

BitGrail Trollbox Closed 3689 members

Thursday, January 4, 2018

- SO **Sami Osman** 4:33:04 AM
@TheBomber I am attempting to withdraw my XRB from the exchange, however, after I submit the request all I see is the loading animation and I still have not received the confirmation email after waiting for about 2 hours, is there a solution to this?
- VN **Vires In Numeris** 4:33:07 AM
Seriously... Its almost worth just shape shifting to ltc and using that instead. But shapeshift has high fees
- LS **Liz Smith** 4:33:27 AM
Ryan
@TheBomber it says invalid block
I have the same issue.
- FA **Francis Jay Alamban** 4:33:47 AM
buy or sell

Zayd Daoud joined the group

-  **.Levin PAYCOM ULTDWALLET:xq5sn @PAYCOXON** 4:36:01 AM
sell
- ZD **Zayd Daoud** 4:36:03 AM
Sami Osman
@TheBomber I am attempting to withdraw my XRB from the ...
I also am having the same issue

Rafael Vieira

RV

4:37:12 AM

WHEN BUY



The Bomber admin

4:37:15 AM

Sami Osman

@TheBomber I am attempting to withdraw my XRB from the ...
pm your email please

Zayd Daoud

4:37:19 AM

I also am having the same issue
same

OC

4:38:30 AM

Oscar Chen

@TheBomber when withdrawing bitgrail added the prefix xrb_ so
the address started with xrb_xrb_. The transaction is marked as
complete but gives "invalid address". Is there any way to resolve
this?



The Bomber admin

4:40:05 AM

Oscar Chen

@TheBomber when withdrawing bitgrail added the prefix xrb_...
working on it

currently you can't put an invalid xrb address

4:40:15 AM

we change our script

4:40:18 AM

and now, we are made new function that allow user to change
wrong address in withdraws

4:40:42 AM

OC **Oscar Chen** 4:41:34 AM
Does this mean that I will be able to recover the transferred xrb soon?

Edwin joined the group

 **The Bomber** admin 4:41:43 AM
Oscar Chen
Does this mean that I will be able to recover the transferred x...
yes

OC **Oscar Chen** 4:41:52 AM
Awesome, thank you

LS **Liz Smith** 4:43:59 AM
The Bomber
yes
Will you tell us how to recover the invalid block transfers or will this happen via the admins?

KS **Kevin Sereni** 4:44:29 AM
Sami Osman
@TheBomber I am attempting to withdraw my XRB from the ...
I also have this problem. Any solution?

 **L Ryuzaki** 4:44:51 AM
price XRB normal or just Correction??

Manuel joined the group

 **ReAL Sweetheart** 4:44:54 AM
The Bomber i have a problem with 2fa its not working anymore

ED **Edwin** 4:45:37 AM
@TheBomber I'm freaking out man cause my account was showing a negative amount of XRB and I opened a ticket thru

Bitgrail about the issue too. I've never see a negative XRB amount in my wallet before and now I'm missing a lot of XRB from my account. Please help man.



The Bomber admin

4:46:26 AM

Liz Smith

Will you tell us how to recover the invalid block transfers or w...
check your invalid block now

Real Sweetheart

4:46:32 AM

The Bomber i have a problem with 2fa its not working anymore
you can reset it

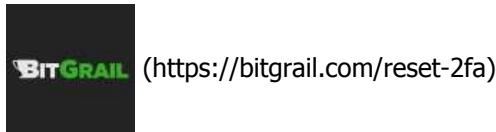
Real Sweetheart

4:46:57 AM

The Bomber i have a problem with 2fa its not working anymore
<https://bitgrail.com/reset-2fa> (<https://bitgrail.com/reset-2fa>)

Bitgrail

**BitGrail - Login
into your account**



[\(https://bitgrail.com/reset-2fa\)](https://bitgrail.com/reset-2fa)

Access to your BitGrail account

Zach S joined the group



ReaL Sweetheart

4:47:01 AM

The Bomber

you can reset it

I did but its still not working

LS

Liz Smith

4:47:01 AM

The Bomber

check your invalid block now

Still Invalid

The Bomber admin



Real Sweetheart

I did but its still not working

mean you send wrong data, try again

4:47:17 AM

Samuel Custer joined the group



The Bomber admin

4:48:19 AM

Edwin

@TheBomber I'm freaking out man cause my account was sh...

check you trade history, we spotted some accounts (300/400)
with wrong balance and we corrected



Real Sweetheart

4:48:19 AM

The Bomber

mean you send wrong data, try again

I remember i change the time on my phone 2days after it sync

SC

Samuel Custer

4:48:26 AM

The verification tells me "all documents are required" even
though I am uploading all the documents. Anyone know about
this issue?



Real Sweetheart

4:48:36 AM

The Bomber

mean you send wrong data, try again

Please help me



The Bomber admin

4:49:05 AM

Liz Smith

Still Invalid

give hash please

LS

Liz Smith

4:49:30 AM

The Bomber

give hash please

I'm a noobie, how do I get that?

KS **Kevin Sereni** 4:49:38 AM
@TheBomber I am attempting to withdraw my XRB however, after I submit the request all I see is the loading animation and I still have not received the confirmation email

SC **Samuel Custer** 4:49:38 AM
"All files required. Allowed documents: jpg, png" all my uploads are in jpg format. Maybe bad error handling? Are there file size requirements too that might be triggering this error?

 **grantus** 4:49:45 AM
I appear to be having issues withdrawing anything from the exchange

 **The Bomber** admin 4:49:46 AM
Liz Smith
I'm a noobie, how do I get that?
link

 **grantus** 4:50:05 AM
is there an issue with withdraws? not even going to pending just doing nothing after I input 2fa for withdraw ?

JS **Jason S** 4:50:09 AM
<https://blockchain.info/unconfirmed-transactions>
(<https://blockchain.info/unconfirmed-transactions>)
blockchain.info
35443 Unconfirmed Transactions
(<https://blockchain.info/unconfirmed-transactions>)
A list of unconfirmed bitcoin transactions

MA **Mohammed Ahmed** 4:50:19 AM
The Bomber
link

- Hello sir
- ZS **Zach S** 4:50:20 AM
Bomber please help! Whenever I try to withdraw I can complete the steps, input 2FA but then all I get is the loading animation
@TheBomber
- JS **Jason S** 4:50:30 AM
Been waiting over 2 hours for 1 transfer, I need to stop doing btc transfers at prime time
-  **grantus** 4:50:30 AM
Zach me too
- MA **Mohammed Ahmed** 4:50:39 AM
I have big problem I need u help me fast please
- ZS **Zach S** 4:50:46 AM
Yeah I looked on twitter and it seems there's a number of us
@grantus
-  **Manuel** 4:50:53 AM
Just tested 2FA and Raiblock withdrawal, both is working just fine for me
-  **EdoFazlinovic** 4:51:17 AM
Everything works for me. All be patient.
- ED **Edwin** 4:51:20 AM
@TheBomber I've checked my order history over 3 times and my XRB in the logs does not reflect the XRB in my account. A large portion of my XRB is still missing. Please help.
- JS **Jason S** 4:51:27 AM
I have no issues with the google 2fa app
- Mohammed Ahmed**

MA my account now say to me i dont have wallet and before i was
have wallet why now i dont have wallet 4:51:51 AM



The Bomber admin 4:52:07 AM

Edwin

@TheBomber I've checked my order history over 3 times and ...
deposits-trades-withdraws=balance

check better 4:52:11 AM



Khang Tran 4:52:47 AM

can withdraw now?

LS **Liz Smith** 4:52:50 AM

The Bomber

link

When I look in my Wallet under Raiblocks History, I have three
withdraws 2 worked.... one was sitting as processing since
12/31... and now says complete, but invalid address, when I click
on Invalid Address, the page says Invalid Block. Not sure where
to grab a link. My good transactions have lots of details...



Anders (Budda420DK) DK <ENL> 4:52:55 AM

I didn't have any problems buying XRB from my bitcoin... it took
some time but works fine

TO **tomkray** 4:52:56 AM

binance OFF???

Valentino joined the group

ZS **Zach S** 4:53:24 AM
@Thebomb

JS **Jason S** 4:53:38 AM
Don't talk about other exchanges here

**grantus**

4:53:39 AM

what's going on with all these exchanges?

is there a universal collapse of exchanges right now or what?

4:53:46 AM

ED

Edwin

4:53:54 AM

@TheBomber My account had already started off with a negative amount though. How is that possible?

**grantus**

4:53:56 AM

binance having issues, bittrex is under maintenance for all coins, withdrawals not working on bitgrail

**CNN Shivery**

4:54:17 AM

Is the December 16 after the maintenance? sorry i cant remember it

JS

Jason S

4:54:22 AM

Pay attention. Close to 200 billion poured into exchanges in 7 days

lol

4:54:23 AM

Hard for them to predict this amount of traffic

4:54:33 AM

**Tim**

4:54:43 AM

grantus

binance having issues, bittrex is under maintenance for all coi...

Good thing we have bitgrail

ZS

Zach S

4:54:45 AM

@TheBomber I have over \$25k stuck on your exchange. Please help me. How can I get my withdrawal to work? Also, my ETH balance recently changed to -4.00 without me doing anything.

**whitefaceshrimp**

4:54:45 AM

guys anyone in that RaiBlocks English chat?

- JS **Jason S** 4:54:59 AM
Will be over 1 trill market come come feb
-  **The Bomber** admin 4:55:00 AM
Zach S
@TheBomber I have over \$25k stuck on your exchange. Pleas...
stuck?
-  **grantus** 4:55:02 AM
lol bitgrail seems to be even worse. can't even put through a
transaction to withdraw
-  **Tim** 4:55:14 AM
whitefaceshrimp
guys anyone in that RaiBlocks English chat?
Yeah its gone for me? like.. was it deleted?
-  **whitefaceshrimp** 4:55:15 AM
I was suddenly got kicked off for no reason.. Just wanna check if
that group is still working or not
- ZS **Zach S** 4:55:29 AM
yes, stuck. I can't withdraw. When I try to withdraw I am faced
with the infinite loading animation @TheBomber
- KS **Kevin Sereni** 4:55:32 AM
@TheBomber I am attempting to withdraw my XRB however,
after I submit the request all I see is the loading animation and I
still have not received the confirmation email
-  **whitefaceshrimp** 4:55:34 AM
WTH...
-  **Tim** 4:55:37 AM
whitefaceshrimp
I was suddenly got kicked off for no reason.. Just wanna che...

- Same for me/ and i cant find it when i search for it
- I think there was some serious spamming going on 4:56:01 AM
- TH **Taylor House** 4:56:07 AM
Serenity
eth deposit looks up to me
Mine still says ETH Wallet is under maintainance and doesn't even show pending for the ETH I sent over from Binance this morning
-  **Tim** 4:56:08 AM
so they may have banned everyone? lol
-  **whitefaceshrimp** 4:56:38 AM
Oh yeah I see one guy keeps sending spam for Kucoin
-  **grantus** 4:56:50 AM
Kevin Yes many of us are getting that
- JS **Jason S** 4:57:06 AM
Btc blockchain seems to be a full 6 hours behind. Based on the 7 transactions per second quote. :(fml
-  **Loc Nguyen** 4:58:08 AM
why i can't see bitgrail web site properly
- MH **Mason Hale** 4:58:17 AM
happy to report my bitgrail withdrawal (that had an invalid address error) was just successfully processed. funds were safe!
- ZS **Zach S** 4:58:28 AM
@TheBomber it's been 3 days now of trying to withdraw
- GD **Grey Dragon** 4:58:56 AM
whitefaceshrimp
Oh yeah I see one guy keeps sending spam for Kucoin

I was kicked out also. Maybe because I accidentally clicked the
'announcement' blah blah

NH **NGUYEN VAN HIEU** 4:59:07 AM
my bitgral page. - 578.79612500 xrb I want to know why?

ZS **Zach S** 4:59:22 AM
My Eth page has -4 ETH

 **whitefaceshrimp** 4:59:42 AM
oh yea I think that was the announcement

 **EdoFazlinovic** 4:59:48 AM
Loc Nguyen
why i can't see bitgrail web site properly
Everything works fine for me

ZS **Zach S** 4:59:49 AM
what was?

 **whitefaceshrimp** 4:59:49 AM
and what should we do now

ZS **Zach S** 5:00:14 AM
what was the announcement?

SC **Samuel Custer** 5:00:19 AM
My account verification won't go through. I get the error "All files required. Allowed documents: jpg, png" but I am uploading all the documents and all as JPGs.

 **EdoFazlinovic** 5:00:46 AM
Mason Hale
happy to report my bitgrail withdrawal (that had an invalid ad...
Everything is going through process. Everybody will get their



Khang Tran

5:00:50 AM

Loc Nguyen

why i can't see bitgrail web site properly
clear cooki



EdoFazlinovic

5:01:29 AM

Samuel Custer

My account verification won't go through. I get the error "All f...
Try lower 1 mbs file of jpeg

SC

Samuel Custer

5:01:47 AM

Thanks!



Khang Tran

5:01:47 AM

now can withdraw?



EdoFazlinovic

5:01:53 AM

Use jpeg.

SC

Samuel Custer

5:02:07 AM

Will do



whitefaceshrimp

5:02:25 AM

use smaller size

I think their server won't allow u to upload picture over 2M or so

5:02:45 AM



John

5:02:58 AM

Tim

Yeah its gone for me? like.. was it deleted?
It's still there. You're not missing much

DELETED joined the group

LT

Luke Tashie

5:03:09 AM

Why did I get blocked from the Raiblocks chat? Someone was spamming and then got kicked....anyone else?



whitefaceshrimp

so bad...

5:03:12 AM



Tim

John

It's still there. You're not missing much

Yeah but sucks I got banned for no reason

5:03:16 AM



whitefaceshrimp

me too

5:03:17 AM

dude

5:03:18 AM

SC

Samuel Custer

Jpeg didn't make it work, trying the lower file size now.

5:03:21 AM



whitefaceshrimp

lot of us got banned

5:03:28 AM



Tim

there was a spam epidemic just before i got banned

5:03:53 AM



The Bomber admin

Luke Tashie

Why did I get blocked from the Raiblocks chat? Someone was...

to many trolls in raiblocks community

5:03:58 AM

i also bann some people here

5:04:07 AM



John

Well you're missing gems like this, but that's it

5:04:33 AM



The Bomber admin

-1

5:04:46 AM

- ZS **Zach S** 5:04:46 AM
@TheBo
-  **Tim** 5:05:16 AM
bomber but at least you ban people for a reason, they just mass banned a ton of people that did nothing but just lurking in there
- ED **Edwin** 5:05:17 AM
@TheBomber Hey is there anyway you could just look really quick at my account see what's going on? Please man
- A **A** 5:05:28 AM
how long on average does the XRB withdrawal take please? It's been 24 hours now for mine
- LS **Liz Smith** 5:05:35 AM
Mason Hale
happy to report my bitgrail withdrawal (that had an invalid ad...
Did you have to do anything or did it resolve "itself"?
- ZS **Zach S** 5:05:54 AM
@TheBomber What can I do to get my Rai off the exchange? It's been 3 days. During that time I would have invested in PRL and been up over 100% on the money that I was going to withdraw. This is costing me greatly.
- SC **Samuel Custer** 5:05:55 AM
One was a PNG, resaved it as a JPEG and it worked
-  **whitefaceshrimp** 5:06:18 AM
we were actually clicking that for fun and just got banned for no reason
-  **EdoFazlinovic** 5:06:35 AM
Samuel Custer
One was a PNG, resaved it as a JPEG and it worked

Yes correct. Use jpeg with around 1 mbs and it will work.

- N1 **nick 1** 5:06:58 AM
hey how quick are your guys btc deposits going
- SC **Samuel Custer** 5:07:08 AM
Recommendation for them to remove "png" from the message, or to specify 1MB max in the error message.
-  **whitefaceshrimp** 5:07:39 AM
mine was like ~30 mins
- N1 **nick 1** 5:08:01 AM
ty
-  **EdoFazlinovic** 5:08:02 AM
nick 1
hey how quick are your guys btc deposits going
Mine was 30 min too
- YZ **Yun Zhao** 5:08:50 AM
-  **EdoFazlinovic** 5:09:03 AM
I got reports that people got their deposits also but needs to be patient.
-  **whitefaceshrimp** 5:09:17 AM
sad to see binance is also down
- CR **Cristina** 5:09:25 AM
XRB retrace is complete. Price will now bounce.
-  **EdoFazlinovic** 5:09:32 AM
whitefaceshrimp
sad to see binance is also down

Please don't talk that here

This is Bitgrail chat

5:09:39 AM



whitefaceshrimp

5:09:40 AM

sorry

my bad

5:09:47 AM

JS

Jason S

5:09:53 AM

Lets hope it dumps so I can get back in.



EdoFazlinovic

5:10:15 AM

Jason S

Lets hope it dumps so I can get back in.

Xrb is great piece of technology.



Ranieri Borba

5:10:21 AM

The Bomber

and now, we are made new function that allow user to chang...

Excelent news @TheBomber ! Keep up the good work. When it's working, pin a message to notice us to try the transaction again!



whitefaceshrimp

5:10:29 AM

it's now over 0.00176 btc

bouncing firmly

5:10:34 AM



grantus

5:10:50 AM

I don't think the bounce will last

LP

Lil Pump

5:10:55 AM

A

please avoid external links

how far behind are you on answering and dealing with tickets?

grantus



with withdrawal problems, people with negative balances in this exchange etc 5:10:59 AM

people will sell xrb and lose faith in the exchange 5:11:08 AM

:(
5:11:12 AM

and I'm holding a bag of it 5:11:18 AM



Serenity 5:11:21 AM

this exchange is dead lol

wait till it comes out on kucoin/binance 5:11:27 AM

ZS

Zach S 5:11:29 AM

v firm (°_°) @whitefaceshrimp



grantus 5:11:38 AM

haven't checked mine. I probably have a negative balance as well

what on earth is going on 5:11:43 AM



EdoFazlinovic 5:11:51 AM

Lil Pump

how far behind are you on answering and dealing with tickets?

They have alot of work on site. Mine is not also answered. But
problems was fixed.



whitefaceshrimp 5:12:05 AM

mine one is positive

LP

Lil Pump 5:12:16 AM

EdoFazlinovic

They have alot of work on site. Mine is not also answered. Bu...

the problem i've had is still not fixed nearly 4 days later



grantus 5:12:23 AM

Will need to get somebody from bitgrail though to confirm what's going on - why all the issues? at least to reassure us of the issue and that it's being worked on

Joe joined the group



EdoFazlinovic

5:12:32 AM

Lil Pump

the problem i've had is still not fixed nearly 4 days later

It takes time. Just be patient.

Tuýn joined the group



whitefaceshrimp

5:12:43 AM

guys be relaxed it's beyond our expectation that a small exchange could do so much for us

ZS

Zach S

5:12:44 AM

@grantus bomber is from BitGrail

TV

Tai Tran Van

5:12:49 AM

≥_≤

TU

Tuýn

5:12:54 AM

Hello



EdoFazlinovic

5:13:15 AM

grantus

Will need to get somebody from bitgrail though to confirm wh...

Trust me, they work on it. But its hard because xrb is only on their exchange atm.

Everybody want to get this piece of tech.

5:14:02 AM

TU

Tuýn

5:14:08 AM

Is my wallet pending deposite when I receive a mrai? I send less than 100 mrai and are now pending

Is my wallet pending deposite when I receive a mrai? I send less than 100 mrai and are now pending 5:14:10 AM

VA **Valentino** 5:14:55 AM
is it recommended to sell XRB because of the withdrawal problems?

 **EdoFazlinovic** 5:15:02 AM
Tuýn
Is my wallet pending deposite when I receive a mrai? I send I...
Please contact support with ticket anf wait to get all answers.

Valentino 5:15:07 AM
is it recommended to sell XRB because of the withdrawal prob...
No. Hodl

 **whitefaceshrimp** 5:15:25 AM
No

 **EdoFazlinovic** 5:15:37 AM
I want to give you all one article to read about xrb.

<https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail>
(<https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail>)


(<https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail>)

Steemit

Raiblocks analysis in detail — Steemit
(<https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail>)

Raiblocks has been one of the new surprises to end off 2017.
Raiblocks rose from obscurity to one of the top 20... by ipa-news



whitefaceshrimp
never buy high sell low

5:15:39 AM

VA

Valentino
Yeah but what if the exchange goes down?

5:15:48 AM



EdoFazlinovic
Please. Read this. Xrb is great

5:15:49 AM

Valentino

Yeah but what if the exchange goes down?
Soon it will be listed on other markets

5:16:11 AM

TU

Tuýn

5:16:23 AM

EdoFazlinovic

Please contact support with ticket anf wait to get all answers.
I send Mrai to address in Bitgrail in 17/11/2017



Рич Кейдж

5:16:26 AM

300>>>



grantus

5:16:28 AM

EdoFazlinovic

Soon it will be listed on other markets
Doesn't matter if your coins are stuck in the exchange



whitefaceshrimp

5:16:36 AM

there's online xrb wallet if you think bitgrail is not fancy enough

VA

Valentino

5:16:37 AM

excactly

- yeah but currently there are withdrawal problems 5:16:51 AM
- so the online wallet doesn't help too much or? 5:17:04 AM
-  **whitefaceshrimp** 5:17:10 AM
looks like it's fixed
-  **grantus** 5:17:14 AM
yeh no point saying there are other wallets. I did try to withdraw my coins but had to withdraw over time as the limit was 0.5btc, and now I'm stuck here
- CR **Cristina** 5:17:26 AM
XRB will bounce hard soon. Weak hands have left.
-  **grantus** 5:17:28 AM
looks like what is fixed?
-  **EdoFazlinovic** 5:17:31 AM
grantus
Doesn't matter if your coins are stuck in the exchange
The problem is that xrb got overpopulated and bitgrail too. They didnt expect this.
- They weren't rdy for this. 5:17:43 AM
- But things are going well. 5:17:57 AM
-  **whitefaceshrimp** 5:18:33 AM
I believe it should be fine
-  **EdoFazlinovic** 5:18:35 AM
Please read the link i posted. Xrb is great piece of tech. Superior to bitcoin and litecoin.
- ME **Melbech** 5:18:39 AM
Binance is conducting support in order to upgrade its servers to support XRB in anticipation of XRB winning the vote tomorrow.

It seems like, regardless of the outcome of the vote tomorrow,
XRB will be listed on Binance!!

Congrats all!!!!

<https://support.binance.com/hc/en-us/articles/115003739611>
(<https://support.binance.com/hc/en-us/articles/115003739611>)

Binance

System Upgrade Notice

(<https://support.binance.com/hc/en-us/articles/115003739611>)

Fellow Binancians,

Due to the recent increase in user growth, Binance will be performing a system upgrade shortly after 2018/01/04 03:00 AM (UTC). T...



EdoFazlinovic

5:19:42 AM

Melbech

Binance is conducting support in order to upgrade its servers ...

It will be listed, but please dont talk about other markets here



jay

5:19:43 AM

i hope so

TU

Tuýn

5:19:47 AM

EdoFazlinovic

Please contact support with ticket anf wait to get all answers.

I send 78 Mrai to address in Bitgrai in 17/11/2017 . Whether, I have receive it?

NA

Naudin

5:19:53 AM

Did the withdrawal maximum for unverified accounts change? I can't seem to withdraw, even less than 0.5 BTC

Juan Peña joined the group



EdoFazlinovic

5:20:40 AM

Tuýn

I send 78 Mrai to address in Bitgrai in 17/11/2017 . Whether, ...

I know where is the problem. Before you could only deposit minimum 100.now that is changed. Send support ticket about your issue. It will get fixed.



whitefaceshrimp

5:21:09 AM

Seems binance is updating its system for increasing user number but hopefully they'll add xrb soon

Yao joined the group

ME

Melbech

5:21:50 AM

whitefaceshrimp

Seems binance is updating its system for increasing user num...

It's in anticipation of the XRB add



EdoFazlinovic

5:22:00 AM

whitefaceshrimp

Seems binance is updating its system for increasing user num...

Refrain from talking about other markets. I know its hard, but everything will be great



whitefaceshrimp

5:22:45 AM

my bad again..

TU

Tuýn

5:23:00 AM

EdoFazlinovic

I know where is the problem. Before you could only deposit m...

tks u ! ^^ I sent support ticket. Now, I am waiting from Admin

whitefaceshrimp



pls don't block me

5:23:00 AM

NA

Naudin

5:23:20 AM

It keeps saying account verification required even when
withdrawing just 50 xrb....

Mason Arnao invited Nick Andrews



EdoFazlinovic

5:23:43 AM

Tuýn

tks u ! ^^ I sent support ticket. Now, I am waiting from Admin
No problem, just wait. Some problems are solved even without
answering tickets.

whitefaceshrimp

5:24:19 AM

pls don't block me

Im not admin. I wont block you, but its not nice to talk about
other markets



grantus

5:24:22 AM

I have a bad feeling about all of this



EdoFazlinovic

5:24:32 AM

grantus

I have a bad feeling about all of this
Why?

TU

Tuýn

5:24:36 AM

EdoFazlinovic

No problem, just wait. Some problems are solved even without...
I very hope Bitgrai will send Mrai to me ! Hope !

NH

NGUYEN VAN HIEU

5:24:55 AM

My account is deducted -578.79612500. why? need admin for an
explanation

- ED **Edwin** 5:25:50 AM
NGUYEN VAN HIEU
My account is deducted -578.79612500. why? need admin for...
My account is showing a negative XRB amount too!!!!
- Wtf 5:25:55 AM
-  **EdoFazlinovic** 5:26:23 AM
NGUYEN VAN HIEU
My account is deducted -578.79612500. why? need admin for...
Please send support ticket. They will get in touch with you or contact @ElGozzo
- NH **NGUYEN VAN HIEU** 5:26:27 AM
My account is deducted -578.79612500xrb. why? need admin for an explanation
-  **EdoFazlinovic** 5:26:46 AM
NGUYEN VAN HIEU
My account is deducted -578.79612500xrb. why? need admin ...
Already answered. Please wait.
- ZS **Zach S** 5:26:47 AM
I talked to Bomber about the negative balances. They are apparently effecting withdrawals. He said that it's because of an internal BitGrail error that resulted in you selling XRB(or in my case ETH) that you didn't have.
-  **EdoFazlinovic** 5:27:07 AM
Zach S
I talked to Bomber about the negative balances. They are app...
Read this message.
- ZS **Zach S** 5:27:08 AM
I don't understand it and am currently examining my order history to see if it is true.

**Ws Ktv**

5:28:04 AM

Resetting 2fa auth does not work, what do i do? i need to login

JS

James Suh

5:28:26 AM

Anyone know if the accounts that got hacked recently got their coins back?

