

HotForex Payoneer Card Facts and Answers to common questions

What are the card activation, maintenance, load and ATM withdrawal fees?

- **24.95 USD** Albania, Angola, Belarus, Bosnia Herzegovina, CôteD'Ivoire, Congo, Ecuador, Ethiopia, Iraq, Kosovo, Lebanon, Liberia, Macedonia, Montenegro, Pakistan, São Tomé & Príncipe, Serbia, Somalia, Turkmenistan, Zimbabwe.

15.95 USD for all other countries.

ATTENTION: The fee is deducted following the initial card payment (first withdrawal) from HotForex. However, there will be no activation fee for existing card holders when connecting a card to a HotForex account.

- **Monthly card maintenance** 1.99 USD
- **Load fee** 2.00 USD (two days processing time) or 4.00 USD (two hours processing time)
- **ATM withdrawal** 3.25 USD

I already have Payoneer. How can I connect it with my HF trading account?

- Please log into your Traders room or Wallet and click the HotForex debit card logo "Get your own card"
- Select "Already applied for a Payoneer account"
- Confirm your username, password and the card number. Once this is complete, a payment can be instantly issued to the card.

What is the card expiration time from time of issuance?

- 3 years

After the application submission, how long does it take to receive my HotForex Payoneer card?

- It typically takes 2 weeks to receive a card. However, it can take up to 4 weeks for some countries.

What are the Minimum and Maximum Withdrawal limits?

- Minimum: 20 USD
- Maximum: 5000 USD

How long does it take for a HotForex Payoneer Withdrawal to be processed?

- Once a payment (withdrawal) has been issued (processed) by HotForex, the client will receive a payment notification email. During the confirmation process, the trader is given the option to have money load in 2 hours or 2 days. After processing time, the funds will

appear in the HotForex Payoneer card and the client will be able to withdraw them via an ATM.

What is the HotForex Payoneer card Withdrawal procedure?

- If a Hotforex trading account was funded via credit/debit card, we can proceed with a Payoneer Withdrawal as long as the credit/debit card used to initially deposit is fully refunded.

How to Deposit via Payoneer

- The client can use the HotForex Payoneer card to deposit into a Hotforex trading account only after a withdrawal to the Payoneer card has occurred. Therefore, a Payoneer card cannot be used for the initial funding of an account.
- Deposits are processed via the same payment gateways as any other debit card (All Credit Card options in the Traders room). The client can load private funds onto a Payoneer card using another credit card via Payoneer "My Account".

How do I claim my free HotForex Payoneer card?

- After you make the required deposit, receive your card and **action the first withdrawal**, please alert us by sending an email to support@hotforex.com. After confirmation, we will then proceed and credit back to your card the card activation fee.