

Crypto Deposits and Crypto Withdrawals

Related Support Articles:

<https://help.zebpay.com/support/solutions/folders/44001235528>

Drafts sent by Advisors related to Crypto Withdrawal/ Crypto Deposits:

Crypto withdrawal processed

Dear {{ticket.requester.firstname}}

Thank you for contacting us in regards to your crypto withdrawal.

We are glad to inform you that your crypto withdrawal transaction has been successfully broadcast onto the block chain.

You can locate the transaction ID on the app by clicking on the token from the exchange and then selecting the history tab and the transaction you are looking for.

Further, for tokens under quick trade, you can locate the transaction ID by clicking on the three dots on the right side of the token and then selecting Wallet history.

You can view this withdrawal status by going to the respective token's blockchain explorer and entering the transaction ID for the withdrawal. Or you can click on the transaction ID displayed on the application and it may redirect you to the blockchain explorer.

If the tokens are not yet credited to the receiving address, please reach out to the receiving wallet's customer care for assistance.

If there is any other crypto withdrawal that you're referring to, please share the token name and quantity of the same and we will assist you further.

Feel free to reach out to us for any assistance.

We wish you a great day ahead.

Regards,
Team ZebPay.

Crypto deposit processed

Dear {{ticket.requester.firstname}}

Thank you for contacting ZebPay support.

We can see that your crypto deposit has already been successfully processed and credited to your ZebPay wallet.

Please follow the below steps if you are not able to see the balance updated in the app.

1. Please ensure that you have the latest version of the app to view your balances correctly.
2. Refresh the app by clicking on the three horizontal lines on the top left corner and then clicking on refresh option.

If there's any other crypto deposit that you're referring to, please reply and share the transaction hash and amount for the missing deposit.

Feel free to reach out for any assistance.

Regards,
Team ZebPay.

Delay in Crypto Withdrawal (Internal: Hot Wallet Issue)

Dear {{ticket.requester.firstname}},

Thank you for contacting us regarding your Crypto Withdrawal.

Please be assured your funds are safe.

Crypto transfers may take 24-48 hours to get executed given the Statutory guidelines to validate the receiving /sending addresses. Your crypto withdrawal will be processed as soon as the validation is done.

We appreciate your patience and understanding in this matter.

Please reach out to us if you've any further queries.

We wish you a great day ahead.

Regards,
Team ZebPay.

How to send/ receive cryptos:

Dear {{ticket.requester.firstname}},

Thank you for contacting ZebPay support.

We have detailed support articles on everything related to sending and receiving crypto.

Click on the below link to get step-by-step guide on how to send cryptocurrency:

<https://help.ZebPay.com/support/solutions/articles/44000886049-send-cryptocurrency-to-another-wallet>

There is a limit and fees associated with crypto withdrawals. Please check our website for the same: <https://zebpay.com/in/features/pricing>

Click on the below link to get step-by-step guide on how to receive cryptocurrency:

<https://help.zebpay.com/support/solutions/articles/44000886064-receive-cryptocurrency>

If you have any further queries or require assistance, please feel free to reply to our email and we'll be happy to help you.

We wish you a great day ahead.

Regards,
Team ZebPay.

Transaction Hash Required for Crypto Deposit

Dear {{ticket.requester.firstname}},

Thank you for contacting ZebPay support.

We were unable to locate your transaction, hence kindly share with us the crypto deposit proof that consists of, transaction hash (tx hash, TX ID), coin name, sender/receiver address, date/time stamp, etc.

Along with this, we would request you to share the transaction hash by copy pasting it on the email body of your reply in text format.

We look forward to assisting you further.

We wish you a great day ahead.

Regards,
Team ZebPay.

Increase in Crypto Withdrawal Limit / KYC L2 Verification

Thank you for contacting us for increasing your Crypto withdrawal limits.

For us to proceed with this, we need the following information/documents:

- 1) Current occupation details - Kindly mention your current occupation details and designation (E.g.: Salaried/ Self-employment/ Student/ Retired/ Unemployed).
- 2) Supporting documents for the source of wealth and source of income. (Eg: Salary Slips- Salaried individual, Business bank statements/ Contracting agreement- Self-Employed/Business, Investment statements- In case, Investments are the only source of income).
- 3) Last 3 months bank statements (For bank account linked to ZebPay wallet).
(If a different bank account is used for trading and to establish your sources of funds then please provide both bank account statements).
- 4) Latest filled ITR (not more than 2 years old).
- 5) Selfie image - Please take a selfie with your face clearly visible as well as you holding up the ID document (PAN Card) submitted during KYC registration along with a page mentioning the details "ZebPay" & "Today's date".