**Fajrii**

5:28:43 AM

depo xrb fix ?

MA

Mason Arnao

5:28:51 AM

did binance votes approve xrb?

**Anzylon**

5:29:12 AM

What is minimal xrb deposit

NA

Naudin

5:29:48 AM

Mason Arnao

did binance votes approve xrb?

No

**Derrick**

5:29:57 AM

The Bomber

working on it

hi any updates on eth deposit?

ED

Edwin

5:30:03 AM

Zach S

I talked to Bomber about the negative balances. They are app...

What!!!! So negative balance means we had XRB that was never really ours? So now our accounts are negative?

**whitefaceshrimp**

5:30:03 AM

the vote still has ~24 hours before it close

Siegfried

**Anzylon**

What is minimal xrb deposit

5:30:05 AM

1 I think

**Anzylon****Siegfried**

1 I think

5:30:14 AM

Ty

**Didi****EdoFazlinovic**I want to give you all one article to read about xrb. <https://st...>

5:30:21 AM

Thanks mate

ZS

Zach S

5:30:41 AM

Edwin I don't completely understand it but yes, i think.

Your XRB balance is negative so you'll need to refund it and then
you can withdraw

5:30:56 AM

MS

mike smith

5:30:59 AM

how long do xrb deposits take?

LS

Liz Smith

5:31:09 AM

Hey Bomber... I tried to figure out my hash number for my
Invalid Block / Invalid Address withdraw.... I surfed the chain
with my RaiblockWallet.com (<http://RaiblockWallet.com>) but
could only see my successfu transactions... any more info I can
give you to help fix...

CI

cippi

5:31:11 AM

xb will ath before it hits binance, as bitgrail will solve the
withdrawals delay**Yogie**

5:31:11 AM

is it too late to buy xrb?

- cippi** 5:31:26 AM
xb will ath before it hits binance, as bitgrail will solve the wit...
xb to binance? really?
-  **EdoFazlinovic** 5:31:32 AM
Yogie
is it too late to buy xrb?
No its not. Read about it
- ZS **Zach S** 5:31:40 AM
Since my ETH balance is negative I suppose I'll just leave it that way and wait for the price to rebound, then refund it. That way im losing less XRB in the end
- MS **mike smith** 5:31:43 AM
yeah it'll happen soon. i would buy before binance
-  **Yogie** 5:32:01 AM
Zach S
Since my ETH balance is negative I suppose I'll just leave it th...
how can your eth balance negative?
- JP **joshua pagano** 5:32:11 AM
still no word on reset of 2fa
-  **Yogie** 5:32:11 AM
mike smith
yeah it'll happen soon. i would buy before binance
press release to binance?
- MS **mike smith** 5:32:27 AM
it's in voting right now. winning by almost 2x

Joe DeSimpliciis joined the group

Janet Yellen 30G



□

5:32:38 AM

MS

mike smith

5:32:40 AM

even if it loses, binance will more than likely support it regardless

**Janet Yellen 30G**

5:33:01 AM

Buy the dip

Be thankful

5:33:06 AM

ZS

Zach S

5:33:09 AM

@YogieP apparently there was an internal error that allowed me to sell ETH I didn't have for XRB and now my ETH balance is negative.

MS

mike smith

5:33:09 AM

anybody got an idea as to how long xrb deposits take?

**THE WINTER WOLF**

5:33:17 AM

mike smith

it's in voting right now. winning by almost 2x

When is going to be effective, any deadline?

**Janet Yellen 30G**

5:33:19 AM

mike smith

anybody got an idea as to how long xrb deposits take?

Instant and free

MS

THE WINTER WOLF

5:33:26 AM

When is going to be effective, any deadline?

Jan 5

mike smith

5:33:34 AM

hm, i just did a deposit and don't think it worked

i sent 1 to test

5:33:37 AM

- ZS **Zach S** 5:33:38 AM
Binance would be stupid not to support it. In the long run, XP will not generate as much in transaction revenue as XRB
-  **Janet Yellen 30G** 5:33:53 AM
Good luck moving XRB right now lol
- MS **mike smith** 5:34:00 AM
NVM got it
-  **Whitebeard** 5:34:30 AM
Zach S
Binance would be stupid not to support it. In the long run, XP...
Doesnt XRB have the highest vote?
-  **EdoFazlinovic** 5:34:34 AM
Zach S
Binance would be stupid not to support it. In the long run, XP...
Xrb have different tech from others. It takes. Time to add it on market.
- JP **joshua pagano** 5:34:54 AM
is there support in here
- Melbech** invited Hector P
- ZS **Zach S** 5:35:01 AM
yes. but i'm talking about htem not adding it in hte long run
-  **EdoFazlinovic** 5:35:14 AM
joshua pagano
is there support in here
Not atm.
- JP **joshua pagano** 5:35:21 AM
of course

- site sucks , is broken and no support anywhere 5:36:04 AM
- HT **Han Twaeky** 5:37:11 AM
Slow down man. They were trying their best
-  **DotMan** 5:37:13 AM
Zach S
Binance would be stupid not to support it. In the long run, XP...
<https://www.binance.com/vote.html>
(<https://www.binance.com/vote.html>)
-  **EdoFazlinovic** 5:38:23 AM
joshua pagano
site sucks , is broken and no support anywhere
Chill dude. Be calm and patient. Xrb atm only support bitgrail.
They are overpopulated.
- It takes time to solve everything 5:38:36 AM
-  **Dota 2** 5:38:53 AM
joshua pagano
site sucks , is broken and no support anywhere
Joshua pagano u have xrb ? I'll buy or PM me
-  **EdoFazlinovic** 5:38:53 AM
They didn't expect this and there were holidays.
- Christmas, new year. 5:39:06 AM
- DB **Dr B** 5:39:14 AM
what is the daily limit of XRB withdrawal?
- JP **joshua pagano** 5:39:18 AM
i do but not looking to sell
-  **Yogie** 5:39:25 AM
anyone deposit btc ? how it's goes today?



EdoFazlinovic

Hodl is the key for success

5:39:34 AM

Yogie

anyone deposit btc ? how it's goes today?

5:39:42 AM

Mine went through.

Yogie

anyone deposit btc ? how it's goes today?

5:39:58 AM

All fine for me.



Ws Ktv

Is there any way to contact support?

5:40:15 AM



EdoFazlinovic

Ws Ktv

Is there any way to contact support?

5:40:23 AM

Support ticket



Yogie

EdoFazlinovic

All fine for me.

5:40:39 AM

Thank you.

NH

NGUYEN VAN HIEU

I contacted the admin @ElGozzo but did not receive a response

5:40:51 AM



EdoFazlinovic

Ws Ktv

Is there any way to contact support?

5:40:56 AM

Best way support ticket. It takes time



Ws Ktv

Where do i post one? Help tab on the website is not working

5:41:14 AM

EdoFazlinovic



NGUYEN VAN HIEU

5:41:21 AM

I contacted the admin @ElGozzo but did not receive a response

Wait. He also have to sleep.

Ws Ktv

5:41:27 AM

Where do i post one? Help tab on the website is not working

Let me check

N1

nick 1

5:41:51 AM

is it normal for a btc deposit to not show up on blockchain for 30 minutes

Dee Son joined the group



Dee Son

5:42:20 AM

Good buy in for XRB? ANYone?

ZS

Zach S

5:42:26 AM

oh yes bb



Bitcoindo86

5:42:26 AM

What about btc withdrawal? Is it okay?

DB

Dr B

5:42:28 AM

Anyone? whats the daily limit to withdrawl XRB



Deeco v.2.0

5:42:30 AM

better to buy now

ZS

Zach S

5:42:46 AM

daily withdrawal limit for unverified accts is 0.5 btc



Dee Son

5:42:50 AM

Deeco v.2.0

better to buy now

will dip more down to 20?

- ZS **Zach S** 5:42:50 AM
sorry
-  **EdoFazlinovic** 5:42:53 AM
Dee Son
Good buy in for XRB? ANYone?
Oh yes. It will hit ath soon.
-  **Deeco v.2.0** 5:43:01 AM
20? what 20?
-  **Dee Son** 5:43:10 AM
20bucks
-  **Deeco v.2.0** 5:43:28 AM
nope. it will reach 50\$
-  **EdoFazlinovic** 5:43:30 AM
Dee Son
will dip more down to 20?
When i read this oost about it, it can only get higer this month.
- MF **Mohamed Fawzy** 5:43:55 AM
btc withdrawls works ?
-  **Dee Son** 5:43:58 AM
oh good. azure servers are still offline in bittrex. can't withdraw my funds
hopefully im not yet late 5:44:03 AM
-  **Bitcoindo86** 5:44:09 AM
Those who buy at 100K is bloody lucky
-  **EdoFazlinovic** 5:44:22 AM
Dee Son

oh good. azure servers are still offline in bittrex. can't withdraw...

[\(https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail\)](https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail)

Everybody read this



(<https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail>)

Steemit

Raiblocks analysis in detail — Steemit
[\(https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail\)](https://steemit.com/crypto/@ipa-news/raiblocks-analysis-in-detail)

Raiblocks has been one of the new surprises to end off 2017.
Raiblocks rose from obscurity to one of the top 20... by ipa-news

Xrb analysis in detail

5:44:42 AM



Deeco v.2.0

Bitcoindo86

Those who buy at 100K is bloody lucky
and those who join panic selling last dip. CRY



Bitcoindo86

Deeco v.2.0

and those who join panic selling last dip. CRY
DEAD

5:44:46 AM

5:44:56 AM



EdoFazlinovic

Deeco v.2.0

and those who join panic selling last dip. CRY
The key is hodl

5:45:07 AM



Deeco v.2.0

EdoFazlinovic
The key is hodl
yes!

5:45:17 AM



Bitcoindo86

People never learn

5:45:21 AM



Ws Ktv

Edo, did you check the help tab? I tried from different tabs

5:45:41 AM



EdoFazlinovic

Bitcoindo86
People never learn
Not all. But the newbies.

5:45:44 AM



Deeco v.2.0

Bitcoindo86
People never learn
well, weak hands.

5:46:06 AM

Mohamed Tourki joined the group

DB

Dr B

Zach Does XRB withdrawal count as 0.5 limit btc?

5:46:30 AM



Bitcoindo86

Xrb face correction couple of times but rise up again in a blink of eye...

5:46:37 AM



Dee Son

ok to deposit btc while my account is still default, right?

5:46:38 AM



Deeco v.2.0

Dr B

5:47:02 AM

Zach Does XRB withdrawal count as 0.5 limit btc?
for unverified



Didi

EdoFazlinovic

The key is hodl

Exactly

5:47:10 AM

ZS

Zach S

5:47:18 AM

@DrB read the withdrawal page. if you try to withdraw greater
than 0.5 btc equivalent of XRB then it won't work

DB

Dr B

5:47:23 AM

Deeco v.2.0

for unverified

I submitted verification 2 days ago does it take long?



Bitcoindo86

5:47:29 AM

I wont sell my xrb until it reach 100\$ at least



Mayank

5:47:57 AM

Bitcoindo86

I wont sell my xrb until it reach 100\$ at least

same

JP

joshua pagano

5:48:03 AM

well somehow it just managed to fix itself

sick.

5:48:04 AM



Mayank

5:48:04 AM

I hope it does.

RS

Ryan Steinwert

5:48:14 AM

im waiting for that sweet \$200B market cap



Mayank

a lot of my hopes rely on this and XRP

5:48:14 AM

DB

Dr B

It will be \$100 end of january

5:48:19 AM

\$1000 end of year

5:48:22 AM



Bitcoindo86

Dr B

\$1000 end of year

5:48:59 AM

Allahuakbar!



Ws Ktv

I cant reset 2fa auth, can someone help

5:49:01 AM

N1

nick 1

it would be nice if my deposite came through before the next ath

5:49:13 AM

TL

Tom Lewis

Thank you all for your cheap XRB coins, hahahahahahaha

5:49:30 AM



Deeco v.2.0

Dr B

I submitted verification 2 days ago does it take long?

my account was verified. and waitied 4days. make sure your docu
are correct

5:49:34 AM

DB

Dr B

Deeco v.2.0

my account was verified. and waitied 4days. make sure your ...

5:49:52 AM

Thank you. I will check again in a few days.

N1

nick 1

i doubt the people in here are panic selling

5:50:06 AM

so probably not the right people to thank

5:50:19 AM

B

B

Crypto GODZ

tang ina nyo !

Relax pre haha



Dee Son

5:50:46 AM

which is cheaper way to buy in, eth or btc?



EdoFazlinovic

5:50:46 AM

Dr B

Thank you. I will check again in a few days.

Maybe now you need 1 week or 10 days because they are overpopulated. It will be okay, just be patient.



Bitcoindo86

5:50:53 AM

The community actually verry strong..they who jump in after 100K satoshis not

SI

Simoun

5:50:55 AM

B

Relax pre haha

Haha relax



EdoFazlinovic

5:51:11 AM

Patience is very important in crypto world. ☐



Didi

5:51:14 AM

xrb road to 50\$

CR

Cristina

5:51:17 AM

Get in XRB before it goes back to \$37

DB

Dr B

EdoFazlinovic

5:51:31 AM

Maybe now you need 1 week or 10 days because they are ov...

Thanks. Is deposit limited to 0.5 too? XRB/BTC



EdoFazlinovic

5:51:51 AM

Dr B

Thanks. Is deposit limited to 0.5 too? XRB/BTC

Not if you are verified.



Dee Son

5:51:55 AM

which is cheaper way to buy in, eth or btc? anyone?



EdoFazlinovic

5:52:15 AM

Dee Son

which is cheaper way to buy in, eth or btc? anyone?

Its probably the same.



Deeco v.2.0

5:52:51 AM

B

Relax pre haha

ahaha hightblood e noh

B

5:52:55 AM

Dee Son

which is cheaper way to buy in, eth or btc? anyone?

Unfortunately the ETH deposit is under maintenance atm



EdoFazlinovic

5:53:02 AM

Dee Son

which is cheaper way to buy in, eth or btc? anyone?

Take a look on site and make comparison. But i think btc.

Muhammad Edya Rosadi joined the group



EdoFazlinovic

5:53:16 AM

B

Unfortunately the ETH deposit is under maintenance atm
Yeah correct.



Muhammad Edya Rosadi

5:53:30 AM

what happen with xrb?



Bitcoindo86

5:54:10 AM

Muhammad Edya Rosadi

what happen with xrb?

Unstopable



Dee Son

5:54:59 AM

EdoFazlinovic

Yeah correct.

thanks

CR

Cristina

5:55:53 AM

XRB price will double after binance listing



Didi

5:56:56 AM

xrb will be top 10 coin



Ufuk

5:57:09 AM

if xrp win

HA

Hassan Aftab

5:59:38 AM

I sent BTC to my bitgrail wallet over 18 hours ago.. they are not showing up

N1

nick 1

5:59:43 AM

doesnt a contender have mcafee backing it?

HA

Hassan Aftab

5:59:46 AM

What do I do?

kaneki



XRB to the moon

5:59:58 AM

N1

nick 1

6:00:07 AM

Thats not reassuring, as im an hour into waiting for my btc deposit

is BTC having issues?

6:00:15 AM

CryptoNeff joined the group



Leny Barundia joined the group

Dee Son

6:04:10 AM

nick 1

Thats not reassuring, as im an hour into waiting for my btc de...
let me know please when everything went through. :D

LB

Leny Barundia

6:04:16 AM

Why 2fa not working

RD

Random Dude

6:04:21 AM

Didi

xrb will be top 10 coin

Xrb will be no.1

Sooner or later

6:04:40 AM

The way it works is just remarkable

6:05:11 AM

Unless a better option comes up

6:06:06 AM

AY

ar ya

6:07:25 AM

/rate (tg://bot_command?command=rate) doge

GI

GGS INFORMATION INDIA

6:08:06 AM

good morning to all

N1 **nick 1** 6:13:32 AM

everyone please sell your raiblocks so the price stays low until i
can buy more, thank you

JA **Jasmin** 6:14:35 AM

Is eth deposit working yet?



Ufuk

6:14:48 AM

nick 1

everyone please sell your raiblocks so the price stays low until...
nice joke

RD **Random Dude** 6:14:57 AM

nick 1

everyone please sell your raiblocks so the price stays low until...
Hahaha

RS **Ryan Steinwert** 6:17:10 AM

DOGE to the moon, there'll never be a better crypto



Fajrii

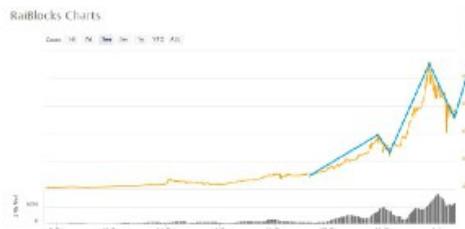
6:18:08 AM

wd ltc fix ?



Bydlo

6:18:31 AM



wave 5 incoming

Pat Sokushinbutsu joined the group

Ufuk



Bydlo

Photo

6:19:46 AM

uhh hope so

RS

Ryan Steinwert

6:19:59 AM

that's some really simplistic speculation



Ufuk

6:20:12 AM

ill sell my kawasaki bike and buy more raiblocks

xD

6:20:17 AM

NH

NGUYEN VAN HIEU

6:20:42 AM

But when your fault at that price 1 xrb = 65000sts to 90000sts.

Now it has increased several times, that payment is unfair to us



kaneki

6:20:43 AM

Thats not reassuring, as im an hour into waiting for my btc de...

That's just BTCS fault. As long as it came in Blockexplorer I don't think Bitgrail is responsible

NH

NGUYEN VAN HIEU

6:20:57 AM

I am a salesman I have sold for about a few dozen higher sts. I do not keep it so far. Your mistake makes many investors suffer a huge loss. I do not agree about that. It is your fault

We will refund the money you made. I bought the number 579
xb = sts then we will only refund you with the correct value that we got when your error occurred. not with value now. You should know not the fault of our side so you must have an agreement for the two sides

6:21:06 AM

N1

nick 1

6:21:36 AM

no its the exchange i sent it from, they are having a btc issue

Hải Ngọc



15BWFwhdE4wPeBQB69eDps04aYK2cptkyR

6:21:44 AM

Joe Tsang joined the group

NU

Numan

6:22:13 AM

How much does it take to verify account after sending documents?

ZA

Zac

6:22:18 AM

This going is going to be dumped hard when it lists . No doubt it will rebound but I feel some people aren't prepared for the reaility.



Ozzie

6:23:02 AM

Ramu

If xrb hits 100\$ I will go.to Thailand and play with dem.chicks
How many do you have?

N1

nick 1

6:23:41 AM

what he wants to do is not that expensive

lol

6:23:44 AM

J. Loewondo joined the group

Mason Arnao invited Darren



Ozzie

6:26:30 AM

Zac

This going is going to be dumped hard when it lists . No doub...
Why would it be dumped?

AN

Antonio

6:26:39 AM

Are We Under Attack?

MF **Mohamed Fawzy** 6:26:53 AM
who test btc withdrawl ?

Nguyen Duong joined the group

N1 **nick 1** 6:27:16 AM

Dee Son

let me know please when everything went through. :D

50 minutes for it to show up on blockcypher, still waiting on 5 more confirmations

 **Kè đú định** 6:27:17 AM

The websites is sometime so bad. Dev have to impove it to be more professional. I lose a lot of satoshi due to this bad website.

LS **Lewis Stewart** 6:27:24 AM

Is there any admin on?

Gdiddy joined the group

GD **Gdiddy** 6:29:01 AM

I sent 1.4 ETH from bitgrail wallet to bittrex ETH wallet and it just mysteriously vanished

Never got to destination 6:29:14 AM

 **Nguyen Duong** 6:29:22 AM

why i can't withdrawal anything? i try to withdrawal btc, bcc, ltc. but nothing is working

GD **Gdiddy** 6:29:32 AM

Dev or Admin I need help on this

N1 **nick 1** 6:30:08 AM

its 6:30 am in spain, so i doubt any are on

ericp joined the group

LS **Leo Sky** 6:30:57 AM
F

BenK joined the group

 **Bitcoindo86** edited 6:31:44 AM
Gdiddy

I sent 1.4 ETH from bitgrail wallet to bittrex ETH wallet ...

Read pinned message

LS **Leo Sky** 6:32:49 AM
Xrb best coin, fast no fee, the ideal coin

GD **Gdiddy** 6:33:22 AM
Bitcoindo86

Read pinned message

It's was a withdrawal not deposit

 **Bitcoindo86** 6:33:46 AM
Gdiddy

It's was a withdrawal not deposit

Maybe it was affected also

 **Matt Lobster** 6:33:56 AM
Aren't there other coins with the same traits as xrb honestly?

GD **Gdiddy** 6:36:06 AM
Oh well let's wait and see

FM **FMIMZ** 6:36:38 AM
Matt Lobster

Aren't there other coins with the same traits as xrb honestly?

No

NH **NGUYEN VAN HIEU** 6:36:41 AM
I do not need money for free. The amount is 597 xrb you only get a sts sum corresponding to the time you got the error. We do not accept refunds with its current sts value. You should reconsider

D Saelee joined the group

 **Yuri Tim** 6:37:01 AM
Who asked about TRX? he went up

FM **FMIMZ** 6:37:22 AM
NGUYEN VAN HIEU
I do not need money for free. The amount is 597 xrb you only...
What?

 **Darren** 6:37:54 AM
Any opinion on REQ Request Network?

FM **FMIMZ** 6:38:17 AM
Zac
This going is going to be dumped hard when it lists . No doub...
What do you mean.

Vagante joined the group

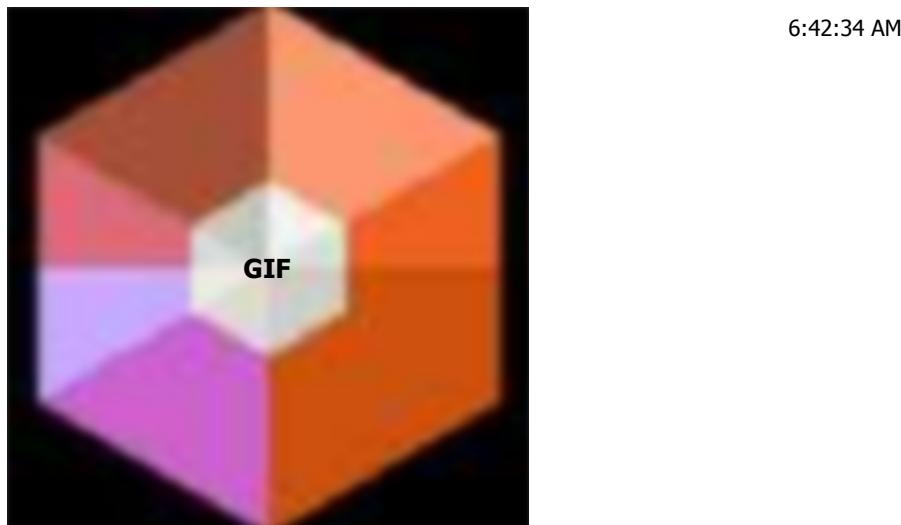
Pentagon joined the group

NH **NGUYEN VAN HIEU** 6:40:26 AM
Who is admin page bitgral then reply us. Thank you

FM **FMIMZ** 6:42:05 AM
Antonio
Are We Under Attack?
Why? What's wrong?

Joe joined the group

VA **Vagante** 6:42:33 AM
Go Rai!



6:42:34 AM

 **Ozzie** 6:43:22 AM
Is there a chat dedicated to XRB?

 **Dann** 6:43:33 AM
is BTC withdraw OK now?

AN **Antonio** 6:43:45 AM
FMIMZ
Why? What's wrong?
I suspect bank whales are dumping XRB

FM **FMIMZ** 6:43:56 AM
Ozzie
Is there a chat dedicated to XRB?
Yes. Xrb community. It's on telegram.

ZA **Zac** 6:43:58 AM
Because you have a large number of coins distributed amongst a small group of exchange users. The coins has grown exponentially like 10000% . If you had 1000 coins you got at 4 dollars and now where worth 25 to 35 wouldn't you drop a portion ?

AN **Antonio** 6:44:01 AM
And clogging the nodes

FM **FMIMZ** 6:44:46 AM
Antonio
I suspect bank whales are dumping XRB
Yeah its kind of obvious. A lot of random walls come up. Panic sellers lose their money lol

Zac 6:45:45 AM
Because you have a large number of coins distributed amongs...
Not really lol

Z joined the group

 **Ángel Vila arias** 6:46:01 AM
Zac
Because you have a large number of coins distributed amongs...
of course

FM **FMIMZ** 6:46:12 AM
I've been here since it was less than 20 cents.

 **Z** 6:46:14 AM
Hey guys.. Is anyone having issues depositing lisk?

 **Ermec** 6:46:26 AM
grail receive etherum normal?

FM **FMIMZ** 6:46:39 AM
Ermec
grail reicive etherum normal?

No

 **Dann** 6:47:48 AM
Dann
is BTC withdraw OK now?
somebody

HI **- Hizcy** 6:49:00 AM
Panic sell xrb

Lul 6:49:03 AM

FM **FMIMZ** 6:49:13 AM
Zac
Because you have a large number of coins distributed amongs...
Still don't see what this has to do with the dump you say.

ZA **Zac** 6:49:16 AM
Binance has hundreds of thousands more people than bitgrail.
There are only what 122 million total coins. One month ago it was with 30 cents.

JJ **Jj** 6:50:00 AM
is eth withdrawals clear???

FM **FMIMZ** 6:50:10 AM
- Hizcy
Panic sell xrb
Yeah. Weak hands and dumb people.

Travis joined the group

Jj

JJ why is my ether tfr wdl still processing 6:50:16 AM

MC **McLovin** 6:50:45 AM
Verification page keeps giving all documents needed ... Allowed file PNG and jpg....Even when I give all files in the specified format

HI - **Hizcy** 6:50:47 AM
FMIMZ
Yeah. Weak hands and dumb people.
Ure right

TR **Travis** 6:50:55 AM
I want to get in on XRB. Did we just see the end of the dip or will it dip more when on binance

FM **FMIMZ** 6:50:57 AM
Zac
Binance has hundreds of thousands more people than bitgrail....
Don't understand your point still. Can't talk about other exchanges here.

MC **McLovin** 6:51:36 AM
McLovin i!i!: Verification page keeps giving " all documents needed ... Allowed file png and jpg"Even when I give all files in the specified format

HI - **Hizcy** 6:51:36 AM
It is possible now i sent 1xbt to bitgrail ?

ZA **Zac** 6:51:47 AM
Jj
why is my ether tfr wdl still processing

Ha I tried to transfer some ether over when I saw the crash this morning but yeah too slow to confirm to get in on those 50 xvg / ether

FM **FMIMZ** 6:52:10 AM

Travis

I want to get in on XRB. Did we just see the end of the dip or...
Buy now before it moons again. The dip ended.

