



Пополнение не зачислено. Неправильный адрес-Пополнение

Номер запроса 1396011

Время отправки 2021-02-05 09:06:35

Статус



2021-02-05 09:06:35

Сумма перевода: 496

Адрес депозита: NCYAVMNQOZ3MZETEBD34ACMAX3S57WUSWAZWY3DW

TXID Транзакция НА SH: 231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50

Адрес электронной почты: zonebel20@gmail.com

Описание: I want to continue request talk 1395680.

е: You gave me the answer:

"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."

So my question is - who was wrong? I made transfer from lykke exchange using Address and Tag, that was taken from OKEx and there was not any more additinal info about type of trasfer.

And the next question - what to do and how to get back my coins?

TXID :

231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50

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

hash=231abe3b46f27e8073225d24a76905330fa517231b33578bcbb05a0081389b50



OKEx



2021-02-05 09:11:15

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.

2021-02-05 11:07:32

Служба
поддержки
OKEx

Dear valued customer,

Thanks for waiting.

We sincerely apologize that we do not support the XEM token from Mosaic.

Kindly check with the sending platform to retrieve the token. Thank you.

Hope the solution above clarifies for you. Should you have any further inquiry, do feel free to contact us again. Have a great day!



2021-02-05 11:55:42

Of course, I will talk to sending exchange support, but really do not see any fault from there. I really can't understand - you give XEM address and XEM tag - no additional info about transfer method or any other. So I used your data correctly, sending exchange sent coins according to your full data (if you did not mention transfer method so you should accept any of that) . In my opinion, that is your fault and I consider you should compensate me coins if they were lost. I started to work with OKEx and my first customer experience is negative now. Hope You will resolve this situation and I will change my mind from negative. Kind Regards

2021-02-05 12:44:15

Служба
поддержки
OKEx

Dear valued customer,

We apologize that since the token format is different that we support. We apologize that we are unable to refund the token as we do not receive the XEM token. Kindly check with the receiving platform. Thank you.

Hope the solution above clarifies for you. Should you have any further inquiry, do feel free to contact us again. Have a great day!



OKEx



2021-02-05 13:08:51

Tell please what is the difference in the token format? Is that was not XEM? Why there"s no info about the dif
ference in deposit data? How I should send XEM to be confident it will be supported and received?



2021-02-05 13:28:57

You talk that you do not receive the XEM token - ok they are lost but Who is wrong and guilty?
I used correct data - there"s no my fault, so that is your fault that you do not give exact info about formats or
do not support it. After that the logic that you should correct the situation and compensate the sum by yourse
lf. Agreed?

2021-02-05 13:35:16



Служба
поддержки
OKEx

Dear valued customer,

We apologize that we unable to compensate as we do not support the network of Mosaic wallet.
We are supporting the XEM own network. For more info, you can refer to this link. [https://www.o
kex.com/price/nem-xem](https://www.okex.com/price/nem-xem)

We may suggest you to contact the sending platform to retrieve the token. Thank you.

На рассмотрении? [Отправьте новое сообщение.](#)

Для других отзывов лучше отправить новый запрос, выбрав подходящую категорию.

Компания



Документы



Сервисы



Поддержка





OKEx



🌐 русский язык/USD ▾



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