Important points:

*The bank statement must be an official statement. Screenshots or Excel files will not be accepted; *Your name must be visible on the bank statement.

*Do not send compressed files and send each document as an individual attachment.

*During the Enhanced Due Diligence process, the compliance team may kindly ask for any additional documents that are required.

The fee to upgrade your KYC level is Rs 500+ GST (18%) which will get debited from your INR balance. If you don't have sufficient funds, please deposit the amount and ensure the availability of fees in your account. If there are not enough funds in your account, we will be unable to fulfil your request and it will be put on hold.

Please send these documents at the earliest to complete the verification.

Feel free to contact us for any assistance and we'll be glad to help.

Crypto withdrawal - Limit error

Dear {{ticket.requester.firstname}}

Thank you for writing to us regarding your recent crypto withdrawal attempt.

This error is occurring due to either attempting to withdraw an excessive number of coins beyond the allowed limit or having already utilised the transaction limit, either in terms of quantity or count.

In case the limit has been used up, it will be refreshed after a period of 24 hours. It is recommended that you make another attempt after a 24-hour interval from your initial transaction.

You can withdraw digital assets up to the total transaction limits mentioned here:

<https://zebpay.com/in/features/pricing>

To increase withdrawal limits, you can [whitelist](#) your withdrawal address.

Below is an example and guideline that can help you understand how to calculate this yourself.

If you want to withdraw BTC to your whitelisted wallet address, you can do so up to a value equal to USDT 50 per transaction and USDT 250 per day if you are KYC Level 1 verified.

Assume that BTC is currently trading at Rs 2668000 and USDT at Rs 88.44 and the maximum per transaction limit to the whitelisted address is USDT 50. The maximum quantity of Bitcoin that you can withdraw in one transaction is 0.00165742 BTC. The calculation for the same is shown below.

Maximum withdrawable Quantity of BTC = (Current Rate of USDT * Maximum USDT Limit) / Current Rate of BTC = $(88.44 * 50) / 2668000 = 0.001657$

Enhanced limits are also available to customers in KYC Levels 2 and Level 3. You must complete our enhanced KYC process subject to applicable fees to increase your withdrawal limit. The fee for KYC level change is Rs 500 + GST (18%).

If you have any further queries, please feel free to contact us.

Wish you a great day ahead.

Regards,
Team ZebPay.

1: Crypto Withdrawals/ Sending Crypto:

Crypto withdrawal processed:

Dear Member

Thank you for contacting us regarding your Crypto withdrawal status.

Your crypto withdrawal has been successfully broadcasted onto the blockchain.

Please refer to the below transaction Id and the direct blockchain explorer link:

Transaction Id-

Direct Blockchain Link-

For this transaction, please reach out to the receiving wallet provider, if not yet credited.

You can also find the transaction ID by clicking on the token, and then on the history tab and on the transaction for which you require the transaction id.

If there's any other crypto withdrawal that you're referring to, please reply with the token name and amount for the missing transaction.

Feel free to reach out for any assistance.

Regards,
Team ZebPay

Crypto Send Transaction Successful:

Dear Member,

Thank you for contacting ZebPay's support regarding your COIN send transaction.

Your send transaction for COIN dated xxxxx for quantity XXXX has been confirmed on the blockchain, and the same is credited to the receiver's wallet.

For your reference, you can check the transaction details on the below-given link:

Transaction ID:

Direct Blockchain Link:

Below are the steps to check the status and transaction id of your cryptocurrency transactions:

- Select the cryptocurrency from the exchange tab
- Tap on History.
- Tap on a particular transaction.

For tokens listed under quick trade:

- Click on the three dots on the right side of the token from the quick trade screen.
- Click on wallet history
- Click on the particular transaction.

In case if the receiver of this transaction claims that it's still not received then you can ask the receiver to check with the support team of his exchange with the transaction hash as a reference to further investigate.

Please feel free to contact us if you need any further assistance.

Wish you a great evening ahead.