TR **Travis** 6:52:19 AM

Travis

I want to get in on XRB. Did we just see the end of the dip or...
Good time to buy XRB?

 **Dann** 6:52:22 AM
thanks rohit

JJ **Jj** 6:52:33 AM

Zac

Ha I tried to transfer some ether over when I saw the crash t...
bitgrail hasnt even processed it. it says processing

 **Deeco v.2.0** 6:52:34 AM
yes.

EN **Enrique** 6:52:36 AM

Jj

why is my ether tfr wdl still processing
It says that your trasfer is being processed?

 **Dann** 6:52:41 AM
Travis

Good time to buy XRB?
for me, yes for sure



Deeco v.2.0

it will hit 50\$ escpially if 4th exchange open

6:53:00 AM

JJ

Jj

Enrique

It says that your trasfer is being processed?

no. processing for 12 hr

6:53:00 AM

hrs

6:53:04 AM



Ozzie

6:53:37 AM

FMIMZ

Yes. Xrb community. It's on telegram.

Do you have a link, I had a quick search and only found one with
50 members?

EN

Enrique

6:53:38 AM

Mine does not even say that is being processed

MC

McLovin

6:54:06 AM

McLovin i!!!: Verification page keeps giving all documents needed ... Allowed
file PNG and jpg....Even when I give all files in the specified
format.



EdoFazlinovic

6:54:45 AM

McLovin

McLovin i!!!: Verification page keeps giving all documents nee...

Use jpeg and 1 mbs files

FM

FMIMZ

6:55:07 AM

Ozzie

Do you have a link, I had a quick search and only found one ...

Search on the Internet. Can't share the link from the group

Ozzie



FMIMZ

Search on the Internet. Can't share the link from the group

6:55:24 AM

Thanks

EM

edith malines

6:55:32 AM

still invalid blocks after 14hrs of transaction so sad

FM

FMIMZ

6:55:37 AM

Ozzie

Thanks

You're welcome

EN

Enrique

6:57:09 AM

Pff I feel that somebody kidnapped my money



Hayden

6:57:13 AM

objective advice someone please: should I sell XRP ripple for XRB
now? (I'm thinking yeah)????

EN

Enrique

6:57:30 AM

Hope they fix their issues soon



Ozzie

6:58:06 AM

Ripple just keeps rising, I don't understand it

ZA

Zac

6:58:26 AM

Hayden

objective advice someone please: should I sell XRP ripple for ...

Just look at it's growth and it has reached the point where it is
dangerously overbought

IA

Ian

6:58:33 AM

Manipulation

ZA

Zac

6:58:53 AM

How?

- IA **Ian** 6:59:15 AM
I was talking about ripple
-  **Daniel** 6:59:18 AM
Ripple is manipulated
-  **Darren** 6:59:20 AM
Just people buying blind based on price without understanding it
- ZA **Zac** 6:59:23 AM
I know but how
-  **Hayden** 6:59:27 AM
yeah
-  **Syed Gaffoor** 6:59:27 AM
Why wud u buy a centralized banksger currency
- Bankster 6:59:30 AM
- ??? 6:59:33 AM
-  **Daniel** 6:59:40 AM
I can't get 200B on a non tangible working product with no real adoption yet
-  **Hayden** 6:59:43 AM
I buy to get rich
- TR **Travis** 6:59:53 AM
Stellar is a way better coin than XRP, but why not have both
- IA **Ian** 6:59:57 AM
No lower bids allowed by big trade platforms
- Thats why 7:00:07 AM
- Travis**

TR When should I buy xrb? 7:00:10 AM

 **Hayden** 7:00:19 AM
now i reckon

VN **Vivek N** 7:00:22 AM
my current verification status says 'documents already submitted'.
how long it could take to verify?

ZA **Zac** 7:00:25 AM
You don't need stellar to use lumens

 **Hayden** 7:00:32 AM
low price considering it got to ~360k?

DA **Dave** 7:00:42 AM
Travis
When should I buy xrb?
Wait for it to dip further, will be going down 15-20% next few days

 **Hayden** 7:00:43 AM
or was it 280k max

FM **FMIMZ** 7:00:55 AM
Hayden
objective advice someone please: should I sell XRP ripple for ...
Yeah!

Zac 7:01:32 AM
How?
It's a bank coin bro. Really asking that question? Lol

ZA **Zac** 7:01:42 AM

My advice would be to not try to flip xrb. It has the potential to spike then drop then settle on a nice bull run but the time frame is impossible to know so it's a bit and hold imo.

You don't need the coin to use their platform so what does manipulating the coin get? 7:02:09 AM

FM **FMIMZ** 7:02:46 AM

Travis

Stellar is a way better coin than XRP, but why not have both

When xrp screws everyone over cause it's a bank coin and when people understand their tokens mean nothing, many will cry.

Travis

7:03:13 AM

When should I buy xrb?

Buy now bro. It's the perfect time.

Vivek N

7:03:30 AM

my current verification status says 'documents already submit...

Up to a week.

Glenn joined the group

DA **Daniel** 7:04:26 AM

My ETH withdrawal has been pending for over 24 hours. Is anyone else having this problem?

FM **FMIMZ** 7:04:52 AM

Zac

You don't need the coin to use their platform so what does m...

Enrich the banks. Come on bro. Lol



Hayden 7:04:57 AM

/me (tg://bot_command?command=me) cranks out the ledger
nano s

- FM **FMIMZ** 7:05:20 AM
Nice. It'll start soon
-  **Glenn** 7:05:20 AM
can you put xrb on the nano s?
-  **Hayden** 7:05:27 AM
not yet someone making it though
-  **Ozzie** 7:05:30 AM
Damn dawg, share some?
-  **Hayden** 7:05:35 AM
im gona sell the xrp i have on it and buy xrb
- FM **FMIMZ** 7:05:36 AM
Don't talk about other exchanges bro.
-  **Sergei Sladkov** 7:05:40 AM
XRB node fully restored but it could not withdraw to different wallets from BigTrail. What is the reason?
- FM **FMIMZ** 7:06:00 AM
Ozzie
Damn dawg, share some?
Lol
-  **Glenn** 7:06:02 AM
oh shit sorry
- FM **FMIMZ** 7:06:12 AM
Hayden
im gona sell the xrp i have on it and buy xrb
Best thing you can do.
- Zac**

ZA XRP will eventually have to be stable or it will be useless to use as a medium between currency as ForEx is already volatile enough 7:06:19 AM



Hayden

7:06:32 AM

I'm best to get BTC yeah? and use the BTC to buy

FM **FMIMZ**

7:07:18 AM

Hayden

I'm best to get BTC yeah? and use the BTC to buy

Yeah, use btc.



Hayden

7:07:52 AM

oh lol

have to keep 20 xrp in wallet lol

7:07:55 AM

oh well :)

7:08:01 AM

DA **Dave**

7:08:29 AM

Seems over priced right now ? Reckon it will bull ?

AA **Armin A**

7:08:35 AM

Guys can someone help. Its been 4 days since i deposited bitcoin cash and nothing shows on my account

TR **Travis**

7:08:57 AM

Dave

Wait for it to dip further, will be going down 15-20% next few...

It will be on binance though in a couple days.... Why the sell off before binance??

FM **FMIMZ**

7:09:00 AM

Hayden

have to keep 20 xrp in wallet lol

Why?

Didi



FMIMZ

Buy now before it moons again. The dip ended.

7:09:02 AM

I think the same

DA

Dave

7:09:18 AM

Travis

It will be on binance though in a couple days.... Why the sell ...

Isn't everyone waiting to sell on Binance though?

Price will drop once listed

7:09:29 AM

AA

Armin A

7:09:42 AM

Any idea how long it takes them to answer tickets

FM

FMIMZ

7:09:56 AM

Dave

Seems over priced right now ? Reckon it will bull ?

It's really low. You should buy now.



Hayden

7:09:57 AM

FMIMZ

Why?

Some rule you need that to "open" an account, I think you gotta close the account otherwise but not sure how to do that, only 20 anyway so doesn't matter

TR

Travis

7:10:00 AM

Dave

Price will drop once listed

Why is that??

FM

FMIMZ

7:10:09 AM

Armin A

Guys can someone help. Its been 4 days since i deposited btc...

Open a ticket



THE WINTER WOLF

7:10:20 AM

Dave

Price will drop once listed

I don't think so. It will go up and the naturally correct.

DZ

Dan Zeltser

7:10:21 AM

Dave

Price will drop once listed

Disagree

AA

Armin A

7:10:23 AM

FMIMZ

Open a ticket

I did... 3 days ago

ZA

Zac

7:10:46 AM

FMIMZ

Why?

To prevent spam and to ensure a wallet is legitimate.

FM

FMIMZ

7:11:09 AM

Travis

It will be on binance though in a couple days.... Why the sell ...

Don't talk about other exchanges. It's not a sell of. It's whales dumping and taking coins away from the weak handeds. Don't sell. And if you have btc than buy from the dumb and weak lol



THE WINTER WOLF

7:11:15 AM

But will never go back to old values (I bought when it was 2\$).

FMIMZ

7:11:33 AM

Don't talk about other exchanges. It's not a sell of. It's whales...

Agree

FMIMZ

- FM **Dave** 7:11:38 AM
Isn't everyone waiting to sell on Binance though?
- Read what I posted below.
- Hayden 7:12:34 AM
Some rule you need that to "open" an account, I think you go...
See what I mean? Shitty bank coins always screwing with people's money.
- MC **McLovin** 7:13:01 AM
EdoFazlinovic
Use jpeg and 1 mbs files
Thanks ..That workedHow do I know when it's verified...Do I get notification or something?
- TR **Travis** 7:13:03 AM
I want XRB
-  **Hayden** 7:13:09 AM
yeah :) I think it was designed to stop people opening lots of accounts, so they say anyway
- FM **FMIMZ** 7:13:21 AM
Armin A
I did... 3 days ago
Then wait patiently until admins wake up.
- TR **Travis** 7:13:39 AM
JK XRB IS GOING DOWNHILL SELL SELL
- AA **Armin A** 7:14:09 AM
FMIMZ
Then wait patiently until admins wake up.
Any idea how long??? Days? Weeks??
- Zac**

ZA The vote isn't in yet on Binance Right? It could still go to xp? 7:14:23 AM

 **Hayden** 7:14:37 AM
doubt it

FM **FMIMZ** 7:14:37 AM
Zac

To prevent spam and to ensure a wallet is legitimate.

Lol you have to be a banker our something or really young to
really think that when it's a bank coin's wallet lol

 **Hayden** 7:14:49 AM
it could go to deep brain chain!!!

AD **Adem** 7:14:58 AM
wtf, its writing -3.75 xrb in my wallet ...???

 **EdoFazlinovic** 7:15:07 AM
Its going up

FM **FMIMZ** 7:15:34 AM
Hayden
yeah :) I think it was designed to stop people opening lots of ...
Lol innocent

 **Hayden** 7:15:34 AM
xrp hits binance in ~3 mins not too bad

ZA **Zac** 7:15:38 AM
FMIMZ
Lol you have to be a banker our something or really young to ...
What are you talking about, stellar has a similar function with its
lumens.

FMIMZ

- FM **Armin A** 7:16:00 AM
Any idea how long??? Days? Weeks??
- Not really :/
-  **EdoFazlinovic** 7:16:01 AM
Great article. Soon listed on bigger markets, more improved
- AA **Armin A** 7:16:44 AM
FMIMZ
Not really :/
Has anyone ever opened a ticket and can tell how long it took for them? Any idea?
- FM **FMIMZ** 7:16:49 AM
Don't share links
-  **Ozzie** 7:16:50 AM
Has voting closed?
-  **EdoFazlinovic** 7:16:57 AM
Just buy more as much as you can afford over markets or over OTC. Over the counter.
-  **Hayden** 7:17:04 AM
5 Jan, its only 4 jan
- not sure what timezone 7:17:08 AM
-  **EdoFazlinovic** 7:17:42 AM
Armin A
Has anyone ever opened a ticket and can tell how long it took...
They are overloaded since many people came to buy xrb.
- FM **FMIMZ** 7:17:42 AM
Zac
What are you talking about, stellar has a similar function with ...

Stellar isn't a bank coin. They won't screw you over. Our at least they shouldn't.



Hayden

7:18:10 AM

pleaseed that BTC going up against USD... thats only good for xrb right? looks like it could jump to 22-23k if there's good news if that uptrend were to continue

FM

FMIMZ

7:18:20 AM

Armin A

Has anyone ever opened a ticket and can tell how long it took...
Me. A day or so but it was a months ago lol



EdoFazlinovic

7:18:27 AM

Armin A

Has anyone ever opened a ticket and can tell how long it took...
I got mine done in 7 or 8 days.

FMIMZ

7:18:50 AM

Me. A day or so but it was a months ago lol
Yep thats right when it was not overloaded.

AA

Armin A

7:18:52 AM

I am utterly disappointed it was my only money and its been 4 days and I am missing the market :(



The Bomber admin

7:19:05 AM

Is possible to change wrong addresses that cause stucked withdraws

TR

Travis

7:19:05 AM

How many BTC confirmations does it take to get to the center of the lollipop

FM

FMIMZ

7:19:07 AM

Hayden

5 Jan, its only 4 jan

People need to vote!



The Bomber admin

you can edit address in withdraw list on withdraw page

7:19:19 AM

cuong nguyen joined the group



Hayden

7:19:38 AM

I want deep brain chain to win but no chance >< but xrb second best :)

TR

Travis

7:19:45 AM

Travis:

How many BTC confirmations does it take to get a deposit in
BITGRAIL

FM

FMIMZ

7:20:25 AM

Hayden

pleaseed that BTC going up against USD... thats only good for...
In this 1Q there are going to be big announcements. Xrb is going
to go to the moon soon. Just wait, trust me.



Ozzie

7:20:54 AM

What's the best platform for trading stellar?



THE WINTER WOLF

7:21:10 AM

Travis

JK XRB IS GOING DOWNHILL SELL SELL

Yes sell so we all can buy more cheap

ZA

Zac

7:21:20 AM

Btc is horrible now to use for moving crypto between mediums. I
like Ltc if volatility could be a problem or ether works if I don't
need it asap. Loosing a percent or two to lose trading back into
btc or ether isn't worth the stress of using btc now.

FM **FMIMZ** 7:21:28 AM

Armin A

I am utterly disappointed it was my only money and its been ...
Did you send it to the wrong address?



Hayden

7:21:35 AM

I was naive and used shapeshift to get BTC=>XRP before I found
out about exchanges and they've got my BTC tied up ><

never use shapeshift, not that youd have any reason to

7:21:42 AM

Ivan Linares joined the group



Jason Gangi

7:21:53 AM

Hey...so I had a withdrawal that was "processing" for about a
week. Now the status is "Stopped" with "Invalid Address" in the
TX ID. Is my XRB still on the exchange or is it gone forever?

FM **FMIMZ** 7:22:10 AM

Travis

Travis: How many BTC confirmations does it take to get a dep...
Two I think

AA **Armin A** 7:22:24 AM

FMIMZ

Did you send it to the wrong address?
No i dont think so but how do I check?? I am new to this but on
Bitgrail it gives a new address each time. How can I confirm?
Quadriga confirmed that money was sent successfully

TR **Travis** 7:23:10 AM

I have 2 and it arrived as pending. Guess I need more to own
them

Bezowski joined the group

- TR **Travis** 7:23:30 AM
Bitcoin sucks. How do ppl think it can go to 100k
-  **Hayden** 7:23:40 AM
they might sort its shit out
- e.g. lightning 7:23:43 AM
- FM **FMIMZ** 7:24:00 AM
Jason Gangi
Hey...so I had a withdrawal that was "processing" for about a...
Wait 24 hours. If not received than open a ticket
-  **Jason Gangi** 7:24:32 AM
FMIMZ
Wait 24 hours. If not received than open a ticket
I've had a ticket open for a week already...no response.
- FM **FMIMZ** 7:24:36 AM
Armin A
No i dont think so but how do I check?? I am new to this but ...
Check the hash they gave you.
- Key Lee** joined the group
- ZA **Zac** 7:25:35 AM
Check the blockchain to see if it's in the mempool. Did you send from a wallet or Coinvase or other exchange, they tend to set fees too low.
-  **Hayden** 7:25:54 AM
ok I'm just gonna wait till XRP stops climbing before I hit this sell button
-  **The Bomber** admin 7:25:57 AM
Jason Gangi

Hey...so I had a withdrawal that was "processing" for about a...
Click in "change"

FM **FMIMZ** 7:26:04 AM

Jason Gangi

I've had a ticket open for a week already...no response.

Responses are being quicker. Wait a bit.



The Bomber admin 7:26:09 AM

You can fix your tx yourself

FM **FMIMZ** 7:26:17 AM

No pictures

MC **McLoving** 7:26:53 AM

@TheBomber how much time it'll take to verify...I've uploaded
the documents



Hayden 7:26:56 AM

wtf

have u guys seen TRON today up over double :/ 7:27:04 AM

FM **FMIMZ** 7:27:13 AM

McLoving

@TheBomber how much time it'll take to verify...I've uploaded...

Up to a week. Wait patiently

MC **McLoving** 7:27:34 AM

FMIMZ

Up to a week. Wait patiently

Hm

All my bc s are now stuck in bg for a week 7:28:06 AM

FM **FMIMZ** 7:28:07 AM

McLoving

Hm

I waited more than a week

And got it

7:28:16 AM

MC

McLovin

7:28:21 AM

FMIMZ

I waited more than a week

Ok

AA

Armin A

7:28:36 AM

FMIMZ

No pictures

Zac sorry can you help explain a bit. I checked Hash number it says Mined and it has 360 confirmations. How do i use hash to check if bitgrail got it?



The Bomber admin

7:28:38 AM

McLovin

@TheBomber how much time it'll take to verify...I've uploaded...

2-3 days max 1 week depending on requests

FA

Frank A

7:29:20 AM

Hello, I've been waiting for my Eth deposit to show up in BitGrail. It's been over 3 days. I have a ticket open, the TXID said transaction was successful.

AA

Armin A

7:29:38 AM

@TheBomber my request has been there for 3 days with no response. Please help it was all my money.



The Bomber admin

7:29:46 AM

Frank A

Hello, I've been waiting for my Eth deposit to show up in BitG...

Today we will focus on eth deposits

- ZA **Zac** 7:30:04 AM
Frank A
Hello, I've been waiting for my Eth deposit to show up in BitG...
Where did you send it from? How much gas did you use and how
any wei?
- AA **Armin A** 7:30:14 AM
@TheBomber what about bitcoin cash deposit?
-  **The Bomber** admin 7:30:35 AM
Armin A
@TheBomber what about bitcoin cash deposit?
Are ok
- BL **Bob Loblaw** 7:30:42 AM
What's going on with invalid address xrb withdrawals. Is there a
long queue for solving those?
- BC **Batuhan Cet** 7:30:47 AM
Could I get help via pm? Can't open a ticket because it says
„TXID“ Invalid although I took the right one. Thanks
-  **The Bomber** admin 7:30:56 AM
Bob Loblaw
What's going on with invalid address xrb withdrawals. Is there...
You can fix yourself
- FA **Frank A** 7:31:01 AM
The Bomber
Today we will focus on eth deposits
Okay thanks. So it's not just me who has had their exchange-to-
Bitgrail Eth deposits not appear for days?
- BL **Bob Loblaw** 7:31:08 AM
How?

ZA **Zac** 7:31:10 AM

Armin A

Zac sorry can you help explain a bit. I checked Hash number i...

If it says confirmed and the address matches the one on your account then I would assume it's the fault of bitgrail or some other error



The Bomber admin

7:31:13 AM

Frank A

Okay thanks. So it's not just me who has had their exchange-...

True

Paul Kingsley joined the group

AA **Armin A** 7:31:50 AM

Zac

If it says confirmed and the address matches the one on your ...

How do I check the address I had on bitgrail? I clicked and it generated a new one!

ZA **Zac** 7:32:49 AM

Look at where you sent it from it will show the address. Look it up on the blockchain and see if the money is in the address.

*The wallet or exchange you sent it from

7:33:14 AM

BL **Bob Loblaw** 7:33:31 AM

Oh I can edit the withdrawal request. Bitgrail twitter mentioned opening a support ticket for that issue. Thanks.



The Bomber admin

7:33:51 AM

Bob Loblaw

Oh I can edit the withdrawal request. Bitgrail twitter mentione...

Yes, new feature

You can fix yourself

7:33:58 AM

BL

Bob Loblaw

7:34:01 AM

I see



Jason Gangi

7:34:06 AM

The Bomber

Click in "change"

Oh man...I didn't even see notice the option to edit the address.

Thanks a lot. I appreciate the help.



Derrick

7:34:17 AM

The Bomber

Today we will focus on eth deposits

Yes pls and thanks

Frank A

7:34:44 AM

Okay thanks. So it's not just me who has had their exchange-...

me too



The Bomber admin

7:34:52 AM

And by today will not possible to insert an invalid xrb address

MC

McLovin

7:34:58 AM

The Bomber

2-3 days max 1 week depending on requests

Okay :)



Hayden

7:35:32 AM

sold xrp

BL

Bob Loblaw

7:36:12 AM

The edit withdrawal is only available if I click withdraw again, not if I click on history for xrb. That's.. strange.



Hayden

7:36:14 AM

u cant sell part units of it lol

- ZA **Zac** You didn't want to wait for the price to go up more? 7:36:59 AM
-  **The Bomber** admin edited 7:37:05 AM
Bob Loblaw
The edit withdrawal is only available if I click withdraw a...
Is in withdrawal list in withdraw page
- BL **Bob Loblaw** 7:37:49 AM
Yes I found it, but I was checking the 'normal' history page and it's not available there.
- TS **Theo Speak** 7:37:54 AM
Hi. Is it possible to have your account recovered if you have forgotten your password and lost access to the email account that you registered with?
- BL **Bob Loblaw** 7:38:21 AM
Anyway. Looks like the transaction went through now. Thanks again.
-  **The Bomber** admin 7:38:32 AM
Bob Loblaw
Anyway. Looks like the transaction went through now. Thanks...
- Theo Speak** 7:38:56 AM
Hi. Is it possible to have your account recovered if you have f...
No
- BL **Bob Loblaw** 7:38:58 AM
Theo Is that your attempt at social hacking?
- BC **Batuhan Cet** 7:39:21 AM
I made yesterday 3 deposits with XRB, 1 has arrived after I sent another 1 XRB like the pinned message said. Made 2 more 1 XRB

deposits. Everything arrived except my 2 deposits from yesterday.
Could you help?



Deeco v.2.0

7:39:28 AM

Bob Loblaw

Theo Is that your attempt at social hacking?

Lol

LZ

Larry Zhong

7:39:48 AM

is there a referral program for inviting?



The Bomber admin

7:40:15 AM

Larry Zhong

is there a referral program for inviting?

Not yet

Batuhan Cet

7:40:27 AM

I made yesterday 3 deposits with XRB, 1 has arrived after I se...

Open a ticket we will find this depo



Joe Neutron

7:40:35 AM

Goodmorning

TS

Theo Speak

7:40:37 AM

The Bomber

No

I have access to the account which made the initial transaction. I can make another one to verify. I know how many XRB are in there. I've got the hashes. I have the 2fa pin still on my phone.



Bitcoindo86

7:40:53 AM

The Bomber

Open a ticket we will find this depo

Btc withdrawal okay?

Joe Neutron



The bomber what can I use for proof of residency in the netherlands?

7:41:04 AM



The Bomber admin

Bitcoindo86

Btc withdrawal okay?

Yes

7:41:10 AM



Bitcoindo86

The Bomber

Yes

Thank you

7:41:19 AM



The Bomber admin

7:41:25 AM

Joe Neutron

The bomber what can I use for proof of residency in the neth...

A bill

Matt H joined the group

ZA

Zac

7:41:31 AM

Actually I loved if you used photo Id and other documents to to verify your idnetiy you could use them to get back your account. I know several exhsnges do that when you loose your authenticator



Joe Neutron

7:41:55 AM

Is a salary paper okay too?

We dont have bills here with our name

7:42:05 AM

BC

Batuhan Cet

7:42:10 AM

The Bomber

Open a ticket we will find this depo

I tried but it said „Invalid Hash“. Had to do an „other“ Ticket, hopefully that's okay



Z

The Bomber

A bill

Do you know when maintenance for lisk deposits will be ok? Can't deposit anything as of yet.

7:42:11 AM

JF

Jens F.

7:42:36 AM

I just wanted to take chance now, that it's a little bit calmer herein, to say a big thank you to the developers and the admins of bitgrail. I work in IT too and now how it's like when you have major issues and the pressure gets bigger and bigger, users pushing you to give an Eta where you actually just can't give one. The admins here in the Chat always kept calm, despite quite a lot of dumb or rude people, so my fullest respect for all of you guys!



EdoFazlinovic

7:44:25 AM

Joe Neutron

The bomber what can I use for proof of residency in the neth...

Bill, bank statement

AA

Armin A

7:45:01 AM

Zac

Look at where you sent it from it will show the address. Look ...

THANK YOU. I just checked the address and it says 0 BTC. I sent bitcoin cash. Any idea what happened? It says bitcoin address, did I make a mistake and send to bitcoin instead of bitcoin cash??? What happens now ?



Crypto GODZ

7:46:08 AM

any admin here ?

is BTC withdraw okay or not ?

7:46:13 AM

ZA

Zac

7:46:21 AM

I am pretty sure it's lost forever . I think it can be recovered but it is extremely difficult. Google it but I am not hopeful. The bitcoin forks d idnt use interchange adresses.

AA **Armin A** 7:46:52 AM

Zac i just checked bitcoin cash address quadgrail is giving and on blockchain it says BITCOIN address

TS **Theo Speak** 7:46:55 AM

I guess right now, I am getting really desperate. Think of how you all felt when there were issues and you thought that your funds would be gone forever. Sure you remember that feeling. Once again, I will do whatever it takes to recover my funds. It is not much, but it is a lot to me.

JMK joined the group



EdoFazlinovic 7:47:48 AM

Theo Speak

I guess right now, I am getting really desperate. Think of how... Please be patient. A lot of stuff happened last days and got solved. Just be patient.

ED **Edwin** 7:48:05 AM

@TheBomber Hey I don't know what kind of "corrections" you guys made in some of these accounts but me being negative over 100 XRB ain't cool. How are you guys just making "corrections" (taking XRB out of thin air) and not even mentioning anything anywhere. I'm seriously pissed right now. You lack communication to your customers and anyone else who uses Bitgrail. I need my XRB back asap too, glitch or not this is B.S. Half my XRB portfolio just vanished. Wtf!

