Credit & Debit Card Payments

Factsheet
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1. Card Types

Saxo Markets welcomes card payments by any of the following methods:

**Credit Cards:**
- Visa
- Mastercard

**International Debit Cards:**
- Visa Debit
- Visa Electron
- Mastercard Debit

**Note that Prepaid cards are NOT accepted at all by Saxo Markets – even if they are branded with one of the above card schemes.**
2. Supported Card Issuing Country

Saxo Markets currently only support cards issued in Singapore.

3. First Funding via Credit / Debit Card

First Funding via Credit / Debit card is only allowed for clients resident in the following countries, subject to certain requirements, as defined in the onboarding pages:

- Andorra
- Australia
- Austria
- Canada
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hong Kong
- Hungary
- Indonesia
- Ireland
- Italy
- Japan
- Luxembourg
- Malaysia
- Malta
- Netherlands
- Norway
- Philippines
- Poland
- Portugal
- Singapore
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Thailand
- United Kingdom
- Vietnam
4. Transaction Currencies

Saxo Markets supports transactions in the following currencies:

- SGD
- USD

5. Currency Conversion

There are three possible scenarios that will require currency conversion:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Currency Conversion applied by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction currency is different from card currency, but the same as Saxo account currency</td>
<td>Issuing institution</td>
</tr>
<tr>
<td>Transaction currency is the same as card currency, but different from Saxo account currency</td>
<td>Saxo Markets</td>
</tr>
<tr>
<td>Transaction currency is different from both card currency and Saxo account currency</td>
<td>Issuing institution AND Saxo Markets</td>
</tr>
</tbody>
</table>

When Saxo Markets applies a currency conversion the payment will be converted upon receipt using prevailing currency conversion rates that are available on our website.

For details of your issuing institution’s conversion rates, please contact your issuing institution.
6. Restrictions

Please be aware of the following restrictions for card payments:

1. Saxo Markets only accepts transfers to a Client Account from a credit / debit card held by the same individual as the holder of the Client Account. Any payments made by a third party will be returned to the remitter.

   If your name is spelt differently on the card compared to your trading account, please spell the name as shown on your card in the transaction.

   **Cards without your name on them (as reflected identically with the name registered with Saxo Markets) cannot be used to fund your account.**

2. No more than 1 card can be used with your Saxo Markets account, except for clients residing in United Kingdom who are allowed to use no more than 3 cards.

3. For Credit Cards and International Debit Cards the transaction currency can be chosen from the drop-down available in the Credit / Debit Card module. If a currency is not available in the drop-down it means that the entity you are contracting with does not accept card payments in that currency.

4. The following transaction limits apply to card payments:

   For all clients (excluding United Kingdom residents):
   - **Per transaction limit:** USD 5,000
   - **30-day running sum:** USD 50,000
   - **Limits set by card issuing banks:** please consult your card issuing bank for details

   For clients residing in United Kingdom:
   - **Per transaction limit:** USD 100,000
   - **30-day running sum:** USD 160,000
   - **Limits set by card issuing banks:** please consult your card issuing bank for details

   These limits may be changed without prior notice.

5. Prepaid cards are NOT accepted at all by Saxo Markets – even if they are branded with one of the card schemes listed in #1, above.

6. Card payment is NOT available to Corporate Clients, Introducing Brokers and White Label Clients of Saxo Markets.
7. Please be aware that our standard system maintenance window is on Saturdays. As such, you may experience problems when trying to fund on Saturdays. If you do experience problems, please try again later – our maintenance work is generally completed before lunchtime CET time.

7. How to perform a card payment

The Card Payments module is accessible from the Deposit and Transfer menu item in SaxoTraderGO, SaxoTraderPRO and SaxoInvestor, by clicking Open on the Credit / Debit Card.

Note that you need only enter the full card details the first time you are using any given card with Saxo Markets. For any subsequent payments from a previously used card, you need only select the card in question from the “Card” drop-down, specify your Saxo account, the Currency and the Amount – all details required to process the payment are stored at our fully secure PCI-DSS Compliant Payments Service Provider.

Detailed instructions on how to perform a card payment can be found in the Help portal, by clicking here, where you will also find contact details should you have any questions.

8. Crediting of card payments

Card payments are credited to your trading account at Saxo Markets with immediate effect. This can be convenient if you need to increase the margin available on your account with short notice.

Settlement to your card account will typically take place within 2-5 days.

9. Fees

For Debit and Credit card payments, post transaction an administrative fee (up to a maximum of 2.93%) may apply. The exact relevant fee is displayed before the transaction is committed on the platform, and will be deducted from the total amount transferred.

In certain instances, what is considered to be a debit card in one country may be treated as a credit card internationally. Saxo Group does not decide which card number corresponds to which card type – this is stipulated by the card schemes, and enforced by Saxo Group’s Payments Service Provider.
10. Security

Saxo Markets participates in the Visa Secure and Mastercard Identity Check schemes. These are simple password-protected identity-checking services that take the risk out of online retail, and greatly reduce the risk of fraud by guaranteeing the cardholder’s identity.

Saxo Markets does not store any sensitive card data. All sensitive card data is captured by our fully PCI-DSS Compliant Payments Services Provider, and only non-sensitive card data is returned to Saxo Markets.

11. FAQ

Q: Will my payment be treated as a purchase or a cash withdrawal?
A: It will be treated as a purchase.

Q: I get the following error message when processing a payment - what does it mean?

- An available route for this purchase cannot be found. This may be caused by an error in the merchant configuration or by a remote systems failure.

A: This means that the card type you have selected in the first screen does not match the card type associated to the card number you have entered. For example, if you selected VISA (debit) but then proceeded to entering a Visa (credit) card number, you will see this error message.

Q: I get the following error message when processing a payment - what does it mean?

A: This likely means that your browser is blocking cookies. Please either change the settings on your browser to allow cookies, or change browser to one that does allow cookies.