Regards,
Team ZebPay

Crypto withdrawal change policy

Dear Member,

Thank you for contacting us regarding the change in the crypto withdrawal policy,

Our crypto withdrawal limits have been revised effective 14th July 2023. These changes will better safeguard customer interests while adhering to legal standards and our enhanced compliance structure.

You can withdraw digital assets up to the total transaction limits listed below under our new withdrawal policy:

Withdrawal limits for Non-Whitelisted Addresses:

KYC Level 1	Per Tx Amt	Per Day Amt	Max TX count
Level 1	USDT 50	USDT 100	2
Level 2	USDT 500	USDT 500	5
Level 3	USDT 2500	USDT 25000	10

Withdrawal limits for Whitelisted Addresses:

KYC Level	Per Tx Amt	Per Day Amt	Max TX co
Level 1	USDT 50	USDT 250	5
Level 2	USDT 5000	USDT 5000	10
Level 3	USDT 25000	USDT 250000	10

For EX: if you want to withdraw BTC and ETH to your whitelisted wallet address, you can do so up to a value equal to USDT 50 per transaction and USDT 250 per day if you are KYC Level 1 verified.

Enhanced limits are also available to customers in KYC Levels 2 and Level 3. To increase your withdrawal limit, you must complete our enhanced KYC process subject to applicable fees. The fee for KYC level change is Rs 500.

Customers who have already completed enhanced KYC do not need to take any further action.

If you have any further queries, please feel free to contact us.

Wish you a great day ahead.

KYC L2 Verification (When a customer requests to increase limits)

Thank you for contacting us for increasing your Crypto withdrawal limits.

For us to proceed with this, we need the following information/documents:

- 1) Current occupation details - Kindly mention your current occupation details and designation (E.g.: Salaried/ Self-employment/ Student/ Retired/ Unemployed).
- 2) Supporting documents for the source of wealth and source of income. (Eg: Salary Slips- Salaried individual, Business bank statements/ Contracting agreement- Self-Employed/Business, Investment statements- In case, Investments are the only source of income).
- 3) Last 3 months bank statements (For bank account linked to ZebPay wallet).
(If a different bank account is used for trading and to establish your sources of funds then please provide both bank account statements).
- 4) Latest filled ITR (not more than 2 years old).
- 5) Selfie image - Please take a selfie with your face clearly visible as well as you holding up the ID document (PAN Card) submitted during KYC registration along with a page mentioning the details "ZebPay" & "Today's date".

Important points:

*The bank statement must be an official statement. Screenshots or Excel files will not be accepted; *Your name must be visible on the bank statement.

*Do not send compressed files and send each document as an individual attachment.

*During the Enhanced Due Diligence process, the compliance team may kindly ask for any additional documents that are required.

The fee to upgrade your KYC level is Rs 500+GST which will get debited from your INR balance. If you don't have sufficient funds, please deposit the amount and ensure the availability of Rs 500+ GST in your account. If there are not enough funds in your account, we will be unable to fulfil your request and it will be put on hold.

Please send these documents at the earliest to complete the verification.

Feel free to contact us for any assistance and we'll be glad to help.

Regards,
Team ZebPay

Crypto withdrawal limit explanation

Dear Member,

Thank you for writing to us about the crypto withdrawal.

You are receiving the error because you are attempting to withdraw more coins than allowed.

You can withdraw digital assets up to the total transaction limits listed below:

Withdrawal limits for Non-Whitelisted Addresses:

KYC Level 1	Per Tx Amt	Withdrawable qty in (Coin Name)	Per Day Amt	Withdrawable qty in BTC	Max TX count
Level 1	USDT 50		USDT 100		2
Level 2	USDT 500		USDT 500		5
Level 3	USDT 2500		USDT 25000		10

Withdrawal limits for Whitelisted Addresses:

KYC Level	Per Tx Amt	Withdrawable qty in (Coin Name)	Per Day Amt	Withdrawable qty in BTC	Max TX count
Level 1	USDT 50		USDT 250		5
Level 2	USDT 5000		USDT 5000		10
Level 3	USDT 25000		USDT 250000		10

The coin-specific limits mentioned above are as per the current rate. The coin-wise limit may vary according to the rates at the time of withdrawal.

Below is an example and guideline that can help you understand how to calculate this yourself.

If you want to withdraw BTC to your whitelisted wallet address, you can do so up to a value equal to USDT 50 per transaction and USDT 250 per day if you are KYC Level 1 verified.