ZA **Zac** 7:49:04 AM

I've actually sent money to an address I had forgotten to write the password for. Lesson learned.

**EdoFazlinovic**

7:49:47 AM

Edwin

@TheBomber Hey I don't know what kind of "corrections" you...

Edwin,please calm. Alot of people had trouble last week,
everything will be solved. Users also had problems like you and
got. Solved. Please submit support ticket and wait for respond.
There is queue.

Dedy Hendrizal joined the group

TS

Theo Speak

7:51:12 AM

EdoFazlinovic

Please be patient. Alot of stuff happened last days and got sol...

Thank you @EdoFazlinovic . I am worried because the fault is my own. I am the one who forgot my password. Just not sure if that means that I have now lost a whole lot more. If there can be some sort of questionnaire to determine if I am the owner of the account, then I am happy to abide. I am not gonna be able to "buy a lambo" with these funds, but I've got three boys, and I'm just trying to do my best.

**Crypto GODZ**

7:51:25 AM

btc withdraw okay or not ?

**David Nguyen**

7:51:52 AM

the post says its okay

Vuong Ho Tien joined the group**EdoFazlinovic**

7:53:36 AM

Theo Speak

Thank you @EdoFazlinovic . I am worried because the fault is...

Yeah i understand your feelings, but you are not the only one. All of us had problems and many are solved. Just be patient. Submit ticket is the first thing, then they will look into your problem.

**Dee Son**

7:53:49 AM

price prediction for January next year? LOL

**Brad**

7:54:00 AM

Im happy with today's service. Withdraw x 4 times XRB and deposit x 1 XRB ... quick, fast and FREE. Not bothering with other exchanges... you guys win.

**EdoFazlinovic**

7:54:01 AM

Crypto GODZ

btc withdraw okay or not ?

If on website is saying ok, then it should be ok.

SA

Sam

7:54:21 AM

there is something wrong with the verify form, i always get an error about not selecting all files (i verified they are all png/jpg)

**leah leah**

7:54:28 AM

help plzz

**EdoFazlinovic**

7:54:29 AM

Brad

Im happy with today's service. Withdraw x 4 times XRB and d...

Same here. Everything fixed with xrb now because RaiBlocks devs helped them

**Dee Son**

7:54:52 AM

Sam

there is something wrong with the verify form, i always get a... make all images lower res.

SA

Sam

7:55:08 AM

tried that too, i first got an error for having the file sizes too large and that fixed it

but now i get the make sure everything is selected error

7:55:24 AM



EdoFazlinovic

7:55:27 AM

Sam

tried that too, i first got an error for having the file sizes too l...
I did 1 mbs and jpeg.

SA

Sam

7:55:41 AM

i tried png, jpg, jpeg



Dee Son

7:55:42 AM

Sam

there is something wrong with the verify form, i always get a...
lower than 1MBs, and jpg.

SA

Sam

7:55:45 AM

less than 1 MB

i will try some more i guess

7:56:03 AM



Dee Son

7:56:21 AM

you're on photoshop?

SA

Sam

7:56:52 AM

yeah

ZA

Zac

7:57:05 AM

If I had 100 coins that was worth several thousand I would be
feel lucky I was able to get In that early. I am sure they will
resolve it



Dekel

7:57:15 AM

Hello i am sorry that i write about it but my problem is different
than what written in pin:

My xrb almost 2 days on status "invalid address" and write
"completed"

How they will know to which address to send now? Two daya
without my money



Dee Son

7:57:32 AM

Sam

yeh

When you're saving it, select Baseline, not Progressive. Should be
less than 1MB.

DZ

Dan Zeltser

7:58:45 AM

@TheBomber thank you so much was just able to correct my
withdrawl address myself, all funds in my raiwallet now

JA

Jayk

7:59:04 AM

I'm sure this has been addressed a lot, but I'm having trouble
with my account verification. Do you guys know if a ticket will fix
the issue, or could I message you my details here? I am wanting
to use BitGrail significantly but need the verification completed.
Have uploaded all necessary documents. @TheBomber thanks for
all you guys do!



Dee Son

7:59:07 AM

Dan Zeltser

@TheBomber thank you so much was just able to correct my ...
no fee from bitgrail to raiwallet?

DZ

Dan Zeltser

7:59:30 AM

@Dee Son no fees



Dee Son

7:59:42 AM

Jayk

I'm sure this has been addressed a lot, but I'm having trouble...
what kind of problem? LOL

JA

Jayk

8:00:17 AM

Dee Son

what kind of problem? LOL

I am getting an error message when I have uploaded the documents and am not sure if they're going thru. Am following file formatting rules

(png or jog) 8:00:23 AM

Jpg 8:00:30 AM

K B joined the group

JA **Jayk** 8:00:59 AM

Just looking for confirmation they were received or guidance on how to send if not received.

Ty ty 8:01:02 AM

 **Dee Son** 8:02:12 AM

Jayk

Just looking for confirmation they were received or guidance ...
they haven't received them yet.

you need to reupload them. 8:02:16 AM

KB **K B** 8:02:24 AM

My BTC blance changed negative value suddenly! Who i should contact? 3.4BTC disappeared!!

SA **Sam** 8:02:31 AM

thanks, got them to work eventually

JA **Jayk** 8:02:45 AM

Oh Dee I just saw your reply above. Will try jpg lower than 1mb

Thank you sir. 8:02:53 AM

 **Dee Son** 8:02:57 AM

if you're seeing "All files are required" or something, you should upload less than 1MB file, and when you're on photoshop, save it on Baseline Format, not Progressive.



jack Sunga

hello guys

8:03:06 AM

JA

Jayk

You da man

8:03:08 AM



jack Sunga

what will be fee in bitgrail?

8:03:17 AM

JA

Jayk

I'm sure it sucks to answer the same thing over again but just know the community appreciates you guys!!

8:03:29 AM

Thanks again.

8:03:34 AM

Thicc Boi joined the group

TB

Thicc Boi

8:03:47 AM

is there an admin in here?



Yarold Alfonzo Garcia

hi

8:03:49 AM

TB

Thicc Boi

8:03:56 AM

hey



Dee Son

8:04:18 AM

Jayk

I'm sure it sucks to answer the same thing over again but just...

Nah man. I am not yet even Verified on Bitgrail. LMAO!

TB

Thicc Boi

8:04:19 AM

got a problem with getting my xrb out of bitgrail

- keeps saying wrong token 8:04:28 AM
- ? 8:04:30 AM
-  **Dee Son** 8:04:48 AM
Thicc Boi
got a problem with getting my xrb out of bitgrail
It's a trollbox., not support box.
- TB **Thicc Boi** 8:04:58 AM
shame
-  **Dee Son** 8:05:02 AM
but anyone from here can help.
-  **Dekel** 8:05:17 AM
There is link for support box?
- TB **Thicc Boi** 8:05:20 AM
have u ever had a similar problem?
-  **Yarold Alfonzo Garcia** 8:05:22 AM
who trades in bitgrail?
who trades in bitgrail? 8:05:25 AM
-  **Dee Son** 8:05:53 AM
Yarold Alfonzo Garcia
who trades in bitgrail?
alot
- RE **Renan** 8:05:57 AM
I'm trying to create a ticket about the XRB deposit failure but it is informing the "hash provided is invalid". The transaction is ok on the block explorer. Does anyone can help me informing what should I use on TXID / HASH field? First I tried the block explorer link.. but did not work



Yarold Alfonzo Garcia

8:06:32 AM

I mean who of those who are active tradea in bitgrail at this time?



Dee Son

8:06:35 AM

might as well send a support ticket.



Toni El Gozzo

8:06:41 AM

Dekel

There is link for support box?

Ticket Support



Dee Son

8:06:53 AM

Renan

I'm trying to create a ticket about the XRB deposit failure but ...

might as well send a support ticket?

TB

Thicc Boi

8:06:53 AM

yeh sent one now

G Pierre joined the group



Toni El Gozzo

edited 8:07:00 AM

Renan

I'm trying to create a ticket about the XRB deposit failur...

Invalid block or address?



G Pierre

8:07:08 AM

Why min. 1 Xrb



Yarold Alfonzo Garcia

8:07:13 AM

how much of btc is the maximum they have lost?



Bitcoindo86

8:07:15 AM

Wow! Wd btc out from bg only take a minute..great job!

**Dekel**

8:07:23 AM

Dekel:

Hello i am sorry that i write about it but my problem is different than what written in pin:

My xrb almost 2 days on status "invalid address" and write "completed"

How they will know to which address to send now? Two daya without my money

SA

Sam

8:07:28 AM

anyone got experience on how long verification takes? thanks in advance

**Yarold Alfonzo Garcia**

8:07:42 AM

I lost 0.1 btc shit

**Dekel**

8:07:42 AM

Or please help with link ti support group

**G Pierre**

8:07:43 AM

Long

**Dee Son**

8:07:48 AM

Sam

anyone got experience on how long verification takes? thanks... some say 2-4days

Den joined the group

**Toni El Gozzo**

8:08:04 AM

Dekel

Dekel: Hello i am sorry that i write about it but my problem is ...

You can fix it yourself



G Pierre

8:08:05 AM

Sam

anyone got experience on how long verification takes? thanks...

Long

RE

Renan

8:08:07 AM

Toni El Gozzo

Invalid block or address?

No invalid block! The transaction seems ok on raiblocks.net
(<http://raiblocks.net>)

Matthew Hernholm joined the group



Dekel

8:08:31 AM

How do i fix it please, i am very worries my money

David joined the group



Toni El Gozzo

8:08:35 AM

Renan

No invalid block! The transaction seems ok on raiblocks.net

Sorry it was a question



Dee Son

8:08:38 AM

Damn, with all these problems, BG sucks big time.



Dekel

8:08:54 AM

I have a lot of money stuck in transfer..



Toni El Gozzo

8:09:19 AM

You can fix it yourself

What should i do man?



Dee Son

8:09:31 AM

Dekel

I have a lot of money stuck in transfer..

Don't worry about your money. Almost everyone is having problems with BG.

Dekel

8:10:09 AM

What should i do man?

All you have to do is submit a support ticket, then wait for good Lord.



Dekel

8:10:29 AM

Haha yea

Hope for best :(

8:10:41 AM



EdoFazlinovic

8:10:45 AM

Jayk

I'm sure this has been addressed a lot, but I'm having trouble...

Please wait for the response of admins. They are doing their best.

We waited for 7,8 days to get verifies. A lot of new customers came

N1

nick 1

8:10:46 AM

odds are the problem will fix itself before the ticket is answered though



Gabriella Larasati #0664

8:11:00 AM

When BTG withdraw is available?



Dee Son

8:11:04 AM

Dekel

Haha yea

2 days passed and you haven't sent 1 ticket to support?



Dekel

8:11:23 AM

Of course i sent

Sent

8:11:25 AM

- 24 hours passed 8:11:36 AM
- And nothing 8:11:40 AM
-  **Dee Son** 8:11:42 AM
Ah. Then BG sucks at support then.
- ED **Edwin** 8:11:45 AM
K B
My BTC blance changed negative value suddenly! Who i shoul...
Who else is missing coins??? Looks like I'm not alone
-  **EdoFazlinovic** 8:11:54 AM
Dekel
Sent
You need to wait, please be patient. We waited 8 DAYS
-  **Toni El Gozzo** 8:11:59 AM
Dekel
What should i do man?
You can edit your withdrawal. Check in the section
-  **Dekel** 8:12:07 AM
Wow 8 days haha
- N1 **nick 1** 8:12:27 AM
yeah, im a week unanswered on my current support ticket
-  **Dekel** 8:12:30 AM
My first trasnfer has transferred, but second one not
-  **EdoFazlinovic** 8:12:36 AM
Dekel
Wow 8 days haha
Yes, market is overloaded. Just be patient. Everything is gonna be fixed.

KB **K B** 8:12:37 AM

Edwin

Who else is missing coins??? Looks like I'm not alone
3.4 BTC disappeared without any withdrawal or trade



Toni El Gozzo

edited 8:12:43 AM

nick 1

odds are the problem will fx itself before the ticket is an...
Because most of the time the problem is automatically
solved if you would wait instead of panicking



Dekel

8:12:43 AM

Alright

N1 **nick 1** 8:12:58 AM

that would be what i was implying toni el gozzo



Dee Son

8:13:01 AM

EdoFazlinovic

You need to wait, please be patient. We waited 8 DAYS
do weekends count? LOL

RV **Rafael Vieira** 8:13:25 AM

When Nissan micra?

ED **Edwin** 8:13:25 AM

K B

3.4 BTC disappeared without any withdrawal or trade
I lost over 100 XRB. 100 XRB were negative



Toni El Gozzo

8:13:37 AM

Edwin

I lost over 100 XRB. 100 XRB were negative
Pm me

K B

3.4 BTC disappeared without any withdrawal or trade

8:13:42 AM

Pm me



Dee Son

8:13:50 AM

K B

3.4 BTC disappeared without any withdrawal or trade
onsite or on raiwallet?

AC

Ahmet Cavdar

8:13:54 AM

EdoFazlinovic

You need to wait, please be patient. We waited 8 DAYS

Are you still waiting or is your problem solved?



EdoFazlinovic

8:14:25 AM

Ahmet Cavdar

Are you still waiting or is your problem solved?

Problem. Solved after 8 days. They didnt response on ticket but
they fixed it.



D K

8:14:28 AM

Can send out Rai to wallet now?

NU

Numan

8:14:41 AM

@ElGozzo i have a question. i tried to withdraw 362 xrb. its
equivalent to 0,6 btc. my account is not verified. my process
hanged as pending. how can i cancel it?



EdoFazlinovic

8:14:45 AM

D K

Can send out Rai to wallet now?

Try with 1 xrb to test.

Numan

8:15:02 AM

@ElGozzo i have a question. i tried to withdraw 362 xrb. its e...

Wait to get verified

AC **Ahmet Cavdar** 8:15:20 AM

EdoFazlinovic

Problem. Solved after 8 days. They didnt response on ticket ...

Ok thank you, Some people waiting 20 days it's a bit much

SI **Simoun** 8:15:51 AM

Sam

anyone got experience on how long verification takes? thanks...

Mine was 24 hrs

 **EdoFazlinovic** 8:16:08 AM

Ahmet Cavdar

Ok thank you, Some people waiting 20 days it's a bit much

Ya i know. They are overloaded. Almost 4 billion market cap and they are only market which works. Please be patient.

Sam

8:16:28 AM

anyone got experience on how long verification takes? thanks...

Up to one week or 10 days

PG **Prashant Guleria** 8:16:29 AM

Hi any updates on lisk and bitcoin gold wallet address

JA **Jayk** 8:16:42 AM

Thank you @EdoFazlinovic

 **EdoFazlinovic** edited 8:16:54 AM

Sam

anyone got experience on how long verification takes? t...

Too many people came to market. Just be patient. Any problems, send support ticket and wait. There is queue. Patience and hodl are keys.

JA **Jayk** 8:17:15 AM

But that just means we're early to the party!

- Going situ BitGrail will pay off long term 8:17:22 AM
- :) 8:17:24 AM
-  **Dee Son** 8:18:34 AM
Jayk
Going situ BitGrail will pay off long term
Don't hope. Just hold.
-  **EdoFazlinovic** 8:18:50 AM
Jayk
But that just means we're early to the party!
Yes you are right.
- If you want to know about xrb, exolore it. You will find on web 8:21:50 AM
why is great.
- MA **Mathijs** 8:22:07 AM
What's the maximum withdrawal again with a verified account?
- 2btc? 8:22:17 AM
- SI **Simoun** 8:22:26 AM
10
- TO **tomkray** 8:22:32 AM
Raiblocks striped
- MA **Mathijs** 8:22:35 AM
10?
- TO **tomkray** 8:22:40 AM
Stoped
- MA **Mathijs** 8:22:45 AM
Great awesome

- TO **tomkray** 8:23:05 AM
Let's go everyone!
-  **Deeco v.2.0**
tomkray 8:24:35 AM
Let's go everyone!
Where is our destination? :)
- TG **Trae gabourel** 8:24:50 AM
why isn't Rai Mooning. it was on its way to 100\$
-  **Deeco v.2.0**
Trae gabourel 8:25:38 AM
why isn't Rai Mooning. it was on its way to 100\$
It will. Just be patient :)
-  **Demetri Porter** 8:27:28 AM
Its almost done
-  **EdoFazlinovic**
Trae gabourel 8:27:48 AM
why isn't Rai Mooning. it was on its way to 100\$
Be patient key for success
-  **Whitebeard** 8:28:06 AM
Not sure if we can speak about other exchanges here lol
-  **EdoFazlinovic**
Whitebeard 8:28:15 AM
Not sure if we can speak about other exchanges here lol
We shouldn't.
-  **Deeco v.2.0** 8:28:20 AM
No.

**Whitebeard**

8:28:22 AM

But let's hope Bitgrail also pimps up the exchange and security

TG

Trae gabourel

8:28:33 AM

Oh yeah, ive been waiting a year for this :D being patient hurts.
lol

**Whitebeard**

8:28:35 AM

that would help a lot and give the community trust as well

**EdoFazlinovic**

8:28:37 AM

Mathijs

What's the maximum withdrawal again with a verified account?

10 btc

TO

tomkray

8:28:51 AM

I do not believe in ripple. is an attempt to enter the world of the crypts with our money that is in the bank. they're going to get sick. I hope everyone is smart to get the value out there for BTC before them !! Take care friends! enjoy ripple. but do not let them move the funds to the BTC before you!

O prefer Raiblocks! Freedom

8:29:11 AM

**Deeco v.2.0**

8:29:35 AM

Bye tom

**Wizard Oz**

8:29:47 AM

Are ltc deposits working?

**SilentAu**

8:30:05 AM

So can someone explain to me why my XRB says pending in my wallet all day?

**M.T.R.**

8:30:41 AM

Devs, why is it impossible to visit the site on the mobile, tried various browsers but it completely hangs.



Dee Son

does raiwallet need a BG account to use?

8:30:43 AM



M.T.R.

Dee Son

does raiwallet need a BG account to use?

8:31:01 AM

No

TH

Toby Hawkins

8:31:13 AM

Dee Son

does raiwallet need a BG account to use?

No, BG is just for buying XRB



M.T.R.

8:31:16 AM

You could also buy from someone else



Dee Son

8:31:56 AM

Thanks guys. I'm trying to buy XRB asap as I'm not yet verified.

Anyone here selling xrb? payment is BTC.

TH

Toby Hawkins

8:32:24 AM

You don't need to be verified to buy XRB

It's just for withdrawals over 0.5 btc value per day

8:32:36 AM



Deeco v.2.0

8:33:13 AM

Dee Son

Thanks guys. I'm trying to buy XRB asap as I'm not yet verifie...

And no trading here. Go to site and do the trade



Dee Son

8:33:28 AM

Toby Hawkins

It's just for withdrawals over 0.5 btc value per day

many had problems with their deposits for days. It might pump
before I get it online.

- TH **Toby Hawkins** 8:33:48 AM
Verification won't help that
-  **Wizard Oz** 8:33:58 AM
Anyone sending binance tokens to vote?
-  **Dee Son** 8:34:10 AM
Deeco v.2.0
And no trading here. Go to site and do the trade
Thanks. I'll just wait.
- Du Du** joined the group
-  **M.T.R.** 8:37:39 AM
-  **M.T.R.** 1/4/18
Devs, why is it impossible to visit the site on the mobile,
tried various browsers but it completely hangs.
- DD **Du Du** 8:37:43 AM
I'm exhausted with all these shenanigans with the site

I sent over my coins to exchange, and then it tells me to get my
2FA setup, so I did it, and once I went through all the required
steps (setup 2FA, click email link), it tells me I need 2FA to do
any exchange. 8:38:37 AM
-  **Deeco v.2.0** 8:41:00 AM
Numan
@ElGozzo i have a question. i tried to withdraw 362 xrb. its e...
U cant cancel it. Submit docs to get verified
-  **Stefania** 8:41:41 AM
Numan
@ElGozzo i have a question. i tried to withdraw 362 xrb. its e...
You can't cancel it if you confirmed the mail. But you can verify.

NU **Numan** 8:42:05 AM
how long veriy process take?

 **Deeco v.2.0** 8:42:28 AM
Stefania
You can't cancel it if you confirmed the mail. But you can verify.
This one is better answer. Lol

 **Stefania** 8:42:49 AM
Numan
how long veriy process take?
up to a week, but could be faster

Deeco v.2.0 8:43:08 AM
This one is better answer. Lol
Yours was fine enough

NU **Numan** 8:43:18 AM
Stefania
up to a week, but could be faster
i want to cry

 **Stefania** 8:43:26 AM
Numan
i want to cry
Please don't.

Ivan joined the group

JS **Jason S** 8:43:47 AM
I offered a \$100 tip to get vertified today

Tomorrow I may try a \$250 bribe 8:43:57 AM

 **Stefania** 8:44:13 AM
Jason S

Tomorrow I may try a \$250 bribe

Nope, thanks

JS **Jason S** 8:44:32 AM

Once I get up to \$1000, I figure I'll get a pm

hehe 8:44:34 AM

NU **Numan** 8:44:43 AM

guys, if you dont allow unveririfed account withdrawal more then
0,5 then you should que process

 **Stefania** 8:44:50 AM

Maybe 2000 (kidding)

NU **Numan** 8:44:51 AM

this is bulshit

Numan 8:45:05 AM

guys, if you dont allow unveririfed account withdrawal more t...

*shouldnt que

 **Stefania** 8:45:25 AM

Be respectful, we have a lot of verifications to process.

JS **Jason S** 8:45:27 AM

Don't temp me lol

NU **Numan** 8:45:33 AM

if i knew that i would send it in two parts

JJ **Jj** 8:45:34 AM

Daniel

My ETH withdrawal has been pending for over 24 hours. Is an...

yes same issue



Stefania
Maybe 2000 (kidding)

8:45:36 AM

Đặng Bùi joined the group



Deeco v.2.0

Numan

if i knew that i would send it in two parts
I think there is a note for limit withdrawal. Havent you read it?

8:46:31 AM

EL

Elad

two withdrawals show as Pending Deposit since yesterday, do I
need to do anything?

8:47:11 AM



Stefania

8:48:37 AM

Elad

two withdrawals show as Pending Deposit since yesterday, do...
Which coin?

EL

Elad

sorry, XRB

8:49:01 AM



Ermeç

Bitcoin cash withdraws its ok?

8:49:15 AM



Stefania

Elad

sorry, XRB

8:50:11 AM

Xrb was restored yesterday so it could be a little slower, how
many hours ago did you make your transaction?

DA

Daniel

8:50:42 AM

Stefania I withdrew ETH 1.5 days ago and it's still 'pending', is
this a known issue?



Toni El Gozzo

8:50:45 AM

Elad

two withdrawals show as Pending Deposit since yesterday, do...

Invalid address?

Daniel

8:51:01 AM

Stefania I withdrew ETH 1.5 days ago and it's still 'pending', i...

Yes it is

EL

Elad

8:51:58 AM

Stefania

Xrb was restored yesterday so it could be a little slower, how ...

first one was about 15 hours ago

Vicemi joined the group

Piotr BB joined the group



Stefania

edited 8:54:10 AM

Elad

first one was about 15 hours ago

Ok, please wait. open a ticket if it takes more than 24h

DZ

Dan Zeltser

8:54:30 AM

@ElGozzo all invalid address withdrawals have been fixed thanks to new edit feature. Thanks again for your help. Disregard my open tickets

EL

Elad

8:54:30 AM

Stefania

Ok, please wait. open a ticket if it takes more than 24h

ok thanks!



Toni El Gozzo

8:55:13 AM

Dan Zeltser

@ElGozzo all invalid address withdrawls have been fixed than...

It was the best choice to help so of you. It shouldn't happened anymore though



Ermec

8:55:18 AM

GRAIL withdrawn Bitcoin cash this ok?

DZ

Dan Zeltser

8:55:30 AM

@ElGozzo soon as I edited address withdrawal was complete within seconds to raiwallet

TT

Tran Minh Tam

8:55:35 AM

I lost 75XRB



Whitebeard

8:55:50 AM

Scared to ask.. but after 6 days ill try again, any update for CFT wallet?

DZ

Dan Zeltser

8:56:03 AM

Thanks again bitgrail team well done



Toni El Gozzo

8:56:12 AM

Whitebeard

Scared to ask.. but after 6 days ill try again, any update for C...

Now we can focus on that as well.



Whitebeard

8:56:23 AM

Toni El Gozzo

Now we can focus on that as well.



Stefania

8:56:30 AM

Ermec

GRAIL withdrawn Bitcoin cash this ok?

Yes



Whitebeard

Damn... TRX anyone seen that...?

8:56:33 AM



Ermec

thanks

8:56:45 AM



Whitebeard

Insane lol

8:56:53 AM

JA

JayZ

@ElGozzo last year i tell 87xrb what can be in process

8:59:30 AM

VR

Victor Romero

Admin, documents to verify identity, it's fine .png format?

8:59:58 AM



Stefania

9:00:34 AM

Victor Romero

Admin, documents to verify identity, it's fine .png format?

Yes, if it doesn't work use jpg (less than 1mb)



Toni El Gozzo

9:00:40 AM

JayZ

@ElGozzo last year i tell 87xrb what can be in process

What do you mean?

VR

Victor Romero

9:00:58 AM

Less than 1mb each document?



Stefania

9:01:05 AM

Victor Romero

Less than 1mb each document?

yes

TT

Tran Minh Tam

9:03:29 AM

I lost 75XRB

A  Aleksandr u□ 9:03:47 AM

Tran Minh Tam
I lost 75XRB
How ?

TT  Tran Minh Tam 9:04:04 AM

Aleksandr u□
How ?
Deposits pending

JA  James 9:04:07 AM

Nice work on the enabling edit address - Thanks guys!

 Stefania edited 9:04:23 AM

Tran Minh Tam
Deposits pending
That alone doesn't mean you lost them.

JA  JayZ 9:04:30 AM

Toni El Gozzo
What do you mean?
Toni El Gozzo:
What do you mean?
18 august 2017 I send 87xrb but not logged in, maybe now can
be processed

 Toni El Gozzo 9:04:46 AM

Tran Minh Tam
Deposits pending

Did you deposit on an old address generated before December
16th?

TT  Tran Minh Tam 9:04:57 AM

Stefania
That alone doesn't mean you lost them.

How can I get them back?



Toni El Gozzo

9:04:59 AM

JayZ

Toni El Gozzo: What do you mean? 18 august 2017 I send 87...

That will never come



Stefania

9:05:06 AM

Tran Minh Tam

How can I get them back?

Answer to the question above



DucCong Nguyen

9:05:22 AM

My account -500 xrb? why ?



Toni El Gozzo

9:05:27 AM

DucCong Nguyen

My account -500 xrb? why ?

