

## Withdrawal Process

### Step 1

#### | Client Withdrawal Instruction

Choose One of the Following Withdrawal Methods

##### **Written Withdrawal Application**

Capital Futures Headquarters

Capital Futures Taichung Branch

[Capital Securities Branches Nationwide](#)

##### **Withdrawal Instruction by Phone**

1. Capital Futures Headquarters and Futures Trading Assistant  
Withdrawal Hotline: 02-27010120, 02-27010447
2. Capital Futures Taichung Branch Withdrawal Hotline: 04-23194207

##### **Online Withdrawal**

1. Online withdrawal requires a certificate to apply.
2. For domestic and international futures online withdrawals, please log in to [Capital Online](#), select the menu "Account" - "Futures Deposits and Withdrawals," enter the amount you wish to withdraw, and verify the designated bank account. Once confirmed, press the submit button to send the application.

#### Withdrawal Application Processing Time

1. For TWD withdrawals successfully applied between 08:00 to 14:00 on business days, the amount will be transferred to the designated bank account on the same day (actual transfer time depends on bank operations).
2. For domestic withdrawals applied between 14:01 to 23:00 on business days, the amount will be transferred to the designated bank account on the next business day.
3. For foreign currency withdrawals successfully applied between 08:00 to 13:00 on business days, the amount will be transferred to the designated bank account within 1-2 days (actual transfer time depends on bank operations).

### Step 2

#### | Bank-Transferred Margin Deposit

### Step 3

#### | Client Designated Bank Account

※Reminder! Withdrawal of foreign currency margins may be delayed due to foreign holidays, bank processing times, upstream processing times, or other reasons. Traders are advised to apply for fund withdrawals in advance.

#### **Important Notes on Withdrawals and Currency Exchange for KRX (Korea Exchange):**

1. The margin currency for KRX (Korea Exchange) is Korean Won (KRW), which is not a currency handled by domestic banks in Taiwan. According to the regulations of the relevant authorities in Taiwan and the foreign exchange authorization agreement with Capital Futures Corp. (hereinafter referred to as Capital Futures), traders are required to trade foreign futures products in New Taiwan Dollars (NTD) first. In the event that the margin balance in KRW in the futures trading margin or premium accounts is insufficient or shows a negative equity balance, Capital Futures may review the KRW shortfall in these accounts after each business day's settlement and apply to the upstream futures broker for the necessary amount of USD to exchange for KRW margin. The exchange will be carried out on the same day. If it is not a business day in Korea, Capital Futures may postpone the exchange. If the USD balance in the trader's account is insufficient, Capital Futures will exchange other currencies for USD to cover the shortfall. To avoid frequent currency exchanges and potential exchange rate differences, traders may proactively apply to Capital Futures for an exchange to ensure sufficient KRW margin.
2. Traders with a negative KRW equity balance have their account balances reviewed daily; therefore, they are excluded from the routine currency exchange operations.
3. If a trader's account has a KRW balance and they wish to withdraw KRW or if the account has a negative KRW balance, they must apply on a business day to exchange KRW for USD or to cover the KRW shortfall with USD before applying to withdraw the USD or to exchange the amount into NTD or another foreign currency. The estimated withdrawal time is T+3 days (for reference only, actual processing time may vary).
4. Applications for KRW withdrawals and currency exchanges are only processed by calling the Capital Futures withdrawal hotline between 8:00 AM and 1:00 PM on business days. If it is not a business day in Korea, the processing will be deferred to the next Korean business day.
5. The amount required for the currency exchange will be settled at the actual exchange rate for that currency and deposited into the trader's foreign currency futures margin or premium account. Any profits, losses, or liabilities resulting from the exchange or other factors shall be borne by the trader.
6. Capital Futures reserves the right to amend the relevant rules due to legal or trading rule changes. Traders agree to comply with the latest rules implemented by Capital Futures.