Assume that BTC is currently trading at Rs 2668000 and USDT at Rs 88.44 and the maximum per transaction limit to the whitelisted address is USDT 50. The maximum quantity of Bitcoin that you can withdraw in one transaction is 0.00165742 BTC. The calculation for the same is shown below.

Maximum withdrawable Quantity of BTC = (Current Rate of USDT * Maximum USDT Limit) / Current Rate of BTC
= (88.44*50) / 2668000
= 0.001657

Enhanced limits are also available to customers in KYC Levels 2 and Level 3. You must complete our enhanced KYC process subject to applicable fees to increase your withdrawal limit. The fee for KYC level change is Rs 500.

If you have any further queries, please feel free to contact us.

Wish you a great day ahead.

Failed Transaction Refunded

Dear Member,

Thank you for your patience.

Your Send transaction of XXXX TOKEN failed and the same has been refunded to your wallet.

Your current (Coin) balance is XXXXXX. Please refresh the app for the updated balance and if you wish to re-initiate a fresh send transaction you can do so.

Feel free to let us know if you need further assistance.

Regards,
Team ZebPay

How to send crypto to a different address

Dear Member,

Thank you for contacting us.

For tokens under exchange select the desired cryptocurrency from the exchange tab on the app & click on Send.

For tokens under quick trade, on the quick trade tab, click on the 3 vertical dots at the right corner of the respective crypto (adjacent to the "Price (INR)"). A list will pop-up showing 'Send', 'Receive' and 'Transaction history'. Click on send.

Please be informed that below are the steps on how to add a new address to send crypto:

After selecting a respective cryptocurrency, click on Add New Address.

You'll now receive a pop-up regarding the acknowledgment for the coin being shared over the respective network (Kindly read it thoroughly before accepting).

Enter the Recipient Label. For Example: John's Wallet

Enter the Recipient Address (The address to whom you want to send your crypto).

Enter the Beneficiary's Full Name. For Example: John Victor

Enter the Beneficiary's Platform. Kindly select the receiver's wallet name. For Example: Binance

Click on Save Address.

You can even scan any receiver's QR code to share the crypto.

For sending coins/tokens which are listed in Quick Trade, please go to the Quick Trade tab.

A list will pop-up showing 'Send', 'Receive' and 'Transaction history'.
Once the required option is selected, the app will take you to the appropriate screens.

Click on the below link to get step by step guide on how to send cryptocurrency-
<https://help.zebpay.com/support/solutions/articles/44000886049-send-cryptocurrency-to-another-wallet>

Feel free to contact us for any assistance, and we'll be happy to help.

We wish you a great day ahead.

Regards,
Team ZebPay

Private Key:

Thank you for contacting us in regard to the information about your wallet.

We are sorry to inform you that you do not have a private cryptocurrency wallet with ZebPay; hence, we cannot provide you with a key to the wallet.

You can hold your cryptocurrency in your ZebPay account as we follow the highest measures of security for our cold wallets.

Zebpay implements industry-leading security practices to give you peace of mind. With Zebpay, you don't have to take a backup of your wallet, and your crypto assets are secured with multisig wallets.

If you still wish to control the private keys of your coins, you can transfer your coins to a hardware wallet.

For more information on our security measures, please click [here](#).

Feel free to reach out to us in case of any further assistance.

Wish you a pleasant day ahead.

Whitelisted/Non-whitelisted withdrawal block:

Thank you for contacting ZebPay Support.

The number of transactions that you can do in a rolling 24 hr period is a maximum of 2 transactions for non-whitelisted addresses and for a whitelisted address is a maximum of 5 transactions in a rolling 24 hr period.

Since you have already made 2 transactions in the range of 24 hours to a non-whitelisted address, you are unable to perform this transaction. We'd suggest you try after 24 hours of your first send transaction.

In simple words you can make a maximum of two transactions in any given 24 hrs period towards a non-whitelisted address.

In your case, as per the last 24 hours, you have placed your first non-whitelisted withdrawal of XXXX token at XX:XX IST and second non-whitelisted withdrawal of XXXX token at XX:XX IST. So you can perform another transaction once 24hrs is complete from your first non-whitelisted withdrawal and another transaction once 24 hours is complete from your second non-whitelisted withdrawal. This way the rolling 24 hours will be calculated.