Pm me

TT

Tran Minh Tam

9:05:29 AM

Toni El Gozzo

Did you deposit on an old address generated before Decembe...

Yes admin



Toni El Gozzo

9:05:41 AM

Tran Minh Tam

Yes admin

Than you lost them.



Stefania

9:05:43 AM

Tran Minh Tam

Yes admin

In that case, yes. You lost them

- TT **Tran Minh Tam** 9:06:15 AM
-  **David Nguyen** 9:07:03 AM
Is an admin available? I need help resetting my 2fa.
-  **Stefania** 9:07:14 AM
David Nguyen
Is an admin available? I need help resetting my 2fa.
What happens
- TT **Tran Minh Tam** 9:07:18 AM
please help me with
-  **Toni El Gozzo** 9:07:45 AM
Tran Minh Tam
please help me with
No we can't. The warning is there and specify everything
-  **Deeco v.2.0** 9:08:53 AM
Reading is next key to success. :)
-  **Derrick** 9:08:56 AM
What does it mean Avoid using deposits generated from smart contracts.
- TT **Tran Minh Tam** 9:09:11 AM
I need them to go to school
-  **Derrick** 9:09:15 AM
if i deposit from another exchange to bitgrail is it ok?
-  **Stefania** 9:09:25 AM
Tran Minh Tam
I need them to go to school
We can't do anything, sorry.

TT

Tran Minh Tam

9:10:09 AM



Toni El Gozzo

Derrick

What does it mean Avoid using deposits generated from smar...
Depends if the exchange uses smart contract



David Nguyen

9:10:42 AM

@santistivaletti I went to enable my 2fa, but it didnt give me a QR code. So i sent in a reset request, with documentation, 2 days ago, but nothing has happend so far. When loggin in, it still asks me to provide a 2fa token which I dont have.



Derrick

9:10:43 AM

Toni El Gozzo

Depends if the exchange uses smart contract
can i pm u privately to ask smth?



Toni El Gozzo

9:10:54 AM

Derrick

can i pm u privately to ask smth?
Let's see. Go ahead



Stefania

9:11:22 AM

David Nguyen

@santistivaletti I went to enable my 2fa, but it didnt give me ...
Pm me



Ricardo Wojack

9:12:37 AM

Dan Zeltser

@ElGozzo all invalid address withdrawls have been fixed than...
What about pending deposits invalid block? Pow pending

Shannon joined the group

- TT **Tran Minh Tam** 9:13:09 AM
why? divided before and after December 16
- I do not accept 9:13:22 AM
-  **AllenCrypto** 9:15:48 AM
Still no ETH deposit? □
- Maris** joined the group
-  **OfirIO** 9:16:23 AM
How much time its take to handle a support request ???
- Can Tak** joined the group
-  **Toni El Gozzo** 9:16:52 AM
Ricardo Wojack
What about pending deposits invalid block? Pow pending Deposit?
-  **Maris** 9:16:56 AM
Do anyone have problems with login? 2fa does not show any error, but form appears again :(
-  **Toni El Gozzo** 9:17:17 AM
Tran Minh Tam
I do not accept
Because on the 16th we made huge changes in the system
- OfirIO** 9:17:28 AM
How much time its take to handle a support request ???
For which coin?
-  **Ricardo Wojack** 9:17:56 AM
Toni El Gozzo
Deposit?

Xrb from raiwallet to bitgrail xrb wallet made 3 days ago. Invalid block and pow pending. No response to ticket yet



Toni El Gozzo

9:18:24 AM

Ricardo Wojack

Xrb from raiwallet to bitgrail xrb wallet made 3 days ago. Inva...

Invalid block for a deposit is an issue from your wallet

No problem

9:18:30 AM



Ricardo Wojack

9:19:17 AM

Toni El Gozzo

Invalid block for a deposit is an issue from your wallet

I was told that the node was the problem. Not broadcasting properly to the next work

CT

Can Tak

9:19:33 AM

Hi. Is there a min withdraw limit for any currencies?



Toni El Gozzo

9:20:09 AM

Works

Coin?

9:20:19 AM



Stefania

9:20:24 AM

Can Tak

Hi. Is there a min withdraw limit for any currencies?

you have to consider the equivalent of (for example) 0.5 btc for unverified users



Toni El Gozzo

9:20:49 AM

Did you confirm it via email link?

When?

9:21:06 AM

CT

Can Tak

9:21:15 AM

Stefania

you have to consider the equivalent of (for example) 0.5 btc f...

Ok thanks



Toni El Gozzo

Then just wait.

9:21:29 AM

Half an hour I'd say

9:22:07 AM

OYEBENNY joined the group



Toni El Gozzo

Ricardo Wojack

I was told that the node was the problem. Not broadcasting p...

Because we were working on the node, but now that it's open I
can tell you I'm 100% sure that is the issue

9:22:39 AM



Maris

9:22:52 AM

I have issue with 2fa, 2fa input form is always shown again,
without any error description.



Toni El Gozzo

9:23:05 AM

Maris

I have issue with 2fa, 2fa input form is always shown again, ...

Try to reset it



Maris

9:23:26 AM

why, if its correct?

how long does it take to reset 2fa?

9:24:12 AM



Toni El Gozzo

9:24:39 AM

Maris

how long does it take to reset 2fa?

It may be a moment of faulty synch I may believe.

If everything is correct just few minutes. Hour top

**Stefania**

Read above

9:25:38 AM

**Toni El Gozzo**

No screenshot

9:25:53 AM

**Stefania**

Admin already replied, don't spam.

9:26:09 AM

**Toni El Gozzo**

I told you already. Half an hour I'd say. Relax

9:26:22 AM

**Stefania**

Don't share pics please.

9:26:43 AM

**Rupi B**

Ok.

9:26:58 AM

**Toni El Gozzo**

You can't relax, can you?

9:27:17 AM

**OfirIO**

Mmmmm please reply to support request....

9:27:25 AM

**Rupi B**

My 33rai are missing and under transfer history it says "INVALID ADDRESS..."

9:27:31 AM

**Toni El Gozzo****OfirIO**

Mmmmm please reply to support request....

9:27:43 AM

Which coin?

**Rupi B**

Yesterday you told me that they would be ok and could be recovered

9:27:52 AM

I left last 3 characters out of address

9:28:00 AM

RockmanV joined the group

RB

Rupi B

9:28:19 AM

and my wallet is empty



OfirIO

9:28:20 AM

XRB i withdraw with the wrong address (i send it back to you) :((



Toni El Gozzo

9:28:22 AM

Rupi B

My 33rai are missing and under transfer history it says "INVAL..."

You can change it by yourself in withdraw section. Place a valid address and the magic is done

OfirIO

9:28:42 AM

XRB i withdraw with the wrong address (i send it back to you)...

Same as above. You can fix it on your own now

RB

Rupi B

9:28:44 AM

MAGIC!!!

Sam joined the group

RB

Rupi B

9:28:48 AM

Superstar!

thx guys. really appreciate it

9:28:58 AM



OfirIO

9:28:58 AM

Toni El Gozzo

Same as above. You can fix it on your own now

???

Sam

SA Hmmh.. is it me or cant I login? 9:29:06 AM

 **Toni El Gozzo** 9:29:15 AM

Toni El Gozzo
You can change it by yourself in withdraw section. Place a vali...
@ofir_1

SA **Sam** 9:29:22 AM
Password recovery also doesnt work

 **RockmanV** 9:29:32 AM
I submitted my documents for verification. How do I trace the process to know whether my current is up to lv 2?

 **E** 9:29:37 AM
Is btc withdrawals and xrb deposits working?

FH **Frank Herfert** 9:29:41 AM
Is there an estimate to when the missing ETH deposits will show up? I have been waiting 4 days now.

 **Stefania** 9:29:52 AM
RockmanV
I submitted my documents for verification. How do I trace the...
You can check your status on account -> account verification

 **M.T.R.** 9:29:55 AM
What is the max withdrawal for verified user in btc now?

 **Stefania** 9:30:01 AM
M.T.R.
What is the max withdrawal for verified user in btc now?



E

Is btc withdrawals and xrb deposits working?

9:30:20 AM

Try



M.T.R.

Nice, went up? Good news

9:30:29 AM



OfirIO

Toni El Gozzo

@ofir_1

Not enough XRB to complete request

9:30:53 AM



RockmanV

Stefania

You can check your status on account -> account verification

I dont know if my documents are processed or rejected?

9:30:54 AM



Maris

2fa reset form shows invalid error when Document id is over some size, it shows: "Document ID file required. Allowed documents: jpg, png" instead of sisze limit error

9:30:56 AM



Toni El Gozzo

OfirIO

Not enough XRB to complete request

9:31:06 AM

Pm me



Maris

2fa reset form shows invalid error when Document id is over s...

Resize to 1mb

9:31:27 AM



Maris

already, just fix the form

9:31:38 AM

Rupi B

I have closed ticket as well. Thanks Toni

9:31:52 AM

**E**

Has anyone withdrawn btc today?

9:32:01 AM

**Toni El Gozzo****Maris**

already, just fix the form

We need to, but we have other high priorities such as the nodes

9:32:17 AM

**Gastropotamus**

9:33:42 AM

Toni thanks for your support with XRB. Thank you

PAUL joined the group

**Toni El Gozzo**

9:36:34 AM

Gastropotamus

Toni thanks for your support with XRB. Thank you

My pleasure

C

9:36:43 AM

Toni El Gozzo

We need to, but we have other high priorities such as the nodes

technical question: you've had only one node, right? and now

you're going for 2+ nodes?

Taehyun Kim joined the group

**Toni El Gozzo**

9:38:55 AM

C

technical question: you've had only one node, right? and now ...

One or multiple node doesn't matter. The issue was completely another. Who suggest that was someone not related to the node development

HA

Hassan Aftab

9:41:37 AM

Hi..i had sent some bitcoins 24 hours ago..they havent showed up

can you help me trace them?

9:41:47 AM



David N

what is the minimum xrb deposit?

9:42:04 AM



Mohsen

I havent withdraw for more than 1 day and now it says you need to verify our account

9:42:27 AM



Stefania

Please no pics

9:42:39 AM



Toni El Gozzo

Hassan Aftab

can you help me trace them?

Deposit timeframe doesn't depends on us. We require 2 confirmations

9:43:23 AM



Stefania

9:43:24 AM

David N

what is the minimum xrb deposit?

1 xrb for new addresses created after 16 December

9:43:24 AM

Mohsen

9:43:41 AM

I havent withdraw for more than 1 day and now it says you n...

Make sure you haven't made other withdrawals

C

C

9:43:54 AM

Toni El Gozzo

One or multiple node doesn't matter. The issue was completel...

oh alright, ty for clarification. interesting time for you guys.
sleepless, but interesting.



Mohsen

Stefania

Make sure you haven't made other withdrawals

9:43:57 AM

yes I tried with lower amounts even

for example I tried with 28 ltc which is less than 0.5 btc

9:44:20 AM

HA **Hassan Aftab**

9:44:29 AM

Toni El Gozzo

Deposit timeframe doesn't depends on us. We require 2 confir...

How long does a BTC deposit take? if i send you a transaction ID
can you trace it?



Mohsen

9:44:32 AM

0.5 btc = 33 ltc



David N

9:44:33 AM

Stefania

1 xrb for new addresses created after 16 December

what about those before?

HP **Hung Pham**

9:44:42 AM

I want to ask in my account was exclude 0.02 btc...admin



Toni El Gozzo

9:44:45 AM

Hassan Aftab

How long does a BTC deposit take? if i send you a transaction...

Read the message you quote

Hung Pham

9:44:54 AM

I want to ask in my account was exclude 0.02 btc...admin

Pm you



Stefania

9:45:09 AM

Mohsen

yes I tried with lower amounts even

You have other accounts?

Mohsen



I have a verified account

9:46:21 AM

it is my brother actually

9:46:35 AM

HP

Hung Pham

admin I can not send pictures

9:46:42 AM



Stefania

Don't share pics

9:46:46 AM



Mohsen

he is not verified

9:46:57 AM



Toni El Gozzo

Hung Pham

admin I can not send pictures

9:47:08 AM

I wrote to you in private



Stefania

9:47:14 AM

Hung Pham

admin I can not send pictures

Admin told you to pm him

HP

Hung Pham

9:47:56 AM

Stefania

Admin told you to pm him

Is it due to admin error



David N

9:48:34 AM

so i cannot send less than a 100 xrb if my account was made before december 16th?that is insane. that is \$2400+ worth of xrb as a minimum deposit. Will this change soon?

G T joined the group



Stefania

edited 9:48:59 AM

David N

so i cannot send less than a 100 xrb if my account was ...

Generate a new address, it doesn't concern accounts



Mohsen

9:49:22 AM

Mohsen

he is not verified

what should I do?

GT

G T

9:49:24 AM

how can I enable 2fa?



Stefania

9:49:39 AM

Mohsen

what should I do?

pm me

CT

Can Tak

9:50:14 AM

Hi again. What sholud i write the place "2fa google token" when enabling the 2fa?

BE

BenK

9:50:18 AM

Just made a deposit. 3 confirmations on the network, still showing 1/2 on BitGrail

for BTC

9:50:26 AM



David N

9:50:39 AM

Stefania

Generate a new address, it doesn't concern accounts

cant generate new address because i havent made a deposit before so my old address stays the same

JA

JayZ

9:51:04 AM

Stefania

1 xrb for new addresses created after 16 December
Addresses in Wallet BG ?

Radovan joined the group



Stefania

9:51:49 AM

You can now fix it on your own in withdraw section (if it's invalid).
Place a valid address

BE

BenK

9:51:52 AM

nvmnd

RA

Radovan

9:53:00 AM

Hello, everybody. Does anybody know how long it takes to get
verified on BitGrail nowadays? I really want to move my XRB off
the exchange.



Stefania

9:53:01 AM

BenK

Just made a deposit. 3 confirmations on the network, still sho...

Please wait

HP

Hung Pham

9:53:12 AM

admin can check my account not .. i want to send btc to that
minus 0.02btc



Stefania

9:53:15 AM

Radovan

Hello, everybody. Does anybody know how long it takes to ge...
Up to a week, but could be faster these days

Hung Pham

9:53:28 AM

admin can check my account not .. i want to send btc to that ...
Admin sent you a pm. Check your messages.

Radovan

- RA Nice. I'm from Europe and my documents are not in English. Is that a problem? 9:53:48 AM
- DD **Du Du** 9:54:16 AM
This bites
- HP **Hung Pham** 9:55:00 AM
Stefania
Admin sent you a pm. Check your messages.
Check message on mail or telegram admin
- EM **edith malines** 9:55:06 AM
i've sent another 1xb as what the pinned post said for invalid blocks but still no xrb landing on my bitgrail wallet its invalid block again... am i capable of opening a ticket now? pls answer...
- CT **Can Tak** 9:55:07 AM
Can Tak:
Hi again. What sholud i write the place "2fa google token" when enabling the 2fa?
-  **Marcel Ullrich** 9:55:31 AM
are the issues solved? eth-withdrawal-limit normal again? (0.01 instead of 0.05)
- CT **Can Tak** 9:55:36 AM
I wrote the code that app gave me bit it says wrong
-  **Stefania** 9:55:58 AM
Radovan
Nice. I'm from Europe and my documents are not in English. I...
From where?
- DD **Du Du** 9:56:04 AM
@santistivaletti is there any way to not have 2FA issues? I already setup 2FA and it won't let me use the market. It keeps

telling me to enable it when I have already done so.



Stefania

Can Tak

I wrote the code that app gave me bit it says wrong
Sync the time on your device

9:56:37 AM

edith malines

9:57:07 AM

i've sent another 1xrb as what the pinned post said for invalid...
When did you make your transaction?

RA

Radovan

9:57:09 AM

Slovenia. My info is clearly seen but some things may not be completely understood. I hope that's not a problem since those are the only docs I have.



Stefania

9:57:17 AM

Radovan

Slovenia. My info is clearly seen but some things may not be c...
Go ahead

EM

edith malines

9:57:45 AM

about 12midnight

DD

Du Du

9:58:10 AM

Have I worded my questions incorrectly? I asked my other question an hour ago and it went unanswered. I just asked again and it seems like it will also go unanswered.



Stefania

edited 9:58:16 AM

edith malines
about 12midnight

Open a ticket if it takes more than 24 hours

CT

Can Tak

Stefania

9:58:22 AM

When did you make your transaction?

I did but still same

EM **edith malines** 9:58:42 AM
ok i will do it later

CT **Can Tak** 9:58:44 AM
It says wrong 2fa token

RA **Radovan** 9:58:51 AM
Good! I've actually already sent them a day ago. Now it's just a waiting game. Thank you for your answers!

 **Stefania** 9:58:56 AM
Du Du
Have I worded my questions incorrectly? I asked my other qu...
What error shows up exactly?

EM **edith malines** 9:59:06 AM
thank you...

CT **Can Tak** 9:59:40 AM
Stefania
Sync the time on your device
I did but still same:/

DD **Du Du** 9:59:46 AM
"2FA active is now required for using the markets. You can go to settings and enable [sic] it."

Marcelo Carmona joined the group

 **Marcelo Carmona** 10:00:45 AM
Hi

I'm new with Reailblocks 10:01:25 AM



Stefania

10:01:25 AM

Du Du

"2FA active is now required for using the markets. You can g...

Try resetting it

DD

Du Du

10:01:36 AM

I did, and it gave me the same errors.



Marcelo Carmona

10:01:37 AM

I was reading a lot about that

DD

Du Du

10:02:37 AM

I'll try a third time.



Marcelo Carmona

10:02:48 AM

Does works well??



Stefania

10:02:51 AM

Be respectful Marcelo



Marcelo Carmona

10:03:17 AM

Sorry

I did not mean to sound rude

10:03:56 AM

How long does bitgrail exist??

10:05:05 AM

HL

Hampus L

10:05:05 AM

Any ETA on ethereum deposits?



Stefania

10:05:10 AM

Du Du

I'll try a third time.

Everything smooth with the reset?



Toni El Gozzo

10:05:17 AM

Marcelo Carmona

How long does bitgrail exist??

April 2017



Stefania

10:05:19 AM

Marcelo Carmona

How long does bitgrail exist??

April 2017



Marcelo Carmona

10:05:31 AM

Ahhh cool thanks

Anthony Morgan joined the group

RA

Radovan

10:06:01 AM

Will you continue operating after XRB gets listed on Binance?



Toni El Gozzo

10:06:09 AM

Radovan

Will you continue operating after XRB gets listed on Binance?

Why not?

J T joined the group

RA

Radovan

10:06:56 AM

That's nice! I'm very thankful to you for listing this coin.



Toni El Gozzo

10:07:07 AM

Maybe we will also sleep a bit more



Stefania

10:07:23 AM

Please guys do not contact admins in pvt unless we tell you so

DD

Du Du

10:07:54 AM

Yes, oddly enough third time was indeed the charm. Thank you for your response and your time. Have a great day/night!

Laurent joined the group

RA **Radovan** 10:08:13 AM
You should find another "sleeper" coin with excellent technology and start a new era of sleep deprivation. ;)

 **Stefania** 10:08:14 AM
Du Du
Yes, oddly enough third time was indeed the charm. Thank y...
Good have a nice day/night

SM **sm** 10:08:53 AM
Toni El Gozzo
Maybe we will also sleep a bit more
Any plans on adding PascalCoin? It's another undervalued gem with a unique technology. Currently only available on Poloniex

AC **Ahmet Cavdar** 10:08:57 AM
I've been waiting ticket respond for 72 hours for deposit to under maintenance coin wallet problem. Does anyone can help me or i need to wait more?

 **Stefania** 10:09:40 AM
Ahmet Cavdar
I've been waiting ticket respond for 72 hours for deposit to u...
Please wait, thank you for your patience

AC **Ahmet Cavdar** 10:10:42 AM
Stefania
Please wait, thank you for your patience
Ok, just that lisk wallet will not close, right.? My coins are in there.

 **Stefania** 10:11:40 AM
Ahmet Cavdar

Ok, just that lisk wallet will not close, right.? My coins are in ...

Don't worry

AC **Ahmet Cavdar** 10:11:48 AM

Stefania

Don't worry

Thank you

PT **patricia tan** 10:14:18 AM

hi admin.. i don't remember if i generate my new xrb deposit add.after dec.16.. all i've known is, my xrb deposit now is diff.w/ my old one... do u think i already generate new xrb add.?

coz i wan't to depo my 5xrb in bg! 10:14:59 AM



Stefania 10:15:09 AM

Yoi can generate a new one now

PT **patricia tan** 10:16:28 AM

and i can't see a new generate xrb button...



Angel Mazzei 10:16:59 AM

Toni, What os the actual dayly withdraw xrb limit for level 3.?



Stefania 10:17:11 AM

equivalent of 10 btc



Ricardo Wojack 10:17:32 AM

Toni El Gozzo

Because we were working on the node, but now that it's ope...

So what do i do now? Still pending transaction and invalid block

DD **Du Du** 10:17:40 AM

I assume that nobody is really have railblocks removal issues right now, correct?

Raiblocks, darn autocorrect. 10:17:54 AM



Stefania

10:17:59 AM

patricia tan

and i can't see a new generate xrb button...

If you can't generate a new one it means your address is already
new



Angel Mazzei

10:19:27 AM

Stefania

equivalent of 10 btc

Stefania Is for me this answer?



Stefania

10:19:33 AM

Ricardo Wojack

So what do i do now? Still pending transaction and invalid bl...

Reading your previous messages: if it says pow pocketed please
check your wallet

Angel Mazzei

10:19:39 AM

Stefania Is for me this answer?

Yes



Angel Mazzei

10:20:00 AM

Thank you



Stefania

10:20:04 AM

You're welcome

Please no pics

10:20:42 AM

Claudio Doresbcn joined the group



Amir

10:23:31 AM

IM waiting for nearly 24hrs for a withdraw of my XRB!
any one else?

Stefania

**Amir**

IM waiting for nearly 24hrs for a withdraw of my XRB! any o...
Have you checked the limits?

10:24:00 AM

**Amir**

What are the limits?

10:24:22 AM

**Stefania**

daily limits on account > account verification

10:24:40 AM

**Amir**

Not even close to...

10:25:06 AM

**Stefania**

Open a ticket please

10:25:18 AM

**Ricardo Wojack****Stefania**

Reading your previous messages: if it says pow pocketed ple...
""Invalid block" still there when I click on transaction

10:25:31 AM

**Amir**

Already did.

10:25:36 AM

**Aar**

I must say thanks to bitgrail. The recent improvements like
adres check when you withdraw, and speed on processing
transactions, improve the value of bitgrail.com
(<http://bitgrail.com>) ever more.
Keep working guys, this site is awesome

10:25:36 AM

Din Nguyen joined the group

**Stefania****Amir**

Already did.

10:26:02 AM

Then please wait, someone will reply as soon as possible

DN **Din Nguyen** 10:26:15 AM
Hello, how can i active 2FA

 **Amir** 10:26:25 AM
ASAP? what's that?

 **Gregorst admin** 10:26:37 AM
As soon as possible

Kieran joined the group

 **Amir** 10:27:23 AM
 **Gregorst**
As soon as possible
10x... i'm now improved
24 hrs is not asap.

KI **Kieran** 10:27:33 AM
Hello, how do I raise a support request?

 **Stefania** 10:27:35 AM
 **Din Nguyen**
Hello, how can i active 2FA
Go on settings on Bitgrail

Kieran 10:27:43 AM
Hello, how do I raise a support request?
help > support

 **Ricardo Wojack** 10:27:46 AM
When i search for my raiwallet address it says theres a "Pending deposit" INTO my wallet

To Hoang Dung joined the group

- HL **Hampus L** 10:28:01 AM
ETA on ETH deposit?
- KI **Kieran** 10:28:03 AM
Help doesn't bring anything up on the website
-  **Dee Son** 10:28:04 AM
Hi guys, is BTC deposit instant? so I can buy immediately.
- KI **Kieran** 10:28:07 AM
Drop down doesn't work
-  **Stefania** 10:28:48 AM
Dee Son
Hi guys, is BTC deposit instant? so I can buy immediately.
2 confirmations on blockchain
- TD **To Hoang Dung** 10:29:03 AM
hello, how much i can deposit xrb in bitgrail?
- KI **Kieran** 10:29:20 AM
Can I get a link to raise a ticket?
- TD **To Hoang Dung** 10:29:22 AM
min deposit =?
-  **Dee Son** 10:29:27 AM
Stefania
2 confirmations on blockchain
like how many minutes/hours to confirm?
- Phillip Meyer** joined the group
-  **Stefania** 10:30:07 AM
To Hoang Dung
min deposit =?

1 xrb for new addresses (created after 16 december)

AL

Ali

10:30:29 AM

I still wait for verification. Can someone help me



Stefania

10:30:52 AM

Dee Son

like how many minutes/hours to confirm?

That timeframe doesn't depend on us, but it shouldn't be long

Kieran

10:31:13 AM

Can I get a link to raise a ticket?

<https://bitgrail.com/support> (<https://bitgrail.com/support>)

Bitgrail



BitGrail -

RaiBlocks

**Dedicated
Exchange**

(<https://bitgrail.com/support>)

Cryptocurrencies exchange simple to use, fast and secure

PM

Phillip Meyer

10:31:55 AM

I am waiting for more than two days for my deposit to be confirmed, can anybody help me?



Stefania

10:32:03 AM

Ricardo Wojack

When i search for my raiwallet address it says theres a "Pen...

Raiwallet? Click options, click Local POW checkmark. Go back to wallet and wait a little bit

KI

Kieran

10:32:25 AM

Stefania

<https://bitgrail.com/support>

I can not login



Stefania

Any error?

10:32:31 AM

KI

Kieran

I need 2FA resetting

10:32:46 AM



Stefania

Phillip Meyer

I am waiting for more than two days for my deposit to be co...
which coin?

10:32:47 AM

Kieran

I need 2FA resetting

edited 10:33:07 AM

We have a recovery system for that, go to the login page



Riemmann

when deposits with ethereum will be able again?

10:33:21 AM



J T

Will XRB get listed on Binance?

10:33:44 AM



Ricardo Wojack

Stefania

Raiwallet? Click options, click Local PoW checkmark. Go back...

10:33:51 AM

Tried this many time. When I go out of Raiwallet the local PoW
setting isn't saved. Tried on both mozilla and chrome.



Stefania

Riemmann

when deposits with ethereum will be able again?

10:34:08 AM

Asap, we don't have an eta sorry



Riemmann

what is an "eta"?

