



Profit Withdrawal Process

4 steps from checking conditions to receiving payment

Step 1: Check withdrawal conditions

Conditions vary depending on your program:

PROGRAM	CONDITION	FREQUENCY
Express & Instant	Reach 10% profit + minimum 5 trading days	Withdraw immediately when met
Freedom	Account is in profit	Up to 2 times per week

General rules for all programs:

- Profit split: **70/30** (trader receives 70%).
- Profit Cap: maximum **10%** of initial balance per withdrawal. Excess profit is forfeited after payout.
- Profit Score (Express & Instant): no single trade or trading day may account for more than **25%** of total profit.

Step 2: Prepare before requesting

1. **Close all open positions** – mandatory before submitting a request.
2. Review your Profit Score (Express & Instant) – ensure no trade/day exceeds 25%.
3. Note your **trading account number** (MT5) to include in the ticket.

Step 3: Create a ticket on Help Desk

1. Log in to the Client Area on the TenTrade website.
2. Navigate to the **Help Desk** section.
3. Create a **new ticket** with:
"Withdrawal request for account #{your account number}"

Note: Always include your **account number** in the ticket.

Step 4: Receive payment

- Tickets are processed within **24 hours**.
- Payment is made **on the same day** after ticket approval.
- After withdrawal, the account resets to the **initial balance** – you continue trading as normal.

Option: Scale-up instead of withdrawal

When you reach 10% profit, you can choose to **scale up your account** to the next tier (up to \$500,000) instead of withdrawing.

- You must choose one: withdraw **or** scale-up – not both.
- Available for Express & Instant only (except \$3,000 Mini). Freedom has no scale-up.
- Submit a ticket: *"Scale-up request for account #{your account number}"*

Important Notes