You can refer to the below link to check the limits:

<https://zebpay.com/in/features/pricing>

Please note that you can perform high-value transactions by Whitelisting an address. Whitelisting your sending address is a secure way of performing high-volume transactions with a given address.

You can whitelist an address to increase the sending limit. Please refer to the below link for more information:

<https://help.zebpay.com/support/solutions/articles/44000898470-whitelist-an-address>

Feel free to contact us for any further assistance.

Wish you a great day ahead.

LTC blocked transaction (High-risk):

Thank you for contacting ZebPay support.

The LTC Send transaction has not been processed since the sending address is a High Risk address.

Please do not use the below mentioned address for withdrawals since the address has been blocked - xxxxxxxxxxxxxxxxxxxxx

The xx.xx LTC will be refunded to your ZebPay wallet within the following 24-48 hours.

Feel free to let us know if you need further assistance.

Wish you a great time ahead.

Archive/ Unarchive sending addresses

Thank you for contacting ZebPay support.

Please be aware that while you cannot delete your sending addresses, you can archive any that are no longer in use.

To manage the send addresses that are active or that you use frequently, you can archive obsolete or unused send addresses. You may also choose to subsequently unarchive these addresses.

Important: Do NOT receive cryptocurrencies on archived addresses as these may not be credited.

Please click on the following link to learn how to archive and unarchive crypto sending addresses: <https://help.zebpay.com/support/solutions/articles/44000886158-archive-unarchive-old-or-unused-send-address-es>

Please get in touch with us if we can be of any further help.

We hope you have a wonderful day ahead.

Xpress listed token's withdrawal request:

Thank you for contacting us.

We would like to inform you that XXXX is a Xpress listed token.

Xpress listed tokens are identified by a small blue 'X' below the token icon.

Please note that you cannot send or receive cryptocurrencies that are listed under Xpress listing. However, you can still trade Xpress listed tokens.

If there are any updates in the future regarding the ability to send and receive Xpress listed tokens, we will notify you through our regular communication channels.

If you have any further questions, please don't hesitate to reach out to us. We are here to assist you.

Wishing you a pleasant time ahead.

2: Crypto Deposits/ Receiving Crypto:

Crypto Receive Transaction Successful:

Dear Member

Thank you for contacting us regarding your Crypto deposit transaction.

Your receive transaction of XXXX Token has been successfully credited to your wallet.

You can even check the status and transaction ID of your cryptocurrency transactions on the app:

For tokens under exchange:

- Select the cryptocurrency from the exchange
- Tap on History.
- Tap on a particular transaction.

For quick trade:

- Click on the three dots on the right side of the token
- Click on wallet history and you will be able to see the transaction.
- Click on the transaction and you will be redirected to the address history.

If there's any other crypto deposit that you're referring to, please reply with the transaction id and amount for the missing deposit.

Feel free to contact us for further assistance.

Wish you a great evening ahead.

Regards,
Team ZebPay

Request for transaction hash :

Dear Member

Thank you for reaching out to us regarding your *** deposit transaction.

To locate your transaction and process the same, please share the transaction ID/hash.

Every successful transaction will have a unique Transaction Id associated with it.

Please provide the same in text format for us to investigate further.

You can also share the direct blockchain link for this transaction.

Looking forward to assisting you further.

Regards,
Team ZebPay

INCORRECT MEMO/MISSING MEMO FOR DEPOSIT:

Dear Member,

Thank you for contacting us regarding the (Coin) deposit to your Zebpay account.

You have not added the Memo to your receiving address while initiating this transaction, due to which the coins have not been credited yet.

(COIN) receiving Address - XX
Memo - XXXXXX

Please share a deposit proof of the source wallet which clearly reflects the amount.
Once we receive a valid deposit proof we will be crediting the deposit.

Feel free to let us know if you have any questions.

Regards,
Team ZebPay

Token Less than minimum Deposit limit

Thank you for writing to us regarding your crypto deposit.

Please note that the minimum deposit limit of XXXX is 0.001 XXX.

Since the ETH amount you have sent is below the minimum deposit limit, the transaction is not credited to your ZebPay wallet.

Please click on the below link for more information on limits, fees, and charges:

<https://zebpay.com/in/features/pricing>

Please ensure you refer to the limits before initiating a transaction.

Feel free to contact us for any further assistance.

Wish you a great day ahead.

Regards,
Team ZebPay