10:34:41 AM

Kieran

- KI **Stefania** 10:34:42 AM
We have a recovery system for that, go to the login page
- Can't see anything for recovery on the home page
-  **Stefania** 10:35:00 AM
Kieran
Can't see anything for recovery on the home page
below the login form
- KI **Kieran** 10:35:16 AM
Stefania
below the login form
Thanks
-  **Stefania** 10:35:21 AM
Riemmann
what is an "eta"?
estimated time
-  **Fatih Eris** 10:36:27 AM
Is there xrb withdrawal limit?
-  **Stefania** 10:36:40 AM
Fatih Eris
Is there xrb withdrawal limit?
Yes, you can check them on account -> account verification
- PM **Phillip Meyer** 10:37:05 AM
Stefania
which coin?
Bitcoin
- JL **Jean Luc** 10:37:17 AM
I'am still waiting for vérification i open à ticket on
30/12/2017 and still notre answer... Please take a coffee and

verify my docs.



Ricardo Wojack

10:37:21 AM

Stefania

Yes, you can check them on account -> account verification

Richard Ahoyhoy:

Tried this many time. When I go out of Raiwallet the local PoW setting isn't saved. Tried on both mozilla and chrome.



Stefania

10:37:31 AM

Phillip Meyer

Bitcoin

Is it confirmed on blockchain?

Jean Luc

10:37:45 AM

I'am still waiting for vérification i open à ticket on 30/12/20

When did you submit your docs?

JL

Jean Luc

10:38:38 AM

Before the 30/12/2017 maybe around the 24 or 25.



Fatih Eris

10:38:56 AM

So i have to calculate how much xrb equals to 0.5 btc?



Pinafy

10:38:58 AM

hey, are deposit of BTC working in bitgrail ?



Stefania

10:39:04 AM

Fatih Eris

So i have to calculate how much xrb equals to 0.5 btc?

yes



Pinafy

10:39:07 AM

hey, are deposit of BTC working in bitgrail ?

yes

PM **Phillip Meyer** 10:39:49 AM

Stefania

Is it confirmed on blockchain?

It shows on blockchain? How do I see if it is confirmed?



Stefania

10:39:50 AM

Jean Luc

Before the 30/12/2017 maybe around the 24 or 25.

check your account status and tell me what you see on that page

KI **Kieran** 10:41:02 AM

How long do 2FA resets usually take?



Stefania

10:41:24 AM

Please no pics

Stephane joined the group



Ricardo Wojack

10:41:40 AM

@santistivaletti can you respond please?



Stefania

10:41:42 AM

Ricardo Wojack

Richard Ahoyhoy: Tried this many time. When I go out of Rai...

when did you make your transaction?



Ricardo Wojack

10:41:50 AM

3 days ago



Stefania

10:41:59 AM

Already opened a ticket?

JB **Josiah Bertoli** 10:42:12 AM

Hi admin, I have read the pinned message. Will my XRB eventually return to my account if it has been confirmed with an

invalid address?



Ricardo Wojack

Yes. No response

10:42:18 AM

AN

Anton

I think BG also sent my funds to wrong address

10:42:22 AM

ST

Stephane

how to reset 2FA ?

10:42:27 AM



Stefania

Ricardo Wojack

Yes. No response

10:42:35 AM

Please wait for its reply



Ricardo Wojack

Its been 3 days. What is the average time of reply usually? 1 week?

10:43:03 AM



Stefania

Josiah Bertoli

Hi admin, I have read the pinned message. Will my XRB eve...

You can fix it on our own in withdraw section. Place a valid address

10:43:06 AM

Ricardo Wojack

10:43:22 AM

Its been 3 days. What is the average time of reply usually? 1...

We've been overloaded, someone will reply asap



Ricardo Wojack

10:43:36 AM

Stefania

We've been overloaded, someone will reply asap

Ok thanks

Stefania



Stephane
how to reset 2FA ?

10:43:38 AM

Use the recovery system on Bitgrail (login page)

JL **Jean Luc**

10:43:43 AM

Ok i see account vérification current level 1.
And the case for upload document.

JB **Josiah Bertoli**

10:43:54 AM

Thank you. That's the 5th time I've asked in 5 days in this chat
and the first time I've gotten that answer.

Danny joined the group



Stefania

10:45:11 AM

Jean Luc

Ok i see account vérification current level 1. And the case for...
It means that your docs have been rejected, please submit them
again

JL **Jean Luc**

10:45:28 AM

Stefania

It means that your docs have been rejected, please submit t...

Ok

Elizeu Diniz Silva joined the group



Maris

10:45:36 AM

Toni El Gozzo

It may be a moment of faulty synch I may believe. If everyth...
submitted reset more then hour ago

PM **Phillip Meyer**

10:45:45 AM

Phillip Meyer

It shows on blockchain? How do I see if it is confirmed?

??



Stefania

10:46:07 AM

Josiah Bertoli

Thank you. That's the 5th time I've asked in 5 days in this ch...

We set up that function yesterday, before then we had to manage everything through ticket system

Maris

10:47:10 AM

submitted reset more then hour ago

You were approved. Check

JB

Josiah Bertoli

10:47:16 AM

Oh. Thanks for working hard on the problem. The address is correct on my rai-wallet – what could be the issue?



Dee Son

10:47:27 AM

Hi guys, I just uploaded my documents and it says here: "Documents already submitted." Is it still under review?



Maris

10:47:39 AM

Stefania

You were approved. Check

thnx, logged in



Stefania

10:48:46 AM

Josiah Bertoli

Oh. Thanks for working hard on the problem. The address is ...

The address you mentioned was wrong but invalid right?

AD

Adil

10:49:28 AM

Are BTC deposits working correctly?



Stefania

10:49:34 AM

Adil

Are BTC deposits working correctly?

yes

Dee Son

10:49:40 AM

Hi guys, I just uploaded my documents and it says here: "Do...

Yes

JB

Josiah Bertoli

10:49:56 AM

Stefania

The address you mentioned was wrong but invalid right?

Woops, looks like it was missing one digit. Thank you very much
for your help. Have a nice day.

AD

Adil

10:50:04 AM

3 Confirmation with BTC deposit, still not showing on Bitgrail. Do
I have to wait longer?



Stefania

edited 10:50:08 AM

Josiah Bertoli

Woops, looks like it was missing one digit. Thank you v...

You can fix it :) have a nice day

Adil

10:50:17 AM

3 Confirmation with BTC deposit, still not showing on Bitgrail...

Please wait

ST

Stephane

10:50:28 AM

thanks sent

lost my phone

10:50:33 AM

sucks

10:50:37 AM

Mario joined the group

AN

Anton

10:53:21 AM

I dont understand how wrong wallet address got into BG —>
railwallet transaction and sent all my funds to wrong address,

can someone look over my BG account ?

MA **Mario** 10:53:23 AM

Hey!! Can I buy 1XRB or it must be 100XRB? I created an account and last week it was 100XRB so I loss a lot of with fees for nothing. Can anyone help me? Thanks



Marvs 10:53:34 AM

Marvs:

Anyone tried to deposit xrb greater than 1 but less than 10 in bitgrail? Pls answer me

DL **Dai Lo** 10:53:49 AM

I uploaded my documents approximately 48 hours ago

Any idea when I can expect to be approved 10:54:00 AM



Stefania 10:54:31 AM

Anton

I dont understand how wrong wallet address got into BG —>... wrong and invalid?

AN **Anton** 10:54:48 AM

Not invalid, its completed to wrong wallet



Stefania 10:54:54 AM

Mario

Hey!! Can I buy 1XRB or it must be 100XRB? I created an ac...
1 xrb for new addresses created after 16 december



Douglas Ceron - - BTC 10:54:57 AM

Toni El Gozzo

Xrb node fully restored. Eth deposit is under maintenance for...
Good Mornig admins.... my withdrawal continues with INVALID ADDRESS...

My tickets have NEVER been answered...

I'm scared.....



Stefania

10:55:11 AM

Dai Lo

Any idea when I can expect to be approved

Up to a week but could be faster these days

MA

Mario

10:55:51 AM

Stefania

1 xrb for new addresses created after 16 december

Thanks



Stefania

edited 10:56:09 AM

Douglas Ceron - - BTC

Good Mornig admins.... my withdrawal continues with I...

You can fix it on your own now in the withdraw section.

Place a valid address

JB

Josiah Bertoli

10:56:43 AM

Admin – I've fixed my 'Invalid Address' error. Maybe put that in the pinned comment: "If you have an invalid address error, go to <https://bitgrail.com/withdraw/XRB> (<https://bitgrail.com/withdraw/XRB>), click edit next to the address and correct it."

Bitgrail

BitGrail -

RaiBlocks

Dedicated

Exchange

(<https://bitgrail.com/withdraw/XRB>)

Cryptocurrencies exchange simple to use, fast and secure



(<https://bitgrail.com/withdraw/XRB>)

PM

Phillip Meyer

10:56:55 AM

How do I see if my transaction is confirmed on blockchain?

SK Shah joined the group



Dee Son

10:57:11 AM

any minimum buy order on bitgrail?



Stefania

10:57:26 AM

Anton

Not invalid, its completed to wrong wallet

When it's valid we can't fix that, but please open a ticket if you
any sort of doubts



Douglas Ceron - - BTC

10:57:42 AM

Stefania

You can fix it on your own now in the withdraw section. Plac...

Do I have to make another withdrawal? Explain



Stefania

10:57:54 AM

Douglas Ceron - - BTC

Do I have to make another withdrawal? Explain

No, just fix yours

JL

Jean Luc

10:58:07 AM

Stefania

It means that your docs have been rejected, please submit t...

I resend all documents un .JPEG then i have a message : all files
riquired, allowed documents jpg, png.

It's normal ?



Stefania

10:58:19 AM

Jean Luc

I resend all documents un .JPEG then i have a message : all ...

Use jpg files (less than 1mb)



kaneki

10:58:39 AM

Xrb winning votes everywhere 100\$ here we come!

Tancredo SEGUROS E Investimentos joined the group



Douglas Ceron - - BTC

10:59:15 AM

Stefania

No, just fix yours

How to do this. There is no option....



Stefania

10:59:26 AM

Josiah Bertoli

Admin – I've fixed my 'Invalid Address' error. Maybe put that...

^



Douglas Ceron - - BTC

10:59:28 AM

I reaallly neeed o know

omg come on..

10:59:32 AM



Stefania

10:59:42 AM

I just posted the link



Douglas Ceron - - BTC

11:00:24 AM

ok i'll try



Dee Son

11:00:49 AM

is there any minimum buy order on bitgrail?

HUY MAI joined the group



Joe Neutron

11:01:50 AM

How long does account verification take?



Stefania

11:01:58 AM

Dee Son

is there any minimum buy order on bitgrail?

1 for xrb

- Joe Neutron** 11:02:10 AM
How long does account verification take?
up to a week
-  **Joe Neutron** 11:02:26 AM
Are you for real? Why this long
- JL **Jean Luc** 11:02:55 AM
Stefania
Use jpg files (less than 1mb)
Yesss "documents sent" thanx stefania.
-  **Stefania** 11:02:56 AM
We have a lot of verifications to process. Up to a week doesn't mean that it will take a week, could be faster
-  **Maris** 11:03:08 AM
Is it safe to make eth deposit now?
- KI **Kieran** 11:03:12 AM
How long do 2FA resets take please
-  **Stefania** 11:03:18 AM
Maris
Is it safe to make eth deposit now?
eth deposit under maintenance
-  **Maris** 11:03:25 AM
how long?
-  **Stefania** 11:03:40 AM
Asap, no eta sorry
-  **Maris** 11:03:46 AM
ok, thnx



Stefania

11:04:07 AM

Kieran

How long do 2FA resets take please

You were approved, check



EAR

11:04:33 AM

Is there a minimum 10xrb withdrawal



Stefania

11:04:45 AM

EAR

Is there a minimum 10xrb withdrawal

1 for new addresses

KI

Kieran

11:04:51 AM

Stefania

You were approved, check

Try login again?



Stefania

11:04:59 AM

yeah



EAR

11:05:29 AM

Stefania

1 for new addresses

So I can buy 5 and withdraw them



Kirsten Acton

11:05:47 AM

Admin, would btc deposit to Bitgrail, then buy XRB work smoothly? Any hold ups with such a tx?

KI

Kieran

11:05:57 AM

Stefania

yeah

Thank you! So much faster than binance



EAR

EAR

So I can buy 5 and withdraw them

??



HendraS

EAR

So I can buy 5 and withdraw them

Yes



EAR

11:06:22 AM

Okay I thought there was a minimum



Dee Son

11:06:38 AM

for new comers, it's fine not to be verified, right? I just want to
buy in around 14xrb.

and send it to raiwallet.

11:07:43 AM



Stefania

11:08:20 AM

check the limits on account -> account verification

HA

hanonun

11:08:42 AM

Stefania

Use jpg files (less than 1mb)

I sent the jpeg not jpg less then 1mb..there is"documents
already submitted" written in verification page..is it correct?



Stefania

11:08:50 AM

you have to consider the equivalent of 0.5 btc

hanonun

11:08:59 AM

I sent the jpeg not jpg less then 1mb..there is"documents alr...

yes

EdoFazlinovic



hanonun

11:09:31 AM

I sent the jpeg not jpg less then 1mb..there is"documents alr...

True

HA

hanonun

11:09:35 AM

Stefania

yes

But jpeg not jpg

VV

Vixcen03 Vicente

11:09:38 AM

Bitgril is great on performing security and gurantee service to
investers unlike merca always down on accessing fuk site.



Joe Neutron

11:09:58 AM

What time does the withdrawal reset

Over exactly 24hr?

11:10:03 AM



Stefania

11:10:13 AM

Joe Neutron

What time does the withdrawal reset

24 h after your last transaction



Joe Neutron

11:10:17 AM

Oki

ED

Edwin

11:11:01 AM

Are ETH withdrawals working right now? Anyone know?



Dee Son

11:11:20 AM

Is it true that you need to leave 1xb on your bitgrail account
when you transfer your xrb to raiwallet?

ED

Edwin

11:11:33 AM

Dee Son

Is it true that you need to leave 1xb on your bitgrail accoun...

Yes



Dee Son

Edwin

Yes

thanks

11:11:44 AM

ED

Edwin

11:11:48 AM

Dee Son

Is it true that you need to leave 1xb on your bitgrail accoun...

The limit use to be 10. Now's it's 1



Dee Son

11:12:04 AM



Stefania

11:12:53 AM

Edwin

Are ETH withdrawals working right now? Anyone know?

Yes, deposit is under maintenance

MA

Martin

11:14:33 AM

I am missing 50xb in my wallet. Does anyone else have this problem?

Huu Luong Huu Luong joined the group

JS

Jerrelyn Sebulino

11:16:18 AM

Is there a problem with doge withdrawal?



Stefania

11:16:26 AM

Martin

I am missing 50xb in my wallet. Does anyone else have this...

Invalid address?



Ozzie

11:16:50 AM

What format is best for the account verification documents?



Stefania

Jerrelyn Sebulino

Is there a problem with doge withdrawal?
works

11:16:56 AM

Ozzie

11:17:11 AM

What format is best for the account verification documents?
jpg (less than 1mb)



Marvs

Stefania

works

Admin can I send 2xrb i created my acc on dec 18

11:17:15 AM

JS

Jerrelyn Sebulino

Stefania

works

Thanks admin

11:17:18 AM



Marvs

11:17:18 AM

2017

MA

Mario

11:17:57 AM

How much fees for withdrawals XRB?



Stefania

Marvs

Admin can I send 2xrb i created my acc on dec 18

11:18:15 AM

You have to consider the address, addresses created after 16
december are new

Mario

11:18:21 AM

How much fees for withdrawals XRB?

0

CI **cippi** 11:18:23 AM
Mario
How much fees for withdrawals XRB?
0 fee

Vishal Tewatia joined the group

 **Marvs** 11:18:47 AM
Stefania
You have to consider the address, addresses created after 1...
I created my account dec 18 2017

CI **cippi** 11:18:50 AM
bitgrail the best Exchange for xrb holders

A **A** 11:19:13 AM
what's the average XRP withdrawal time please? My transaction
is still pending for 24 hours. I thought the node issue was
sorted?

*XRB sorry 11:19:22 AM

 **Stefania** 11:19:54 AM
A
what's the average XRP withdrawal time please? My transacti...
Have you checked the daily limits?

Sam Gosa joined the group

A **A** 11:20:16 AM
yes, I have only withdrawn 1XRB

 **Marvs** 11:20:28 AM
A
yes, I have only withdrawn 1XRB
Thanksss

MA **Martin** 11:20:35 AM
@stefania no it was in wallet on bitgrail

 **Marvs** 11:20:42 AM
A
yes, I have only withdrawn 1XRB
Oh i mean deposit

MA **Mario** 11:21:04 AM
Btw why does it take so long to synchronize? 2 days lol

 **Stefania** 11:21:05 AM
A
yes, I have only withdrawn 1XRB
Open a ticket please
please no pics 11:21:14 AM

MA **Mario** 11:21:29 AM
Sorry

Why does the XRB wallet so long to synchronize? 11:22:01 AM

C N joined the group

 **Sam Gosa** 11:22:34 AM
guys ive been waiting for 21 hours for btc deposit to confirm and
still pending..please advice ?

 **Stefania** 11:23:26 AM
Sam Gosa
guys ive been waiting for 21 hours for btc deposit to confirm...
if it's not confirmed it doesn't depend on us, sorry

PB **Piotr BB** 11:23:41 AM
Hmm rly? Original message was 10 AM UTC on Jan 4th...



Stefania

We've been overloaded

11:23:52 AM

Please avoid talking about other exchanges, thank you

11:24:23 AM

VT

Vishal Tewatia

Is xrb wins ..would that help grow xrb

11:24:25 AM



trinh hung

11:24:28 AM

HI

- Hizcy

Vishal Tewatia

Is xrb wins ..would that help grow xrb

11:25:02 AM

To thr moon

*the

11:25:05 AM

Maria joined the group

MA

Maria

11:25:50 AM

Hiiii

CJ

chris jallet

11:25:53 AM

Hello I have created a ticket 4 days ago

no answer yet

11:25:58 AM



Stefania

chris jallet

Hello I have created a ticket 4 days ago

11:26:09 AM

what was your issue?

MA

Maria

11:26:16 AM

Im just new on bitgrail can i deposit 7 xrb? I need to trade now

Stefania



Maria

Hiii

Hello

11:26:18 AM

VT

Vishal Tewatia

- Hizcy

To thr moon

Oh...k that's too good to hear□

11:26:24 AM



Sam Gosa

11:26:29 AM

Stefania

if it's not confirmed it doesn't depend on us, sorry

so who should i contact? sorry to ask alot but its all what i have
and i really hoped to buy some xrb :(



Stefania

11:26:33 AM

Maria

Im just new on bitgrail can i deposit 7 xrb? I need to trade n...
minimum for new addresses is 1xrb

CJ

chris jallet

11:26:35 AM

i have 0.039 ETH but I can t do anything with it

SS

Srikar Srinivasula

11:26:38 AM

@TheBomber bro my invalid address for 500 xrb is pending for 6
days. Please any chance of taking a look at it. Ticket has been
raised on same day



Stefania

11:26:47 AM

Sam Gosa

so who should i contact? sorry to ask alot but its all what i h...
support from where you generated the transaction

CJ

chris jallet

11:26:50 AM

nor exchange nor transfer

**Jim Koro**

11:27:02 AM

Anyone else thinks is going to be dumped when it gets listed? I think it's a little bit expensive atm....

MA

Maria

11:27:02 AM

Stefania

minimum for new addresses is 1xb

Thanks for quick reply

**Sam Gosa**

11:27:06 AM

thanks

**Dee Son**

11:27:24 AM

Stefania

Please avoid talking about other exchanges, thank you

Which is a good place to store XRB, then?

**Stefania**

11:27:35 AM

Srikar Srinivasula

@TheBomber bro my invalid address for 500 xrb is pending f...

you can fix invalid addresses on your own now :) go to the withdrawal page and place a valid address

And please do not tag admins

11:27:42 AM

D Pfeiler joined the group

CJ

chris jallet

11:29:15 AM

any ideas of what to do ?

**D Pfeiler**

11:29:30 AM

where can i see how much of the daily withdraw limit i have used?

**Stefania****D Pfeiler**

11:29:49 AM

where can i see how much of the daily withdraw limit i have ...

You have to consider 24h after your last transaction

CJ **chris jallet** 11:30:37 AM
Stefania ?

JM **Jim M** 11:30:39 AM
Morning. I still have 10 xrb 'open' in my raiwallet (withdrawal made 31/12/17) , even after successfully withdrawing more in more recent days...please advise.

 **D Pfeiler** 11:30:43 AM
ok

CJ **chris jallet** 11:33:12 AM
please ?

Felix Mueller joined the group

 **Stefania** 11:33:35 AM
chris jallet
Stefania ?

eth deposits are gonna be fixed asap

CJ **chris jallet** 11:34:14 AM
but I need withdraw or trade to XRB

 **Stefania** 11:35:07 AM
Jim M

Morning. I still have 10 xrb 'open' in my raiwallet (withdrawal...
open a ticket please

JM **Jim M** 11:36:58 AM
As in go to withdraw more from bitgrail to raiwallet? I have to wait for my 24hr limit to come round again

André Santis joined the group



Toni El Gozzo

11:38:28 AM

Jim M

As in go to withdraw more from bitgrail to raiwallet? I have t...

Is it completed in bitgrail or it says "invalid address"?



Prateek Banga

11:38:30 AM

Jim M

Morning. I still have 10 xrb 'open' in my raiwallet (withdrawal...

It will show as open only.

That's the first transaction by the account

11:38:45 AM

That's why it shows that with this transaction you opened the account.

11:38:59 AM

No worries.

11:39:05 AM

Jean joined the group



Prateek Banga

11:39:30 AM

It will reflect in your balance too.

JM

Jim M

11:39:46 AM

Ok got it. And thanks. The 10 xrb concerned just aren't reflected in my balance



Prateek Banga

11:40:13 AM

Are they showing in pending blocks?

Then try to use local pow

11:40:18 AM

JM

Jim M

11:40:23 AM

Nope

chris jallet

CJ What can I do with 0.039 ETH ? I can't transfer because of fees at 0.05 mini and I can't trade it to XRB because of minimum of 10 lots. 11:40:51 AM

?? 11:40:55 AM

JM **Jim M** 11:40:58 AM
'Local'?

CJ **chris jallet** 11:43:33 AM
Any solutions ?

Can you remove transfer fees for that small amount ? 11:44:12 AM

JH **Jeremy Howard** 11:44:14 AM
Nothing you can do except wait until you can deposit more ETH.

The transfer fee is a ripoff. 11:44:29 AM

Ranadeep Das joined the group

JH **Jeremy Howard** 11:44:51 AM
Basically \$50 when it should be 50 cents.

 **ari oncy** 11:44:52 AM
ready !!!!,,, xrb up to 250k again

 **OI** 11:45:03 AM
Any news on cft wallet? Is it still in maintenance ?

 **Stefania** 11:45:15 AM
chris jallet
Can you remove transfer fees for that small amount ?
fees for eth will be lowered

OI 11:45:21 AM
Any news on cft wallet? Is it still in maintenance ?

- Yes
- CJ **chris jallet** 11:46:19 AM
Ok thank you Stephania. I will wait for that. Can you notify me when it will be ok ?
- in few days? 11:47:24 AM
- ME **Maarten Esser** 11:47:33 AM
Hi Stefania, i'm still struggling to login to my account. i can't login. They say my password is wrong and after i changed the password i still can't login. Could you please have a look? When can i get acces to my account? I already wait more then two weeks. How long wil it still take?
- SS **Srikanth Srinivasula** 11:47:34 AM
Omg stefenia
- This is an awesome feature 11:47:41 AM
- Ty so much 11:47:46 AM
- Im sticking to bitgrail even if this comes on binance 11:47:59 AM
- Corrected my address 11:48:06 AM
- 11:48:12 AM
- JM **Jim M** 11:48:27 AM
Thanks guys. All sorted now.
- SS **Srikanth Srinivasula** 11:48:51 AM
Yo team BG rocka
- Rocks 11:48:58 AM
-  **Stefania** 11:49:40 AM
Maarten Esser
Hi Stefania, i'm still struggling to login to my account. i can't ...

pm your mail please

Srikar Srinivasula

Rocks

11:49:51 AM

VV

Vixcen03 Vicente

11:50:02 AM

What do u think guys Can be possible that xrb to up even some
of his market were not accessible in and some of theme are
shitty in scability of funds transaction for both withdraw and
deposit. Any comment please?

SS

Srikar Srinivasula

11:50:38 AM

Got my xrb ☐

ME

Maarten Esser

11:50:51 AM

Stefania

pm your mail please

I sent you my email adres via pm



Evers

11:51:17 AM

Hey guys, my ETH deposit has still not been processed. Waiting
since December 11th. Tried to DM you on Twitter, and I've
opened a ticket on your support, without any response from
you. Please advise.

ME

Maarten Esser

11:51:21 AM

Stefania

pm your mail please

what will happen now?



Joe Neutron

11:51:40 AM

What happens when you dont send png to verification



Stefania

11:51:40 AM

Evers

Hey guys, my ETH deposit has still not been processed. Waiti...

Read pinned message please

K joined the group



Stefania

11:52:56 AM

Joe Neutron

What happens when you dont send png to verification

You can also send pngs. Which message appeared when you sent them?

Maarten Esser

11:53:35 AM

what will happen now?

we'll check

ME

Maarten Esser

11:54:12 AM

ok thanks!



K

11:55:35 AM

U've been waiting since Dec 11??



Stefania

11:55:37 AM

No scam accusations, be respectful



Evers

11:55:49 AM

Yes, been waiting since december 11th

Kevin joined the group



K

11:55:55 AM

I think the maintenance on ETH wallets only started recently



Stefania

11:56:03 AM

Evers

Yes, been waiting since december 11th

for what?

Dean joined the group



Evers

11:57:28 AM

I'm not accusing you of scamming me. I'm telling you I feel scammed because of how you handle the situation. There is never any answer on your support ticket, neither on Twitter. Hopefully you are responding here on Telegram and thanks for that.

JE

Jean

11:57:56 AM

Too*



Evers

11:58:05 AM

@santistivaletti I've deposit ETH on december 11th. And the only answer I had is 'Please wait'



EdoFazlinovic

11:59:24 AM

I'm really happy what BitGrail did last few days. Working together as family + with RaiBlocks devs is great. You did awesome job.

Alot of people are happy now. Keep up the good work.

CT

Crypto Tri

11:59:27 AM

XRB withdraws are working smooth as silk since yesterday. Thanks team.

SI

Sindre

12:01:28 PM

Thanks, Bitgral staff and owners, for taking my complaint seriously! Your customer support might be a little slow, but you're still leagues above Coinbase :p (y)



Joe Neutron

12:01:33 PM

Stefania

You can also send pngs. Which message appeared when you...

