly after purchase through account creation, platform access, rule monitoring, analytics, support workflows and security controls, refund rights may become more limited after activation, access or material performance, subject always to any mandatory legal rights that apply.

3 General refund principles

- Unused or unactivated services may be refundable in limited circumstances.
- Services are generally non-refundable once you have opened a simulated trade, or once the service has been completed or materially performed, unless mandatory law requires otherwise or we agree another remedy.

- Statutory consumer rights remain available where mandatory law gives them to you.
- Goodwill or courtesy refunds may be offered in narrow cases without creating a precedent or future entitlement.

We assess refund requests based on the relevant facts, including whether the service was activated, whether any simulated trade was opened, whether add-ons or resets were consumed, whether there is evidence of fraud or abuse and whether mandatory law gives a right to cancel.

4 When a refund may be available

A refund of the whole order may be available in one or more of the following circumstances:

- a valid statutory cancellation or cooling-off right applies and has not been lost;
- we approve a courtesy refund for an unused Challenge under Clause 5;
- we cancel a paid service before activation and before substantial performance begins;
- we verify a duplicate charge or duplicate capture;
- a payment was unauthorised and that is confirmed through review; or
- the service was materially defective, materially unavailable or materially different from what was agreed and cannot reasonably be remedied through re-performance, a reset or an extension.

Any refund we make covers the whole order, including any add-ons bought with it. We do not refund part of an order. If you were charged twice for the same order, we return the duplicate payment in full.

5 Courtesy refund for unused Challenges

In addition to any rights required by law, we may approve a courtesy refund for an unused paid Challenge or similar evaluation product where all of the following are true:

- the request is made within 7 calendar days of purchase;
- no simulated trade has been opened on the relevant account;
- the account has not been passed, failed, reset, extended or otherwise materially used;
- there is no fraud, sanctions, affiliate abuse, payment dispute, identity concern or multi-accounting concern; and
- approval is commercially reasonable in the circumstances.

This courtesy window is a discretionary commercial policy. Approval of one courtesy refund does not create a right to future courtesy refunds.

6 When refunds are not available

Except where mandatory law requires otherwise or we separately agree a remedy, refunds are generally not available if:

- you opened your first simulated trade on the relevant account;
- the evaluation, reset, upgrade, extension or review has already been activated or completed;
- you failed a challenge, breached a rule, breached our Terms or became ineligible;
- you are dissatisfied with your own trading results, market conditions or your inability to pass;
- you changed your mind after material performance of the digital service began and no mandatory right remains;
- you request reimbursement because a later promotion or lower price appeared after your purchase; or
- the account or order is restricted because of fraud, sanctions, stolen payment methods, false documentation, prohibited conduct or abusive chargeback behaviour.

If you cannot complete identity verification for a reason that is not your fault, and you have not breached our Terms, we will refund the whole order. We will not refund where verification fails because information you gave was false, inconsistent or belonged to someone else.

7 Add-ons, resets, upgrades and promotions

Unless mandatory law requires otherwise, add-ons bought with a Challenge are part of that order and are refunded only with it. If the order is refunded, its add-ons are refunded in full. An add-on is not refunded on its own.

Coupons, vouchers, credits and promotional balances are generally personal, may expire, may be withdrawn for abuse and have no cash value unless we expressly state otherwise or mandatory law requires otherwise.

8 Technical issues and service failures

If you experience a technical issue, pricing anomaly, provisioning issue or similar defect, you should notify us promptly using the support methods published on the Website or in the Client Area.

Where a service is materially defective or materially different from what was agreed, the appropriate remedy may include re-performance, account reprovisioning, a reset or a reasonable extension or, where none of these is reasonable, a refund of the whole order.

We may reduce or deny a remediation request if you continued to trade after becoming aware of a known technical issue and that continued use materially increased the impact of the issue, except to the extent mandatory law requires another outcome.

9 Rewards and refunds are different

A Reward is not a refund of the fee you paid for a Challenge. Passing an evaluation, reaching the Reward Stage or receiving a Reward does not entitle you to a refund of that fee.

10 Payment-method-specific rules

Approved refunds are returned to the card or payment account you paid with, through our payment provider. If a refund cannot be returned that way, we will contact you to agree another method, may ask you to show that the receiving account or wallet belongs to you, and will return the full US dollar amount you paid for the order.

When we approve a refund, we return the full amount you paid for the order. Your bank or card issuer may apply its own charges or exchange rate when it credits the refund, which we do not control.

11 Fraud, chargebacks and compliance

We may refuse, hold, reverse or claw back a refund, or suspend account access, where there is a chargeback, fraud alert, sanctions issue, KYC mismatch, wallet-screening issue, false documentation, multi-accounting concern, affiliate abuse or other conduct creating legal or operational risk.

If you dispute a payment with your bank, card issuer, processor, wallet provider or exchange, we may suspend the relevant Services and any payout processing while the dispute remains unresolved.

12 CMC Markets separate-entity statement

12.1 CMC Markets Funded is operated by True North Tech L.L.C-FZ. Your purchase of the Services and any refund request are arrangements with us, not with any CMC Markets group entity.

12.2 True North Tech L.L.C-FZ is independent and is not owned or controlled by any CMC Markets group entity. It operates CMC Markets Funded in conjunction with CMC Markets under a

written commercial agreement.

- 12.3 No CMC Markets group entity sells the simulated evaluation service, receives the purchase price as merchant of record, processes refunds on our behalf, or guarantees any refund, Reward, payment timing or service result.
- 12.4 Use of the CMC Markets Funded name and approved CMC Markets brand elements does not create ownership, agency, partnership, joint venture or a regulated-client relationship between you and any CMC Markets group entity.
- 12.5 Any optional application for a live account or regulated service with a CMC Markets entity is separate and governed by that entity's own documents.

13 How to request a refund

To request a refund, contact us using the support contact details published on the Website and include your order number, payment reference, registered email and a short explanation of the request.

We may request additional evidence such as proof of payment, wallet ownership proof, bank account proof or identity verification where necessary for fraud prevention and compliance review.

14 Processing times and return method

We aim to acknowledge refund requests within 2 business days and to make a decision ordinarily within 10 business days once we have the information reasonably necessary to assess the matter, although complex fraud or sanctions reviews may take longer.

Once a refund is approved, we aim to initiate the return within 14 calendar days or sooner where required by law, but the time for funds to appear can depend on your bank, card issuer, processor, wallet provider or exchange.

When we refund an order, the trading account that came with it is closed. You will no longer be able to sign in to it or trade on it, and any progress on that account ends. We will confirm the refund by email.

15 Changes to this Policy

We may update this Refund Policy from time to time to reflect changes in law, payment methods, service design, fraud patterns, processor requirements or operational practices. The version in force at the time of purchase will generally govern that purchase unless a later change is required by law, required for security or fraud prevention, or more favourable to you.

16 **Contact**

If you have questions about this Refund Policy or want to request a refund, please contact us using the support details published on the Website.