CMC FUNDED | Verichain

CMC MARKETS FUNDED X VERICHAIN PROGRAMME EDITION

Refund Policy

VERICHAIN PROGRAMME EDITION 1.2 | 24 SEPTEMBER 2026

Based on the master Refund Policy, Version 2.0

Cancellation, statutory withdrawal, 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
Business licence number	2646504.01
Registered office	Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, U.A.E.
CMC Markets relationship	True North Tech L.L.C-FZ independently operates CMC Markets Funded under a written Marketing Services Agreement with CMC Markets Singapore Pte. Ltd., the exclusive financial services and online brokerage partner, which provides agreed marketing, brand, data, governance and related operational support.
Document status	Verichain Programme Edition 1.2 - Customer-facing legal document, based on master Version 2.0
Last updated	24 September 2026
Edition history	Edition 1.0 (2 September 2026) → Edition 1.2 (24 September 2026): edition stamps re-issued in line with the executed partnership agreements; no change to the text of this Policy. Edition 1.1 (15 September 2026) applied to the Privacy Policy only.
Partnership edition	CMC Markets Funded x Verichain Programme Edition 1.2 - applies to customers who enter the programme through the Verichain journey

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Legal counterparty: True North Tech L.L.C-FZ, trading as CMC Markets Funded. CMC Markets Singapore Pte. Ltd. is a separate legal entity and is not the operator, seller or guarantor of the Services described in this document.

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, withdrawal, duplicate-payment correction, courtesy refund, store credit and similar monetary remedies. It does not change the separate rules that govern approved Rewards under the Reward Stage.

PARTNERSHIP EDITION PROVISION - SPONSORED FIRST ATTEMPT AND LATER ATTEMPTS

For customers who enter the programme through the CMC Markets Funded x Verichain journey:

- your first eligible attempt at the Verichain Verified Trader Evaluation is sponsored: no evaluation fee is charged to you for it, and we bear the platform cost of that attempt;
- because no fee is paid for the sponsored attempt, there is no purchase fee for that attempt to refund. If a material platform fault attributable to us prevents a fair sponsored attempt, your remedy is restoration of the account, correction of the result or a replacement sponsored attempt at no charge, and a replacement does not count as a further attempt;
- if you do not pass, you may choose to purchase one or more further Evaluations from us at the price displayed at checkout, which may include a promotion. A later purchase is a contract with us under the CMC Markets Funded General Terms and Conditions, and this Refund Policy and any mandatory consumer rights that apply to you govern it in the same way as any other Challenge purchase, including the courtesy window in Section 5;
- you buy later attempts from us and pay us. Verichain does not sell Evaluations, receive your payment or process refunds, and any referral remuneration we pay Verichain on later purchases is our cost and does not change the price you pay or your refund rights; and
- the Verichain Verified Trader Evaluation has no Reward Stage, so no Reward arises from it and Section 9 applies to it only to that extent.

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.
- Activated, accessed, traded or materially performed services are generally non-refundable 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 full or partial refund may be available in one or more of the following circumstances:

- a valid statutory withdrawal 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 unauthorized 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, reset, extension, fee reduction or a similar fix.

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;
- no non-reversible add-on, reset, upgrade or special configuration tied to that order has been consumed;
- 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.

7 Add-ons, resets, upgrades and promotions

Unless mandatory law requires otherwise, add-ons, paid resets, extensions, upgrades, enhanced split options, premium analytics features, coaching bundles, promo features and similar extras are non-refundable once provisioned or consumed.

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, a reasonable extension, a partial refund or a full refund where another remedy is not reasonable.

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, fee credits and refunds are different

A Reward under the Reward Stage is not automatically a refund of your purchase fee. It is a separate contractual payout, if approved, under the Reward Stage rules.

Passing an evaluation, joining the Reward Stage or receiving a Reward does not automatically entitle you to reimbursement of the fee you paid for a Challenge unless a product page, campaign term or separate written policy expressly says so for that product.

10 Payment-method-specific rules

Approved refunds are normally returned to the original payment method. If that is not technically possible, not legally permitted or inconsistent with anti-fraud controls, we may propose another verified method.

- Cards / PayPal: refunds usually return to the same account or instrument.
- Bank transfer: we may require a verified account in the purchaser's own name.
- Crypto / stablecoin: where a refund is approved, we may require wallet-ownership checks and may calculate the refund by reference to the fiat value actually received for the order rather than later token price movements, unless law requires otherwise.

Third-party network, processor, FX or blockchain fees may be deducted where permitted by law and clearly applicable to the refund method used.

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 Singapore 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 CMC Markets Singapore Pte. Ltd., CMC Markets plc or any other 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. CMC Markets Singapore Pte. Ltd. is the exclusive financial services and online brokerage partner under a written Marketing Services Agreement and provides agreed marketing, brand, data, governance and related operational support.

12.3 CMC Markets Singapore does not sell the simulated evaluation service, receive the purchase price as merchant of record, process refunds on our behalf, or guarantee any refund, Reward, payment timing or service result unless it expressly agrees otherwise in a separate written contract with you.

12.4 Use of the CMC Markets Funded name, approved CMC marks or partnership wording does not create ownership, agency, partnership, joint venture or a regulated-client relationship between you and CMC Markets Singapore.

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 methods published on the Website or in the Client Area 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.

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 or in the Client Area.

End of document. CMC Markets Funded x Verichain Programme Edition 1.2 (24 September 2026) - based on the master Refund Policy, Version 2.0.