Nothing it just sent

Jim Mee joined the group

CT **Crypto Tri** 12:02:26 PM
Definitely Bitgrail support is way better than coinbase.

Marta, Stefania and Toni are very helpful. 12:02:51 PM

 **Stefania** 12:03:02 PM
Evers
I'm not accusing you of scamming me. I'm telling you I feel s...
Tickets slowed down due to huge overloading, sorry for that.
Anyways, eth deposit is under maintenance now

Crypto Tri 12:03:11 PM
Marta, Stefania and Toni are very helpful.
Thank you :)

Joe Neutron 12:03:19 PM
Nothing it just sent
Then it's fine

 **Evers** 12:06:22 PM
Well, so I'm just unlucky to have deposit ETH on December 11th, and still waiting for it to see it on my wallet due to a lot of maintenance process ☺ Almost a month ...

 **Marta** 12:07:24 PM
Crypto Tri
Marta, Stefania and Toni are very helpful.
Thank you Crypto

:) 12:07:25 PM

Evers 12:07:34 PM
Well, so I'm just unlucky to have deposit ETH on December ...
We are working on ETH issues

**Evers**

I know I know, just thinking out loud ...

12:08:00 PM

**Marta****Evers**

I know I know, just thinking out loud ...

I'm sorry for this delay Evers

12:09:08 PM

**Evers**

Thank you

12:09:23 PM

**Marta**

We'll resolve as soon as possible

12:09:27 PM

**Evers**

I hope so, thanks for your work.

12:09:51 PM

Iatidel Akik joined the group

Michiel de Bruin joined the group

**aabbcc123**

12:10:35 PM

Until now my btc deposits always showed up after confirmations.
The last one is not showed up as pending or deposited. Is there
any issue with btc deposits as well?

MB

Michiel de Bruin

12:10:45 PM

How do we disable that trollbox? It is covering important info on
my desktop.

**aabbcc123**

12:12:18 PM

Ok, it is there already. Sorry for bothering. :)

MB

Michiel de Bruin

12:14:50 PM

Can the trollbox be removed? Or do I need to write code and
use plugin greasemonkey? We need a 'close' pane option.



aabbcc123

12:19:16 PM

Michiel de Bruin

Can the trollbox be removed? Or do I need to write code and...

As far as I can see, there is no build in option to close it.



Marta

12:19:25 PM

aabbcc123

Ok, it is there already. Sorry for bothering. :)

No problem man

Michiel de Bruin

12:19:31 PM

Can the trollbox be removed? Or do I need to write code and...

Not for the moment

LA

Lau

12:19:37 PM

Hello. I've sent documents for verification 4 days ago. Still no response. When should I expect getting verified? Thanks.

MB

Michiel de Bruin

12:19:56 PM

I thought so. greasemonkey can easily hide that div. I wil do that for now. Thanks.

B

B

12:21:34 PM

Why is xrb price stuck?

E Fin joined the group



Mario Valcarcel

12:22:38 PM

Hi admins. A little question, please. Is there any daily limit transferring XRB from wallet to bitgrail?



Marta

12:23:28 PM

Mario Valcarcel

Hi admins. A little question, please. Is there any daily limit tr...

Only minimum deposit which is 1

with new addresses generated after 16 December 12:23:37 PM



Bruno

xrb deposit is working fine ?

12:23:39 PM



Marta

Fees are 0

12:23:42 PM



Mario Valcarcel

perfect, thanks

12:23:43 PM



Marta

Bruno

xrb deposit is working fine ?

12:23:47 PM

Yes



Bruno

12:23:54 PM



Ranieri Borba

Admins, thank you for fixing invalid address issue

12:24:57 PM



Marta

Ranieri Borba

Admins, thank you for fixing invalid address issue

12:25:35 PM

You are welcome :)



Marta

NF **Nathan F 1/4/18**

Your all Rockstars, Just edging to some bigger volumes,
Have a great day.

12:26:20 PM



Leonardo

@Elle5 I love you

12:26:34 PM

Marta



Leonardo
@Elle5 I love you
Sorry, my only love is my cat

12:28:28 PM



Leonardo
@Elle5 We could make a beautiful family

12:28:53 PM



Mario Valcarcel

Leonardo
@Elle5 We could make a beautiful family
Hey you 2, go to a hotel room!

12:29:20 PM



Marta
I guess you want to be banned from me

12:29:34 PM

Lol

12:29:49 PM

IH

ihs
are xrb deposits working quickly?

12:29:49 PM



Marta
ihs
are xrb deposits working quickly?

12:29:53 PM

Yes



dariobin
anybody knows if ETH deposit from gdax to bitgrail works? or they are smart contracts?

12:30:54 PM

MA

Matthijs
Want to do account verification, getting this
Is that right?
The documents are.jpg
It's deleting my photo

12:32:54 PM

12:32:57 PM

12:33:24 PM

12:33:39 PM



Marta

Don't share photos here please

12:33:48 PM

MA

Matthijs

Oké

12:34:07 PM

So any idea what's going wrong? Try to upload 3 files to do verification but it's not getting through

12:34:19 PM



Stefania

12:34:55 PM

Matthijs

So any idea what's going wrong? Try to upload 3 files to do ...

use jpg files, less than 1mb

MA

Matthijs

12:35:00 PM

All of them are .jpg Giles

They're too big

12:35:16 PM

Thanks

12:35:19 PM

MA

Madan

12:35:25 PM

Matthijs

All of them are .jpg Giles

Yes that worked for me



Dee Son

12:37:51 PM

LOL



EdoFazlinovic

12:38:42 PM

dariobin

anybody knows if ETH deposit from gdax to bitgrail works? o...

ETH:

Market => Wallet like Exodus => BitGrail

Bitgrail => Wallet like Exodus => Other Market

- Don't send directly
- FT **Fouad Tipo** 12:39:29 PM
Dont share another coin.not found at bitgrail
-  **Ricardo Wojack** 12:40:32 PM
Has anyone made a XRB deposit from raiwallet to bit grail that is showing invalid blockm
- ? 12:40:33 PM
-  **Toni El Gozzo** 12:41:01 PM
Ricardo Wojack
Has anyone made a XRB deposit from raiwallet to bit grail th...
Didn't I answer you already?
-  **Ricardo Wojack** 12:41:40 PM
Toni El Gozzo
Didn't I answer you already?
Yeah but the node is supposed to be working and still the transaction hasnt gone through
- AC **Alper Cik** 12:41:50 PM
I just wanted to drop by to say i love crypto
-  **Ricardo Wojack** 12:41:55 PM
I was wondering if anyone else was in the same boat
-  **Toni El Gozzo** 12:42:10 PM
Ricardo Wojack
Yeah but the node is supposed to be working and still the tra...
Because as I told you it's not the node at this point but your wallet. Ask your wallet support
- Ricardo Wojack**



Toni El Gozzo

12:42:43 PM

Because as I told you it's not the node at this point but your ...

They wont answer



Toni El Gozzo

12:43:01 PM

Ricardo Wojack

They wont answer

We can't help you this the chat for bitgrail

IH

ihs

12:43:20 PM

how long does it take for DOGE withdrawal



Toni El Gozzo

12:44:18 PM

ihs

how long does it take for DOGE withdrawal

Half an hour top to be confirmed by bitgrail



Joe Neutron

12:44:33 PM

Can a admin message @bestweb



dariobin

12:44:35 PM

EdoFazlinovic

ETH: Market => Wallet like Exodus => BitGrail Bitgrail => ...

do you know other wallet? four example ledger nano s? thank
you



Toni El Gozzo

12:44:52 PM

Joe Neutron

Can a admin message @bestweb

Why?



EdoFazlinovic

12:45:05 PM

dariobin

do you know other wallet? four example ledger nano s? than...

It was just an example. Yes you can use ledger nano s

That's how I transferred ETH

12:45:20 PM



Joe Neutron

12:45:38 PM

Toni El Gozzo

Why?

Hes having problems with verification and cant access this chat somehow



Daniel Vitorino

12:46:00 PM

Greetings, Toni

Any estimation on fixing eth deposits issue?



EdoFazlinovic

12:46:11 PM

ETH:

Market => Wallet like Exodus => BitGrail

Bitgrail => Wallet like Exodus => Other Market

Don't send directly. This is how I did. You can use any wallet like Exodus, Ledger nano S, Coinomi, etc.



dariobin

12:46:23 PM

EdoFazlinovic

That's how I transferred ETH

ok.... so from other exchanges you will lose everything



Toni El Gozzo

12:46:38 PM

Joe Neutron

Hes having problems with verification and cant access this ch...

Issues in waiting our he can't upload the documents?



EdoFazlinovic

12:46:56 PM

dariobin

ok.... so from other exchanges you will lose everything

I always get a warning from other markets to not send directly, because BitGrail doesn't support.

Toni, am I right? BitGrail doesn't support smart contracts?

12:47:18 PM



Toni El Gozzo

12:47:30 PM

EdoFazlinovic

Toni, am I right? BitGrail doesn't support smart contracts?

Correct



EdoFazlinovic

edited 12:47:58 PM

That why when you send ETH use it like this:

Market => Wallet like Exodus => BitGrail

Bitgrail => Wallet like Exodus => Other Market

Or if your ETH is already on Wallet just:

Wallet => BitGrail

Don't send directly. This is how I did. You can use any
wallet like Exodus, Ledger nano S, Coinomi, etc.

Nikhil joined the group

NI

Nikhil

12:49:42 PM

bitgrail official ?

Mark joined the group

Andrzej joined the group

AN

Andrzej

12:52:34 PM

Is it true that I can only withdraw XRB tokens if I have 100 or
more? If I will by less, then they will be stuck on the exchange?



Toni El Gozzo

12:53:20 PM

Nikhil

bitgrail official ?

?

**Dee Son**

edited 12:53:30 PM

Andrzej

Is it true that I can only withdraw XRB tokens if I have ...
you need to leave only 1 xrb on exchange if you're cashing
out.

**Toni El Gozzo**

12:54:23 PM

Andrzej

Is it true that I can only withdraw XRB tokens if I have 100 o...
No.
Deposit generated:
before 16th dec: 100XRB
After 16th: 1XRB

Withdrawals: 1XRB

AN

Andrzej

12:54:49 PM

So lets say that I bought 10 XRB. I can still withdraw them but I
need to leave 1 XRB on the exchange, regardless of XRB value?

**Toni El Gozzo**

12:55:27 PM

Andrzej

So lets say that I bought 10 XRB. I can still withdraw them b...
Minimum to withdraw is 1 XRB, not to leave

AN

Andrzej

12:57:09 PM

Okay. What does deposit generated mean? Can I buy for
example 10 XRB today and withdraw them without any problems
some time later?

MM

Maurits Malschaert

12:58:49 PM

Toni Is there some timeframe when to expect a level upgrade ?
I've submitted my documents Tuesday end of day.

**Marta****Maurits Malschaert**

12:59:00 PM

Toni Is there some timeframe when to expect a level upgrad...
Don't tag admins please



HendraS

12:59:04 PM

Toni El Gozzo:

No.

Deposit generated:

before 16th dec: 100XRB

After 16th: 1XRB

Withdrawals: 1XRB



Marta

12:59:11 PM

Verifications can take up to 7 days

MM

Maurits Malschaert

12:59:31 PM

is that the maximum ?

AB

Adam Barakat

12:59:52 PM

Hello I purchased LTC to buy XRB on Bitgrail can this be done?

I transferred LTC TO my Bitgrail wallet

1:00:03 PM



Toni El Gozzo

1:00:43 PM

Andrzej

Okay. What does deposit generated mean? Can I buy for exa...

You can generate a deposit address on bitgrail (check the wallets section)



chaneeh

1:02:38 PM

do the xrb withdrawals work?



Toni El Gozzo

1:02:48 PM

chaneeh

do the xrb withdrawals work?

Try



chaneeh

lol

1:03:54 PM

i want some confirmation first, last time i had some struggles

1:04:09 PM



Toni El Gozzo

chaneeh

i want some confirmation first, last time i had some struggles

1:04:21 PM

There is a pinned message for that

NI

Nikhil

sent doge to bitgrail

1:04:47 PM

still not credited

1:04:51 PM



chaneeh

o i see, thnx

1:04:52 PM

NI

Nikhil

completed in blockchain

1:05:04 PM



Toni El Gozzo

Nikhil

still not credited

1:05:08 PM

Mh. How many confirmations?

JJ

Jj

can a tfr out be cancelled?

1:05:14 PM

AL

Alex

Link

1:05:18 PM

NI

Nikhil

Toni El Gozzo

Mh. How many confirmations?

1:05:21 PM

and 9 1:05:23 PM

AL **Alex** 1:05:24 PM
Me sorry

DA **Daniel** 1:05:26 PM
Is there an estimate for when ETH withdrawals (not deposits) will be processed?

NI **Nikhil** 1:05:27 PM
sent 2 txns

JJ **Jj** 1:05:29 PM
it doesnt give the option?

 **Toni El Gozzo** 1:05:47 PM
Banned for spam

Nikhil 1:05:55 PM
and 9
19 or 9?

NI **Nikhil** 1:06:02 PM
sent 2 txns

1st one got 19 1:06:06 PM

2nd 1:06:12 PM
9 confirmation

 **Toni El Gozzo** 1:06:14 PM
Nikhil
sent 2 txns

Open a ticket please

MA **Mark** 1:06:21 PM

Bit of a noob here, appreciate this might be a bit of a dumb question. I've noticed ETH deposits have been down for over 12 hours for updates, do we know when it's due to go back up?

abcd joined the group

CT	Chinh Do Tu Go 300k sts	1:06:30 PM
NI	Nikhil 1st one is showing 2/6 in bitgrail	1:06:33 PM
	2nd txn not showing	1:06:38 PM
JJ	Jj Daniel Is there an estimate for when ETH withdrawals (not deposits)... can admin answer	1:06:39 PM
	 Toni El Gozzo Mark Bit of a noob here, appreciate this might be a bit of a dumb q... Pinned message	1:06:43 PM
NI	Nikhil will wait for 30 mins more	1:06:51 PM
	 Toni El Gozzo Daniel Is there an estimate for when ETH withdrawals (not deposits)... Pinned message	1:06:56 PM
	Nikhil will wait for 30 mins more Try to refresh the page	1:07:07 PM

- NI **Nikhil** 1:07:13 PM
sure wait
- MA **Mark** 1:07:18 PM
Ah just noticed that... Cheers
- JJ **Jj** 1:07:50 PM
Toni El Gozzo
Pinned message
withdrawals?
- NI **Nikhil** 1:08:04 PM
done still same
- JJ **Jj** 1:08:14 PM
Jj
withdrawals?
ether withdrawals is not in pinned msg
-  **dariobin** 1:08:16 PM
EdoFazlinovic
That why when you send ETH use it like this: Market => Wall...
I already did a lot of eth transfers from bitgrail to gdax without
any problems... it would be means I can do the reverse... or is
there differences between deposit and withdraw?
-  **Marcel Ullrich** edited 1:09:06 PM
@Bitgrail: Yesterday (!) i asked for reduce the absurd high
withdrawal fees for ETH. Today the fees are still 0,05ETH.
thats ~40,-€. thats ridiculous. i am friendly yes yes yes but
slowly i dont have any patience. PLEASE FIX IT. Or is it
wanted??
-  **Toni El Gozzo** 1:09:57 PM
Jj
withdrawals?

Ah sorry, usually it takes half an hour to be completed

Marcel Ullrich

1:10:23 PM

@Bitgrail: Yesterday (!) i asked for reduce the absurd high wit...

Yesterday I told you there are other priorities and you need to
wait



Marcel Ullrich

1:10:36 PM

is that such a big thing to correct?

sagi markus joined the group

DA

Daniel

1:10:54 PM

Toni El Gozzo

Ah sorry, usually it takes half an hour to be completed

I've been waiting about 36 hours for my ETH withdrawal to go
through



Toni El Gozzo

1:10:56 PM

dariobin

I already did a lot of eth transfers from bitgrail to gdax withou...

There is a difference because with deposit we don't support smart
contract

JJ

Jj

1:11:15 PM

Toni El Gozzo

Ah sorry, usually it takes half an hour to be completed

its beem 24 hrs



Marcel Ullrich

1:11:19 PM

i dont understand. change 0.05 to 0.01. where is the problem, i
dont understand? i am sure i not the ony one



Toni El Gozzo

1:11:21 PM

Marcel Ullrich

is that such a big thing to correct?

There are priorities

SM

sagi markus

1:11:29 PM

Hi,



Marcel Ullrich

1:11:36 PM

okay.



Toni El Gozzo

1:11:38 PM

Jj

its been 24 hrs

Open a ticket

SM

sagi markus

1:12:13 PM

I've sent a 2FA reset request 3 days ago and didnt get a response, someone know how it works?

EL

Erik Van leer

1:12:23 PM

Hi admins, i've submitted verification 4 days ago, but still thise report: ACCOUNT VERIFICATION - CURRENT LEVEL: 1 Documents already submitted. Is mine rejected or do i just have to wait?



Stefania

1:12:46 PM

sagi markus

I've sent a 2FA reset request 3 days ago and didnt get a resp... name and surname in pvt please

JJ

Jj

1:13:02 PM

Toni El Gozzo

Open a ticket

i opemed it. no response

Sean joined the group

Nikhil

NI both doge txns confirmed together
thnx 1:13:30 PM

SM **sagi markus**
Stefania
name and surname in pvt please
Just sent you

 **Marcel Ullrich** 1:18:15 PM
i relax. i understand that the last time had to be very stressful for your little team - okay. and i love the way you help the people with telegram. but i just want to say that i dont understand why it should be so difficult to change 0.05 to 0.01..

sorry for annoying but its a little bit frustrating. i want to buy enigma since yesterday & it is not possible. FOMO.
for sure i could use LTC but atm ETH is the better option

 **Toni El Gozzo** 1:18:59 PM
 **Marcel Ullrich**
i relax. i understand that the last time had to be very stressful...
Because at the moment we have different priorities

AI **Andre Iwata** 1:19:08 PM
Hi admins, i've submitted verification days ago but the status is:
Documents already submitted. Oppened ticket and waited for 24h
but no responde. Is there anything I could do to help you guys
aproving it? Normally shouldnt be a process that would take a
while or am I wrong?

 **Leon** 1:19:33 PM
Guys, my last withdrawl was yesterday 9am, now it's 10am and it's requiring me to be verified, i can't widrawl 0,5btc per day??

 **Marta**
Andre Iwata 1:19:41 PM

Hi admins, i've submitted verification days ago but the status i...
It can take up to 7 days

JH **Jeremy Howard** 1:20:21 PM

I read the pinned message where you said there was 'no eta' on
ETH deposits, but could you try to give a rough estimate? Like
would you expect it to take a day at most, a couple of days, or a
week? I'm only asking because I was hoping to buy XRB with ETH
before the Binance vote closes in ~24 hours.

 **Toni El Gozzo** 1:20:51 PM

Jeremy Howard
I read the pinned message where you said there was 'no eta' ...
Maybe today

Dijkie joined the group

 **Leon** 1:21:06 PM
Pls someone answer me

JH **Jeremy Howard** 1:21:16 PM
Thanks Toni.

 **Toni El Gozzo** 1:21:19 PM

Leon
Guys, my last withdrawal was yesterday 9am, now it's 10am an...
Strange...

Leon 1:21:30 PM
Pls someone answer me
Send me your email in pm

 **Caio Lucas** 1:21:41 PM
is ETH withdrawal working?

Mike Komaransky



Hi admins, when withdrawing it would be nice to know that I have exceeded my daily withdrawal limit *before* entering my 2FA

1:21:49 PM

AI

Andre Iwata

1:22:13 PM

Marta

It can take up to 7 days

Is there anything I could do to help acelerare this process? Thank you



Leon

1:22:52 PM

Tonii, it's ok! I was withdrawling more than 0,5btc

Thank youu

1:22:55 PM

AI

Andre Iwata

1:23:38 PM

Leon

Tonii, it's ok! I was withdrawling more than 0,5btc

The time of history withdraw that appears is what timezone?



Iulian Constantinescu

1:24:31 PM

hey admins, i have an ETH deposit sent to you 3 days ago, still doesn't show up in my account. how much longer do you think it's going to take?

Geylani Incesu joined the group

GI

Geylani Incesu

1:25:19 PM

Do you have any experiences with losing your 2FA Code? Im still waiting for the reply



Toni El Gozzo

1:25:30 PM

Mike Komaransky

Hi admins, when withdrawing it would be nice to know that I ...

We were implementing it but the xrb node decided to blow up



Mike Komaransky

grazie

1:26:03 PM



Toni El Gozzo

Iulian Constantinescu

hey admins, i have an ETH deposit sent to you 3 days ago, sti...

1:26:29 PM

Did you open a ticket?



Iulian Constantinescu

yes i opened a ticket 3 days ago and no answer

1:26:39 PM



Toni El Gozzo

Geylani Incesu

Do you have any experiences with losing your 2FA Code? Im s...

1:26:44 PM

When?



Lipe Lyposo Lyponatico

Suprefradelishuscalidoushous

1:26:45 PM



Iulian Constantinescu

i asked yesterday and the day before yesterday and admins replied "wait" and that is all

1:27:09 PM

i waited, but for how long? do i wait for a 1 day, 1 week, 1 month?

1:27:28 PM



Marta

Andre Iwata

Is there anything I could do to help acelerare this process? Th...

1:28:14 PM

No, there is queue. Sorry fot that.



Cesar Mistage

When whales are going to low the price again

1:28:20 PM



Toni El Gozzo

Iulian Constantinescu

1:28:34 PM

i waited, but for how long? do i wait for a 1 day, 1 week, 1 m...

The issue is we weren't yet ready for what happened on the 12th and we started to have backlog while solving the majority of the issues.

Now we are almost done and we are keeping up with the backlog

Much joined the group



Iulian Constantinescu

1:29:11 PM

ok i understand that these things happen, but how about giving people some updates and estimates?

this is the timestamp for my deposit tx: 3 days 3 hrs ago (Jan-01- 1:30:13 PM 2018 09:11:12 AM +UTC)



Toni El Gozzo

1:30:16 PM

Iulian Constantinescu

ok i understand that these things happen, but how about givi...

The updates are here. Everyday we update everyone.

The estimation is not possible since some issues are autosolved and some others not



Iulian Constantinescu

1:30:39 PM

can i send you the etherscan tx in a private message?



Toni El Gozzo

1:30:50 PM

Geylani Incesu

Do you have any experiences with losing your 2FA Code? Im s...

I deleted your message only to keep you safe (you shared your email in a chat of 5.9k people)

Iulian Constantinescu

edited 1:31:00 PM

can i send you the etherscan tx in a private message?

But nothing will change. I don't do favors only because someone complains. There is a queue, we will honor it in order to respect who is waiting more time

GI **Geylani Incesu** 1:31:22 PM
Ok thank you admin

But how long will the process need to reset the 2FA Code? Thank 1:32:46 PM
you for your support

 **Toni El Gozzo** 1:33:01 PM

Geylani Incesu
But how long will the process need to reset the 2FA Code? Th...
Usually up to 24 hours

GI **Geylani Incesu** 1:33:55 PM
Okey. Thank you very much. I will wait. This time

Min King joined the group

 **Marta** edited 1:35:54 PM

Geylani Incesu
But how long will the process need to reset the 2FA Cod...
Have you already asked for the reset?

GI **Geylani Incesu** 1:36:47 PM
Yeah. I also have opened a new account to create a ticket

IA **Ian** 1:36:50 PM
I need help from an admin

I want my money 1:36:56 PM

Waiting for 4 days now 1:37:04 PM

This is ridiculous 1:37:15 PM

Where is my bch deposit 1:37:29 PM

 **Toni El Gozzo** 1:37:32 PM
Ian
This is ridiculous

Did you open a ticket?

IA **Ian** 1:37:41 PM
Im texting with marta

Think that should be enough?? 1:37:51 PM

 **Toni El Gozzo** 1:37:51 PM
Ian

Im texting with marta

We don't do private support

 **Marta** 1:37:55 PM
Ian, there is a queue. I've

IA **Ian** 1:37:56 PM
.....

 **Toni El Gozzo** 1:37:57 PM
So open a ticket

 **Marta** 1:38:01 PM
just told you that

last days were very busy. 1:38:08 PM

IA **Ian** 1:38:26 PM
Yes but bch is crashing

Are you going to pay for that expenses? 1:38:52 PM

 **Toni El Gozzo** 1:39:04 PM
Ian

Are you going to pay for that expenses?

No

Ian

IA Ok 1:39:34 PM

RO **Roy.** 1:40:57 PM
Xrb deposits are fast now?

 **Toni El Gozzo** 1:41:04 PM
Roy.
Xrb deposits are fast now?
Yes

RO **Roy.** 1:44:07 PM
Toni El Gozzo
Yes

Mick Perring joined the group

 **Brad** 1:46:02 PM
What about a button so users can close their own tickets. I made a few tickets with the issues the last two days and being a noob with dumb questions.

 **Marta** 1:46:19 PM
Brad
What about a button so users can close their own tickets. I m...

Don't worry man 1:46:29 PM

 **Aprillia** 1:46:39 PM
Deposit xrb normal?

 **Aar** edited 1:46:45 PM
Why are you so fast sending litecoins now? omg it took 5 minutes since yesterday. THANKSSSS

Hender Niño L joined the group



Brad

1:46:54 PM



Marta

1:46:58 PM

Don't talk about other exchanges here.

Aprillia

1:47:01 PM

Deposit xrb normal?

Yes.

Aar

1:47:10 PM

Why are you so fast sending litecoins now? omg it took 5 min...

□



Aprillia

1:47:11 PM

Marta

Yes.

Thankyou

long nguyen joined the group

Jim V joined the group



Marta

1:47:51 PM

Aprillia

Thankyou

You are welcome!

HH

Hoang Huy

1:48:16 PM

222

JV

Jim V

1:48:34 PM

Hi - are XRB withdrawals from BitGrail not working right now?

Brian joined the group

Dom Syrbag joined the group



Marta

1:48:51 PM

Jim V

Hi - are XRB withdrawals from BitGrail not working right now?

They work

Read the pinned message

1:49:04 PM

JV

Jim V

1:49:04 PM

i have one that says "pending" for 12 hours



Marta

1:49:14 PM

Is your account verified?

A

A

1:49:15 PM

me too 24 hours

DS

Dom Syrbag

1:49:40 PM

Bitgrail - negative deposit appeared on my Ether -1.92698817.

Bought 5.57154501 ETH but because of negative deposit balance
is now 3.64455684. please return my coins and explain



Toni El Gozzo

1:49:48 PM

Dom Syrbag

Bitgrail - negative deposit appeared on my Ether -1.92698817...

