Stoko B.V.

+(316) 855-8-0912
info@stokobv.com
Montrealweg 153, 3197 KH Botlek Rotterdam, Netherlands
https://stokobv.com/

To:
End Buyers / Buyer Mandates
End Sellers / Seller Mandates

REFUNDS ASSURANCE PROTOCOL

Dear Sir/Madam,

Stoko B.V is committed to maintaining transparency, accountability, and operational integrity in all petroleum product transactions. This document outlines our official refund assurance protocol applicable to transactions involving our leased storage facilities.

1. Identity Verification Requirements
Prior to processing any refund, Stoko B.V requires verification of the recipient's identity to prevent fraud and ensure compliance. Refunds will only be issued to the original account holder or corporate entity involved in the transaction.
Required Documents:

Condition	Refund Trigger	Refund Timeline
Product Allocation Failure	DIP Test failure	Within 24 hours
TSR-Linked Issues	Seller unavailability or product delay	Within 24 hours
Endorsement Non-Performance	Failure to execute TTTIA, TTVIA, IPA, NOR, CI, DTA, ATV, IAL, ATI	Within 24 hours
TSR Issuance Policy	TSR issued only for buyer-nominated seller	No liability for alternate seller defaults

Photographic ID: Valid passport, national ID, or driver's license with visible name, photo, and signature.

- **Proof of Address:** A utility bill or bank/card statement dated within the last six months showing full name and registered address.
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2. Refund Conditions
Stoko B.V guarantees full reimbursement within **24 hours** under the following circumstances:

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We value your partnership and look forward to a productive and professional relationship. For any clarifications, please contact our compliance team.



Sincerely,
Robert Merten
Compliance Director
Stoko B.V

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