

Instruction

Making a withdrawal from TenkoFX account via a bank card

A bank card (BC, BCard, BankCard) is a plastic card linked to one or several settlement accounts in a bank. It is used to pay for goods and services, inter alia on the Internet, and for cash withdrawals. There are debit and credit cards. Debit cards are used for managing a person's own funds in his or her bank settlement account. Credit cards are used for managing a bank's funds that are automatically borrowed from a bank when you make a payment (and need to be returned to the bank).

How to make a withdrawal via a bank card

1. Log in to your account: click 'Log In' on the homepage at <https://tenkofx.com>.

Fill in the authorization form:

- Enter your email.
- Enter your password and click 'Log In'.

Login to My TenkoFX area

Email:

Password:

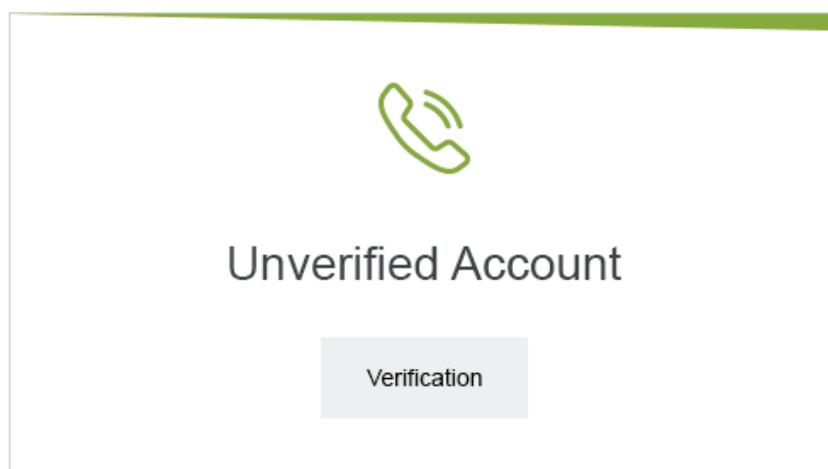
[Forgot password or login?](#)

LOGIN

2. Select 'Make a Withdrawal' tab and click 'Credit/Debit Cards'



3. You need to verify your account for withdrawal. If your account is not verified, you will see an 'Unverified Account' message and 'Verification' button. Click the 'Verification' button and follow the instructions to get your account verified.



4. If your account is verified, you will see a form for making a withdrawal. Fill in the withdrawal form:

- Specify the wallet you want to withdraw funds from.
- Select the currency of the account you want to withdraw funds from.
- Enter the amount and currency of the withdrawal.
- Enter the country where your passport was issued.
- Enter the card number. IMPORTANT! Withdrawal is possible only to the card used for depositing, in the currency of the deposit and in the amount not exceeding the deposit. If you did not deposit your account via a bank card, your withdrawal request will be denied. Please select another method of withdrawal. If you received profit from trade, you can withdraw funds to a bank card in the amount not exceeding the deposit amount, and the remaining funds need to be withdrawn to another system.
- Enter the country of your issuing bank.
- Enter the date of expiry of your card.
- Enter the card holder's name.
- Select the currency of your card.
- Enter the PIN code of your TenkoFX account received during registration. If you do not remember your PIN code, you need to recover it at <https://desk.tenkofx.com/ru/Settings/Recovery/>
- Click 'Make a Withdrawal'

From:	XX54TENKXXG393621000B (eWallet) ▾	
Available funds:	0	USD (US DOLLAR) ▾
Amount:	0	USD (US DOLLAR) ▾
Passport Issuing Country:	RUSSIAN FEDERATION ▾	
Card Number:	<input type="text"/>	
Country:	ALAND ISLANDS ▾	
Expiration Date:	January ▾	2017 ▾
Name On Card:	<input type="text"/>	
Card Currency:	ADP (ANDORRAN PESETA) ▾	
Allow refund:	<input type="checkbox"/>	
PIN code:	<input type="text"/>	

Withdraw

5. You will receive an email with a link to confirm your withdrawal. Open this link in the browser used to log in to your TenkoFX account. Your withdrawal request will be fulfilled.

All requests are processed by the Financial Department within 24 hours upon your confirmation of the withdrawal.