

Withdrawal Policy for Prediva.com

Last Updated: 20 February 2025

This Withdrawal Policy ("Policy") outlines the terms and conditions governing the withdrawal of funds by users ("You" or "User") from their accounts on the Prediva.com platform ("Platform"), operated by Prediva SRL, a limited liability company registered in Costa Rica with company registration number 3-102-926028, with registered address at Edificio Alvmar, 101, calle 37, Avenida 3, Barrio Dent, San José, Montes de Oca, San Pedro, República de Costa Rica, CP 11801. By using the Platform, you agree to comply with this Policy. Please read it carefully before initiating any withdrawal requests.

1. Eligibility for Withdrawals

1.1. To be eligible for withdrawals, you must have a verified account on Prediva.com. Account verification may include, but is not limited to, providing valid identification data, documents, proof of address, and any other information required by Prediva.com to comply with applicable laws and regulations.

1.2. Withdrawals can only be made from funds available in your account balance, excluding any bonuses, promotional funds, or other non-withdrawable credits, unless otherwise specified in the terms of the promotion.

1.3. You must ensure that your account is in good standing and free from any restrictions, disputes, or fraudulent activity.

2. Withdrawal Methods

2.1. Prediva.com offers the following withdrawal methods, subject to availability in your jurisdiction:

- Bank Transfers
- Credit/Debit Cards
- E-Wallets (e.g., PayPal, Skrill, Neteller, etc.)

2.2. The available withdrawal methods may vary depending on your location and the currency of your account.

2.3. You must use the same payment method for withdrawals as was used for deposit to comply with anti-money laundering (AML) regulations.

3. Withdrawal Limits

3.1. Prediva.com may impose minimum and maximum withdrawal limits, which will be clearly communicated on the Platform.

3.2. Withdrawal limits may vary depending on your account status, verification level, and the chosen withdrawal method.

3.3. Prediva.com reserves the right to adjust withdrawal limits at its discretion, subject to prior notice to users.

4. Withdrawal Processing Time

4.1. Withdrawal requests are typically processed within **5** business days after receipt of the request, provided all required documentation has been submitted and verified.

4.2. Processing times may vary depending on the withdrawal method selected and the volume of requests.

4.3. Prediva.com is not responsible for delays caused by third-party payment processors, banks, or other external factors.

5. Fees

5.1. Prediva.com may charge a processing fee for withdrawals, which will be clearly disclosed at the time of the withdrawal request.

5.2. Additional fees may be imposed by third-party payment processors, banks, or financial institutions. These fees are beyond Prediva.com's control and will be borne by the user.

6. Compliance and Security

6.1. All withdrawal requests are subject to compliance checks, including but not limited to anti-money laundering (AML) and know-your-customer (KYC) regulations.

6.2. Prediva.com reserves the right to request additional documentation or information to verify the legitimacy of a withdrawal request.

6.3. Withdrawals may be delayed or denied if fraudulent activity, money laundering, or other suspicious behavior is detected.

7. Cancellation of Withdrawal Requests

7.1. You may cancel a withdrawal request before it has been processed by contacting Prediva.com's customer support team.

7.2. Once a withdrawal request has been processed, it cannot be canceled or reversed.

8. Disputes and Refunds

8.1. If you believe there is an error or discrepancy with your withdrawal, you must notify Prediva.com's customer support team within 2 calendar days of the transaction.

8.2. Prediva.com will investigate the issue and resolve it in accordance with its internal policies and applicable laws.

9. Changes to this Policy

9.1. Prediva.com reserves the right to modify this Withdrawal Policy at any time. Any changes will be effective immediately upon posting on the Platform.

9.2. Continued use of the Platform after changes to this Policy constitutes your acceptance of the revised terms.

10. Contact Information

For questions or concerns regarding this Withdrawal Policy, please contact our customer support team at:

Email: help@prediva.com

Address: Edificio Alvmár, 101, calle 37, Avenida 3, Barrio Dent, San José, Montes de Oca, San Pedro, República de Costa Rica, CP 11801