

Coin Recovery Fees & Process

2024

-----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.

2022

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.

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:

