

Instruction

Making a withdrawal from TenkoFX account via wire transfer

Wire Transfer is an electronic payment service for transferring funds electronically between banks. Transfers can be made between personal or corporate accounts within one bank, or between accounts in different banks.

Please, note that according to AML and security standards, the name on the TenkoFX eWallet must match the holder's name on the bank account, from/to which deposits and withdrawals are made. TenkoFX does not accept wire deposits to the Client's account from third party bank accounts. We also do not process withdrawals from the Client's account to any third party bank accounts.

How to create a withdrawal request

To withdraw funds via wire transfer:

1. Select Withdraw funds → Wire Transfer in TenkoFX cabinet.

From:

Available funds: **500**

Amount:

Your bank country:

Beneficiary name:

Amount:

PIN Code: 

2. Fill in the form:

- **Amount:** Enter the amount you want to withdraw and select the currency pocket.
- **Your bank country:** Select your bank country.
- **Beneficiary name:** Enter your name.
- **Currency:** Select the currency in which you want to withdraw.

3. Confirm the withdrawal in 2 steps:

PIN code: Enter the PIN code for eWallet, and then click Verify.

Security code: Enter the security code, and then click **Verify**. Learn more about how to confirm withdrawals with a security code.

4. Enter the SWIFT/ABA code or IBAN of the bank, and then click **Check**.

Beneficiary: John Smith

Country: UNITED KINGDOM

Address: Gresham street, 5

IBAN:

Check

5. Check the Wire Transfer payment details, and then click **Next**.

6. Confirm the entered information and accept all the charges by selecting the checkbox, and then click **Execute**.

7. Withdrawals via wire transfer are processed within 3-5 business days. Withdrawal requests placed on weekends will be processed on Monday.

You can also withdraw to your credit/debit card. The name on the card must match the name of FXOpen eWallet account holder.

How to cancel a pending withdrawal request

If your withdrawal request has not yet been processed, you can cancel it.

Click your **eWallet number** on the left of TenkoFX cabinet, find the transaction in the transaction history, and then click **Cancel**.

How to check the transaction status

Click your **eWallet number** on the left of TenkoFX cabinet.

The transaction status is shown on the History tab.