**Coin Recovery Fees & Process**

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**2024**

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**—---------This Changes will take effect from 1st Jan, 2024 —---------------**

**Changes Highlights:**

* ERC-20 Coin Recovery fees reduced by $10.
* Delisted BUSD Token to collect recovery fees.(from 20 Dec, 2023)
* Added USDC Token to collect recovery fees.
* Changes in recovery fees address to collect fees.

**Note:** We will collect updated recovery fees on updated recovery addresses on tickets which are created after 1 Jan, 2024 00:00 AM IST. Does not matter if the transaction is done in 2023, 2022 or before.

If Ticket is created before 1 Jan 2024 00:00 AM IST, and there is no recovery fee template sent to the customer, you can send a new address to the customer and ask for updated fees.

If a reply is sent to the customer to deposit a fee on the old address, do not ask to send fees on the new address.

**New Recovery Fees Structure:**

| **Supported Networks** | **Minimum Transaction Amount** | **Fees taken by ZebPay** | **Recovery ETA** |
| --- | --- | --- | --- |
| ERC-20 (Etherscan) | $100 | **50 USDT / USDC (ERC-20)** | 30 Days |
| BEP-20 (BSC SCAN) | $50 | **20 USDT / USDC (ERC-20)** | 30 Days |
| PolygonScan | $50 | **20 USDT / USDC (ERC-20)** | 30 Days |

**New Recovery Addresses:**

| **Supported Networks** | **Deposit Address** |
| --- | --- |
| ERC-20 (Etherscan) | 0x0137C01c68e3953e3F480993DC3a8041066D7A08 |

**Admin Panel Account:**

* You can now verify the deposited fees by the customer is received from our admin panel itself.
* Check on the transaction list for **AUS** mobile number **+6198765**, and verify the collected fees is received by ZebPay.

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**2022**

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**What is coin recovery?**

* Any crypto deposit transaction done on an unsupported or incorrect network, falls for the coin recovery process.
* **E.g.** BUSD sent on ERC-20 network - In ZebPay BUSD supported

**What do we do in coin recovery?**

* In the coin recovery process, we request customers to provide a recovery address on the same network on which the customer has sent cryptos.
* **E.g.** Asking for BUSD recovery address supported on ERC-20 network.

**How do we know if the ticket is for coin recovery or not?**

* In ZebPay we support each token on a single network only. For e.g ETH is supported on ERC-20, BUSD is supported on BEP-20 etc.
* If any customer has sent any token on an unsupported network those tickets will go for coin recovery.
* ZebPay also considers recovery for the tokens which are not listed for deposit / withdrawal.

**Can ZebPay recover all the transactions over all the networks?**

* **No**, ZebPay can only recover the crypto deposit sent on ERC-20 (Ethereum), BEP-20 (Binance Smart Chain), and Polygon Scan.
* Zebpay does not support recoveries for tokens sent on deprecated(old) addresses, regardless of the network.

**What should I do, if a HNI customer creates a ticket for coin recovery done on ZebPay unsupported network?**

* We can give a same response to HNI customer to keep checking support article, as we are unable to perform recoveries on \_\_\_\_ network.(Tron, BEP-2,HRC-20, etc)

**What can happen if a transaction is done on unsupported recovery networks?**

* Any transaction done except from ERC-20, BEP-20 OR Polygon scan network **cannot be recovered**.
* We can ask customers to keep checking ZebPay's Support Article in future. We will update the article, once we support recoveries on those networks.

**Are there any charges for coin-recoveries?**

* Yes, below are the details:

| **Supported Networks** | **Minimum Transaction Amount** | **Fees taken by ZebPay** | **Recovery ETA** |
| --- | --- | --- | --- |
| ERC-20 (Etherscan) | $100 | **60 USDT(ERC-20)** | 60 BUSD (BEP-20) | 30 Days |
| BEP-20 (BSC SCAN) | $50 | **20 USDT(ERC-20)** | 20 BUSD (BEP-20) | 30 Days |
| PolygonScan | $50 | **20 USDT(ERC-20)** | 20 BUSD (BEP-20) | 30 Days |

**Do customers need to deposit the fees to Zebpay or can it be collected from ZebPay wallet?**

* Customers need to deposit the fees on the address below mentioned, **Recovery ETA** will start from the day of fees collected (30 Days).

| **Supported Networks** | **Deposit Address** |
| --- | --- |
| ERC-20 (Etherscan) | 0xA6a6F03c36CEfe0A4895F27b21A5952A426fbEBb |
| BEP-20 (BSC SCAN) | 0xA6a6F03c36CEfe0A4895F27b21A5952A426fbEBb |

**Can customers deposit fees in BUSD even if customers want to recover ERC-20 token on etherscan?**

* Yes, customers can send a fee amount in BUSD(BEP-20 / BSC Scan).

**What is the checklist I can follow to make sure the ticket is valid for recovery?**

| **Checklist for recovery** |
| --- |
| Transaction hash provided by the customer successful on blockchain? |
| Transaction is done on a valid contract? |
| Transaction amount is higher than $100 for ERC-20 / $50 for BEP-20 and polygonscan? |
| Confirm if the customer has provided a recovery address on which unsupported tokens need to be recovered? And the recovery address is Non-ZebPay Address? |
| Does the receiving address belong to ZebPay, from the transaction hash provided by the customer? |

**Whom should I contact if my query is not listed here?**

* You can contact **Mohit Narwani** from Tech-Support team or **Prayag Agarwal** from Blockchain Tech-Support team.
* You can also contact / escalate at [ts@zebpay.com](mailto:ts@zebpay.com).

**Can we perform recoveries on the tokens which are not listed on ZebPay?**

* **Yes, we can.** Recoveries are not dependent on tokens. We have to make sure the token is transferred on a supported chain (BSC,Etherscan, Polygon Scan) and the amount is sufficient to recover as per process.
* We need to follow the same process for non-listed tokens.

**What should be the next steps once all the recovery checklist is completed? And recovery fees are collected from customers?**

Recovery Fees Transaction Hash:

Recovery Address:

Recovery Token:

Recovery Chain:

Recovery Quantity:

Recovery Amount(USD):

Recovery Transaction Hash:

Recovery Transaction Deposit Proof:

Fees deposit proof:

Is this customer’s first recovery? If not, update customers that we won't be able to perform recovery.

**Note: Once the child ticket is created, assign the child ticket to available CS TL to verify and approve the ticket.**

**Please assign a child ticket to Tech-Support team once it is approved by TL, non approval tickets will be considered as invalid.**

**Flow Chart Mentioned Below:**