



## Пополнение не зачислено-Пополнение

Номер запроса 1395680

Время отправки 2021-02-04 18:10:34

Статус



2021-02-04 18:10:34

Сумма перевода: 496

Адрес депозита: NCYAVMNQOZ3MZETEBD34ACMAX3S57WUSWAZWY3DW

Адрес электронной почты: zonebel20@gmail.com

Описание: Please check why my XEM funds were not received yet. Transaction details are here:  
<http://chain.nem.ninja/#/transfer/231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50>

What is the matter? Thanks

Токен: XEM

Файл(ы) [xem-okex-deposit.png](#)  
[Screenshot\\_20210204-114115\\_Lykke Wallet.jpg](#)

2021-02-04 19:33:51



Служба поддержки  
OKEx

Dear valued customer,  
Thank you for contacting us. We are checking your issue now, please bear with us. We shall get back to you shortly.



Dear valued customer,  
May I have the TXID, and the token amount for us to check the transaction? Alternatively, you may check your deposit progress and deposit at the bottom of this page: <https://www.okex.com/balance/recharge/xem>

Служба  
поддержки  
OKEx



2021-02-04 19:42:26



Файл(ы) Deposit information.png

Служба  
поддержки  
OKEx



2021-02-04 20:00:59

I've just checked again - there is still no deposit of XEM. I sent 486 XEM.  
I have got this transaction description <http://chain.nem.ninja/#/transfer/231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50>. Is this that? I attach a screenshot of my cash-out action.

Файл(ы) Screenshot\_20210204-114115\_Lykke Wallet.jpg xem-dep.png



2021-02-04 20:02:46

exactly 496 XEM was sent



2021-02-04 21:02:03

TXID : 231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50

[https://explorer.nemtool.com/#/s\\_tx?hash=231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50](https://explorer.nemtool.com/#/s_tx?hash=231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50)

2021-02-05 03:56:48





thank you for the wait. Upon checking we regret to inform that the deposit is invalid due to we're not supporting mosaic type transfer for XEM token. Therefore the deposit is not receive to our exchange.

thank you for your understanding.

2021-02-05 04:23:55



Thanks for understanding. This ticket will be closed as it is explained. If you need further assistance, please feel free to contact us. Have a nice day.

Служба  
поддержки  
OKEx

Компания



Документы



Сервисы



Поддержка



 русский язык/USD 

