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Lucas From Support - 2024-01-17 - Withdraw Process

How can I withdraw if the card used to deposit has been canceled or is expired? —

After the cancellation of a card, banks are obliged to allow limited transaction types to take place, including refunds, usually for at least 6 months. Therefore, you should withdraw funds to the card you used to deposit, even if this card has been canceled. You will receive these funds on your new card which is connected to the same bank account as your previous card. If the bank account linked to the card is completely closed, you will need to send proof of account closure to backoffice@fxglobe.io and we'll help you to withdraw another way.