Pm me

JV

Jim V

1:49:56 PM

accout is not verified. do i need to verify in order to withdraw 5
XRB?



Toni El Gozzo

1:50:12 PM

Jim V

account is not verified. do i need to verify in order to withdraw ...
2FA is active?

JV **Jim V** 1:50:18 PM
yes 2FA is active

account is 1 day old 1:50:28 PM

Alejandro Miranda joined the group

DS **Dom Syrbag** 1:50:55 PM
Toni El Gozzo
Pm me
meaning?

 **Marta** 1:51:03 PM

Jim V
account is not verified. do i need to verify in order to withdraw ...
Withdrawals limits for unverified account is 0.5 BTC

Any error when you try to withdraw? 1:51:17 PM

Ah, it's pending. 1:51:25 PM

JV **Jim V** 1:51:25 PM
ah - ok. i'll verify acct today. how long does verification approval take?

no error, it just says pending 1:51:30 PM

 **EdoFazlinovic** 1:52:06 PM

Jim V
ah - ok. i'll verify acct today. how long does verification appro...
Up to one week. Everybody wait like that, just be patient

JV **Jim V** 1:52:17 PM
ok



Marta

A

me too 24 hours

Withdrawal of xrb?

1:52:29 PM

EP

Elias Pyörre

1:53:37 PM

My xrb withdrawal says invalid address completed for 2days now,
What to do?



Marta

1:53:39 PM

Jim V

ok

If the delay persists, after 24 hours open a ticket please

JV

Jim V

1:53:54 PM

ok thx



Marta

1:54:00 PM

Elias Pyörre

My xrb withdrawal says invalid address completed for 2days n...

You can change your invalid address now

EP

Elias Pyörre

1:54:38 PM

Marta

You can change your invalid address now

No it has completed, but address is correct

I didn't receive funds

1:54:50 PM



long nguyen

1:54:55 PM

I have submitted only one side of Document ID

May I submit again with both sides ?

1:55:08 PM

PN

phan nam

1:55:37 PM

please support me. i use old account and i deposit 80 xbr so i lost
this coin

EP

Elias Pyörre

1:56:21 PM

Mine too withdraw but funds are safe IM sure



Marta

1:56:29 PM

phan nam

please support me. i use old account and i deposit 80 xbr so i ...

They are lost, we can't help you

Elias Pyörre

1:56:37 PM

Mine too withdraw but funds are safe IM sure

Yes, funds are safe



long nguyen

1:56:52 PM

Marta

Yes, funds are safe

Hi dear

I have submitted only one side of Document ID

1:56:53 PM

May I submit again with both sides ?



Marta

1:57:01 PM

if your transactions won't be completed after 24 hours open a
ticket, please

long nguyen

1:57:11 PM

I have submitted only one side of Document ID May I submit...

yes please

MaxGzIz joined the group

AL

Alex

2:01:13 PM

Only one side is needed to a passport right?

- Alex** 2:01:21 PM
Only one side is needed to a passport right?
- For a
-  **Toni El Gozzo** 2:02:14 PM
That is your wallet issue. Need to contact your wallet support
- TO **Tomaž** 2:02:15 PM
I have a stuck deposit and open ticket for the last three days... is there an ATM for deposit tickets?
- GO **Gochan** 2:02:32 PM
Hi. I installed rai wallet on my desktop. I left it for hours but the wallet still says synchronising block. I went to settings and entered password to unlock then I sent my coins from bitgrail. Are my coins safe and it's just going to take longer to transfer or have I messed up? Thanks
- QM **Quang Minh** 2:03:37 PM
Why can not I buy or sell a penny?
- RA **Rafael** 2:03:52 PM
I transferred ether but it has not been credited to my balance yet. Has it been over 70 hours and has more than 17000 confirmations in etherscan? Please, could you credit my account?
- CE **Colin Eller** 2:04:27 PM
Do we still have to deposit at least 100 xrb into a BitGrail wallet?
-  **Marta** 2:05:16 PM
Don't share screenshot please
- Tomaž** 2:05:25 PM
I have a stuck deposit and open ticket for the last three days.....
Sorry for this delay, there is a queue
- Colin Eller** 2:05:50 PM

Do we still have to deposit at least 100 xrb into a BitGrail wall...

For new addresses generated after 16 december, new minimum deposit is 1

and fees are 0.

2:05:53 PM

CE **Colin Eller**
Thanks!

2:05:59 PM

⌚ I transferred LTC but it has not been credited to my balance yet.
Has it been over 50 hours, how much time do I have to wait?

2:06:15 PM

Alexis torrealba joined the group

 **Leon** 2:06:24 PM
Guys, i generated an API KEY, but what is this

 **Jose XRB** 2:06:57 PM
how about deposit withdrawal issues? already fixed?

 **Marta** 2:07:55 PM
 **Rafael**
I transferred ether but it has not been credited to my balance...
We are working on eth issues

Jose XRB 2:08:05 PM
how about deposit withdrawal issues? already fixed?
What coin?

 **Whitebeard** 2:09:30 PM
Any update on CFT BitGrail :) <3

RA **Rafael** 2:09:53 PM
Marta
We are working on eth issues

Are you going to do it manually?

Thick joined the group



Thick

Hi everyone

2:10:41 PM

Ivan Souza joined the group



Renann Lima

Btc deposits working? More than 2 confirmations and still 0/2

2:10:48 PM



felipe

bitgrail's charts are terribly scaled. is there any possibility to change the vertical scale?

2:10:50 PM



Thick

Binance will lists raiblocks after tomorrow. What do you think about this?

2:11:38 PM

R0

robots 007

xrb going down plz vote now

2:11:49 PM

on binance

2:12:00 PM

Edgardo Quiñones joined the group

AI

Andre Iwata

When the votes will end? In how many hours?

2:12:19 PM

PT

ptts55

CFT deposit under maintenance
when will work deposit? offline over week

2:12:33 PM

R0

robots 007

tomoorow 13.00 gtm

2:12:50 PM



jay

whats up with binance they not gonna add?

2:13:52 PM

Cisco joined the group



Cisco

Hi. Just wanted to say that sure, BitGrail has a few flaws, but thanks to the team for always working on it! I actually liked BitGrail

2:15:31 PM



Attricus

what is the minimum xrb deposit

2:19:57 PM

Jesús Suárez joined the group

Arvydas Dabulskis joined the group

C@rmin€ joined the group



Jesús Suárez

Doubt, since an hour ago I moved my funds from one account to another, my wallet has already arrived, but in the chain of raiblocks it still comes out as pending, is it normal?

2:22:01 PM

SO

soliury

Is there any admin, please verify my document.

2:22:50 PM



Marta

soliury

Is there any admin, please verify my document.

Check your account

2:23:08 PM

Attricus

what is the minimum xrb deposit

2:23:37 PM

For new addresses generated after 26 december is 1 and fees 0

 **Aleksandr u** 2:24:47 PM

Hallo for all.
Who can hello my with stacked transaction ?

Can help* 2:25:10 PM

 **Marta** 2:25:25 PM
Explain, please

Anthony Romero joined the group

 **Leon** 2:26:29 PM
Is it possible to use aunthy instead of google auth?

 **FE** 2:26:36 PM

Ferdinando
Leon
Is it possible to use aunthy instead of google auth?
Yes

 **Leon** 2:26:50 PM
Google authy is awfull, thank yo

 **GI** 2:27:01 PM
Geylani Incesu
I want my account back :(

 **RA** 2:27:15 PM
Rafael
Marta

We are working on eth issues
When will it be resolved?

 **Marta** 2:27:35 PM
Leon

Is it possible to use aunthy instead of google auth?
Yes

Geylani Incesu 2:27:41 PM

I want my account back :(
What's going on?

Rafael

When will it be resolved?

Next hours

AR

Anthony Romero

2:27:46 PM

Hello please I need help with my ethereum deposit, anyone from bitgrail!???

I made 2 days ago and still nothing happen in my wallet

2:28:18 PM

I put ticket but nothing

2:28:30 PM

Please friends tell me your experience

2:28:45 PM

GI

Geylani Incesu

2:28:52 PM

I'm still waiting for the reset of the 2FA. I want make a deposit and thats why im so impatient



Stefania

2:29:15 PM

Geylani Incesu

I'm still waiting for the reset of the 2FA. I want make a deposi...

Please send me name and surname in pvt

Anthony Romero

2:29:32 PM

Hello please I need help with my ethereum deposit, anyone fr...

Eth deposit in maintenance now, please wait

R

R

2:29:37 PM

@Stefania how is xrb node going? pretty stable?



Stefania

2:29:53 PM

R

@Stefania how is xrb node going? pretty stable?

R R 2:30:15 PM
Very nice thanks for the work guys.

I understand its a lot of pressure 2:30:25 PM

 Stefania 2:30:27 PM
You're welcome, thank you

AR Anthony Romero 2:30:41 PM

Stefania
Eth deposit in maintenance now, please wait
Can you solve today? Because I want to buy today xrb

Narcis Dobos joined the group

 Stefania 2:31:04 PM
Anthony Romero
Can you solve today? Because I want to buy today xrb
We'll solve asap

 Dee Son 2:31:19 PM
5hours of verification process. Now approved!

AR Anthony Romero 2:31:46 PM
Stefania
We'll solve asap
Thanks for the answer, I will come back

AN Andre 2:32:36 PM
So Nice xrp blooming again

Damar Breidel joined the group

GI Geylani Incesu 2:32:55 PM
Stefania
Please send me name and surname in pvt

How can i write you in pvt? Thank you very much for your support



Stefania

2:33:07 PM

Geylani Incesu

How can i write you in pvt? Thank you very much for your su...

Send me a private message

No secret chat

2:33:12 PM



Javier

2:33:29 PM

Dee Son

5 hours of verification process. Now approved!

2 days for me and nothing :(

YA

Yeoj Altz

2:34:01 PM

Btw for sale



Dee Son

2:34:47 PM

Javier

2 days for me and nothing :(

I'm sorry budd. Might as well submit a ticket? Though I didn't



Stefania

2:34:49 PM

Javier

2 days for me and nothing :(

check your account

Tonny Huynh joined the group



Javier

2:35:28 PM

Stefania

check your account

Thanks Stefania! I just check my account and is now verified!
really good service for me



Toán.biz
who know @InvokeRR

2:35:39 PM

RA

Rafael

edited 2:36:01 PM

Marta

Next hours

yes!!!! great. thanks



Toán.biz

2:36:18 PM

He pm me and tell him is a bitgrail staff and want to buy my xrb personally



Ewerton Oliveira

2:36:34 PM

What is the minimum purchase limit for XRB and what is the minimum for withdrawal for the wallet.

HH

Hoang Huy

2:37:38 PM

Thick

Binance will lists raiblocks after tomorrow. What do you think ... tomorrow? are you sure?



Marta

2:37:44 PM

Toán.biz

He pm me and tell him is a bitgrail staff and want to buy my x...

Don't trust him

David Cummins joined the group



Toán.biz

2:38:03 PM

Marta

Don't trust him

thx you Marta



Marta

Toán.biz

2:38:24 PM

thx you Marta
you can check our admin positions here on telegram

as you can see. 2:38:26 PM

We have "administrator" near our names. 2:38:33 PM



Toán.biz 2:38:35 PM

i see

DC **David Cummins** 2:38:43 PM

so i want to sent some ltc to bitgrail, will there be any unusual delays?



Marta 2:38:54 PM

InvokeRR banned

David Cummins 2:39:00 PM

so i want to sent some ltc to bitgrail, will there be any unusua...

No.

DC **David Cummins** 2:39:05 PM

ok thanks



Marcel Ullrich 2:40:37 PM

please fix the eth-withdrawal fees. i dont want to use LTC.

ETH goes up LTC goes down. i understand that there are priorities but i and another user are asking since yesterday.

PLEASE

Mitch joined the group



Marcel Ullrich 2:42:00 PM

I am annoying i know - but it is about (maybe a lot of) money!!

AN **Andre** 2:42:33 PM

I dont see anything that shows ltc gonna Come back. Opinions? I had it since 18/12 or so and it just went worse and worse. And if i had traded them for others i Prolly would Gone + now.

ZI **Zigi** 2:42:41 PM
I send xrb yesterday to raiwallet and not received them.. Help

Manuel Bernhardt joined the group

AN **Andre** 2:43:42 PM
Yeah 19/12 3.2 ltc for 1.1k\$

Now value 776, but still better to trade before drop even lower.

LA **Laura** 2:44:24 PM
XRB doing great at the moment ☺

VH **Vabby Hardistianto** 2:45:29 PM
most deposit wallets are under maintenance, until when BG

 **Juan A** 2:46:39 PM
not good enough for me Laura

 **Aprillia** 2:47:24 PM
Marta
you can check our admin positions here on telegram
marta, when xrb hit 100\$+ please change minimum deposit.
Because some people doesnt have 100\$ to deposit and withdraw

 **Sam Gosa** 2:47:39 PM
my btc deposit status is unconfirmed (confirmations 0/2) since yesterday..ive already opened a ticket...please advice ?

 **Aprillia** 2:47:46 PM
Thanks before



Horizon Airways

@Elle5

Im waiting for more than 30hrs and my ETH withdraw..PINDING...why !

2:48:43 PM



André Dutra

withdraw xrb peding 10 min

2:48:51 PM



Marta

Aprillia

marta, when xrb hit 100\$+ please change minimum deposit. ...

Yes but now minimum deposit is 1

2:48:52 PM



André Dutra

its normal?

2:48:53 PM



Marta

Horizon Airways

@Elle5 Im waiting for more than 30hrs and my ETH withdraw...

Working on eth issues

2:48:58 PM



André Dutra

pending*

2:49:02 PM

its ok now

2:49:15 PM

4 minutes*

2:49:20 PM

all ok

2:49:21 PM



Horizon Airways

Marta

Working on eth issues

2:49:26 PM

So its not lost?!?



Marta

Sam Gosa

2:49:38 PM

my btc deposit status is unconfirmed (confirmations 0/2) sinc...
just wait, please

Horizon Airways 2:49:44 PM

So its not lost?!?

No man, your funds are safe

Just wait for us fixing eth issues 2:49:58 PM



Horizon Airways

Marta

No man, your funds are safe

Ok thanks



Marta

André Dutra

all ok

What?



Sam Gosa

Marta

just wait, please

i just want to know if its stuck or its a deposit delay from you
guys? because am kinda freaking out

2:50:02 PM

2:50:09 PM

2:51:01 PM

2:52:13 PM

2:52:41 PM

2:53:31 PM



Crypto GODZ

Is the xrb go down ?



Aprillia

Marta

Yes but now minimum deposit is 1

For now its okay



Marta

Sam Gosa

i just want to know if its stuck or its a deposit delay from you ...

what's going on?



Marcel Ullrich

2:54:08 PM

@bitgrail: the ETH-fees: At least you can tell when it will happen?
i know there are priorities.
but can u delimit it? today? tomorrow? february?



Marta

2:54:59 PM

We are working on eth issues guys

we'll decrease limits in the future

2:55:09 PM

MT

Mitchell Thompson

2:57:46 PM

btw the guys saying buy trx , dont listen to them lol something up
160% in one day that is already top 5 has a 1% chance of going
much higher

Kevin Kahleys joined the group



Sam Gosa

2:58:58 PM

Marta

what's going on?

so ive sent 0.011 btc from my CEXio wallet to bitgrail btc deposit
address and the transaction was confirmed from CEXio side and
already processed but when i checked my bitgrail wallet the status
is (pending) unconfirmed ((confirmations 0/2) i went and
contacted CEXio support and they said everything went well from
their side....so now my question is : what is the problem? is the
transaction stuck in the blockchain forever? please advice.

MT

Mitchell Thompson

2:59:25 PM

Sam Gosa

so ive sent 0.011 btc from my CEXio wallet to bitgrail btc dep...
hats the x id ?

tx id

2:59:27 PM

- LS **Liz Smith** 2:59:39 PM
@Elle5 I would like some information regarding my XRB that was pending withdraw from BG to Raiwallet for 3 days, now says complete, but has invalid block / invalid address and thus, my RBG have not gone into my Raiwallet. Is this something BG is working to resolve? I know you folks are slammed... but want to be sure this is still being worked. Thanks so much
- MT **Mitchell Thompson** 2:59:40 PM
whats the tx id*
- BC **Batuhan Cet** 3:00:10 PM
Could I get help via PM? Made 3 deposits 2 days ago, the first arrived the last ones not. I made 3 1 xrb deposits to accelerate like you said in your pinned message. These arrived also but not the 2 „main deposits“
-  **Sam Gosa** 3:00:12 PM
Mitchell Thompson
whats the tx id*
fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5f73
e7b764
- Emil Lassen** joined the group
- LL **Luke Lewis** 3:01:46 PM
Guys you're legends! Was able to change my invalid XRB withdrawal code. Well done, I'd imagine it's been a hectic few weeks! XRB baby
- MT **Mitchell Thompson** 3:02:01 PM
Sam Gosa
fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5...
Amount Transacted
5.38146436 BTC
Fees

0.009 BTC
Received
about 9 hours ago
Confirmations

0/6



Sam Gosa

3:02:34 PM

Mitchell Thompson

Amount Transacted 5.38146436 BTC Fees 0.009 BTC Receive...
meaning ?



Emil Lassen

3:02:40 PM

What constitutes a proof of residence? It hasn't been asked of me
at the other exchanges I've signed up to

MT

Mitchell Thompson

3:03:03 PM

Sam Gosa

fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5...
transaction is unconfirmed by bitcoin block chain use
<https://live.blockcypher.com/btc/tx/fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5f73e7b764/>
(<https://live.blockcypher.com/btc/tx/fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5f73e7b764/>) to check , when its
got 6 confirms then that means its successful

Blockcypher

BTC Transaction

fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5f73e7b764
(<https://live.blockcypher.com/btc/tx/fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5f73e7b764>)
5.38146436 BTC
transacted in TX
fd82fb9711afc48623fa13fa3963121f88160afe56fc968feaf02e5f73e7b764

(fees were 0.009 BTC).

276 inpu...



Maestro

3:03:19 PM

Emil Lassen

What constitutes a proof of residence? It hasn't been asked of...
utility bills or bank account statements under your name

MT

Mitchell Thompson

3:03:36 PM

Sam Gosa

meaning ?

not confirmed by miners the transaction has been made but not
confirmed



Maestro

3:03:40 PM

Liz Smith

@Elle5 I would like some information regarding my XRB that ...
Try to chance the address



Sam Gosa

3:03:50 PM

Mitchell Thompson

transaction is unconfirmed by bitcoin block chain use <https://li...>
thank you very much

Dawson joined the group

MT

Mitchell Thompson

3:04:29 PM

Sam Gosa

thank you very much

its fine , it means it WILL happen but they sent with low fee so it
could take 48hrs maximum



Emil Lassen

3:04:38 PM

so just a screenshot of a my online banking profile showing the account number and my name?

DA **Dawson** 3:04:46 PM
I need help in setting up 2FA

it keeps saying, "wrong 2FA token" 3:04:57 PM

 **Sam Gosa** 3:05:12 PM
Mitchell Thompson

its fine , it means it WILL happen but they sent with low fee s...
oh oki thats fine.. i thought it got stuck for ever lol

DA **Dawson** 3:05:15 PM
i downloaded Google Authenticator and scanned the barcode

 **Maestro** 3:06:04 PM
Dawson

it keeps saying, "wrong 2FA token"
Try to synch the app in settings and synch time and date on your phone

Emil Lassen 3:07:23 PM
so just a screenshot of a my online banking profile showing th...
your address must be visible

Sonyex joined the group

 **Emil Lassen** 3:07:55 PM
@mastroooo right, of course. thanks, I'll get to it

RL **Rafael Lauriano** 3:08:08 PM
Are xrb deposite working?

 **Toni El Gozzo** 3:09:07 PM

Xrb node fully restored. Eth deposit is under maintenance for ...
LTC works normally?

SO **Sonyex** 3:09:35 PM
No es suficiente XRB helpp!! :C

 **Maestro** 3:09:45 PM
Rafael Lauriano
Are xrb deposite working?
Yes

 3:09:47 PM
Normally for you is to wait more than 50 hours?

BC **Batuhan Cet** 3:09:48 PM
Could I get help via PM? Made 3 deposits 2 days ago, the first arrived the last ones not. I made 3 1 xrb deposits to accelerate like you said in your pinned message. These arrived also but not the 2 „main deposits“

 3:10:26 PM
Louis John
I take it you guys have fixed the LTC deposit issues and are now working to credit anyone who "lost" their deposits and opened a ticket?

DC **David Cummins** 3:10:53 PM
any withdrawal limit for bitgrail right now?

Ruben Antonio Esteban Ruiz joined the group

 3:11:29 PM
Ruben Antonio Esteban Ruiz
Hello first of all a huge greeting and thanks for your great work.
What happens is that I just registered and in the part of the wallet XRB says I have to send a minimum of 100 XRB but then says after that date I can send 1 XRB, I want to know if right now

1 XRB command is going to lose because I have to send 100 or I have to send more than 1?



Maestro

Use english

3:12:10 PM

RL

Rafael Lauriano

Maestro

Yes

3:12:26 PM

I made a deposit of 75 xrb and it still has not fallen. It's been more than 10 minutes, it's never been so long. It's normal? My account is after 12-16.



Aar

3:12:50 PM

Actually bitgrail works way better than coinbase. Amazing.



Maestro

Ruben Antonio Esteban Ruiz

Hello first of all a huge greeting and thanks for your great wor...

If your address was generated after the 16 of December the minimum is 1xb

3:13:34 PM

LS

Liz Smith

3:14:02 PM

Maestro

Try to chance the address

thank you, I'm a noob, how do I do this?



Maestro

Rafael Lauriano

I made a deposit of 75 xrb and it still has not fallen. It's been ...

Yes you just have to wait, please be patient

3:14:10 PM

RL

Rafael Lauriano

3:14:30 PM

Maestro

Yes you just have to wait, please be patient

tks



Maestro

3:14:37 PM

Liz Smith

thank you, I'm a noob, how do I do this?
go to the withdrawal page and place a valid address



Ruben Antonio Esteban Ruiz

3:17:41 PM

i register yerterday on the page



Maestro

3:19:06 PM

Ruben Antonio Esteban Ruiz

i register yerterday on the page
You don't have to worry then

AB

Angelo Bravo

3:19:06 PM

Thanks for all your help admins!



Ruben Antonio Esteban Ruiz

3:19:23 PM

thanks for help



Emil Lassen

3:20:14 PM

@mastroooo I'm sorry for spamming, but after submitting my photos for verification, it tells me that "all files required". Two of the files are jpg, the other is png. What might I be doing wrong?

GI

Geylani Incesu

3:21:09 PM

Is stefania still there?

LS

Liz Smith

3:21:29 PM

Maestro

go to the withdrawal page and place a valid address

Thank you!!!!!!! and thanks for all the work you do for Bitgrail
and the crypto investors!!



Maestro

3:21:34 PM

Emil Lassen

@mastroooo I'm sorry for spamming, but after submitting my...

Try all jpg less than 1mb

EM

edith malines

3:21:43 PM

xrb invalid blocks is now send but still no xrb landing on my wallet
even pending notice none ... why was that?



Maestro

3:21:46 PM

Liz Smith

Thank you!!!!!!! and thanks for all the work you do for Bitgr...

□



Enry

3:21:53 PM

6 days waiting for an answer on my ticket,I feel bad :c



Maestro

3:22:11 PM

edith malines

xrb invalid blocks is now send but still no xrb landing on my w...
go to the withdrawal page and place a valid address

EM

edith malines

3:23:19 PM

meaning i need to get it back to my raiwallet sir?

ZI

Zigi

3:23:39 PM

Waiting from yesterday to receive xrb to raiwallet



Enry

3:24:32 PM

guys, someone answered a ticket??

VH

Vabby Hardistianto

3:24:34 PM

can i deposit LSK??



Maestro

3:24:37 PM

edith malines

meaning i need to get it back to my raiwallet sir?

If you get invalid address, try to change it to a valid one

Vabby Hardistianto

can i deposit LSK??

edited 3:25:12 PM

Not yet

EM

edith malines

3:25:15 PM

ok sir thank you ill ask for assistance again if i can't make it



Aar

Actually bitgrail works way better than coinbase. Amazing.

Amazing your opinion

3:25:35 PM



Joe Neutron

3:26:37 PM

I am going to verify now



Ricardo Wojack

3:26:43 PM

Whos the admin here?



Joe Neutron

3:27:02 PM

From the netherlands what can i use as proof of residence



Maestro

3:27:23 PM

Joe Neutron

From the netherlands what can i use as proof of residence

utility bills or bank account statements under your name



Ricardo Wojack

3:28:01 PM

Maestro

utility bills or bank account statements under your name

Meastro any update on deposits of XRB coming in to Bitgrail xrb wallet? Still invalid block showing



Amsterdam NL

3:29:42 PM

Nederlandse pasport

Of id

3:29:53 PM



Maestro

Ricardo Wojack

Maestro any update on deposits of XRB coming in to Bitgrail x...

You just need to wait, thank you for your patience

3:30:12 PM

RL

Rafael Lauriano

3:30:53 PM

Maestro

Yes you just have to wait, please be patient

My deposit has just cleared. Thank you very much for the support.



Maestro

3:31:19 PM

Amazing your opinion

Open a ticket including all the details and send me your email in private

LS

Liz Smith

3:31:33 PM

@mastroooo Is there a way I can Close my Open Tickets in BG?



Maestro

3:31:35 PM

Rafael Lauriano

My deposit has just cleared. Thank you very much for the sup...

You're welcome

Thao Tran joined the group



Maestro

3:31:58 PM

Liz Smith

@mastroooo Is there a way I can Close my Open Tickets in BG?

I'm afraid not

LS

Liz Smith

3:32:42 PM

Maestro

I'm afraid not

OK. Thanks. I have three open tickets that no longer need attention. Thought I'd clear them if possible.

JA **Javier Amilivia** 3:33:10 PM

Made a BCC deposit 3 days ago but my confirmed transaction hasn't been accredited . I posted a ticket 2 days ago but i have no answer yet . Help

 **XRBing** 3:35:51 PM

looking around the room, thinging its going to be a beautiful time to be hodling XRB

 **Maestro** 3:36:04 PM

Javier Amilivia
Made a BCC deposit 3 days ago but my confirmed transaction ...
Wait for an answer to your ticket, thank you for your patience

 **Enry** edited 3:36:13 PM

Maestro
Wait for an answer to your ticket, thank you for your pa...
any way my ticket is answered? I have been waiting for 6 days and they do not answer me, much less that my deposit of XRB arrives, I do not even see the message of -deposit pending-

deposit** 3:36:21 PM

 **XRBing** 3:36:38 PM

let the good times roll....

Nico joined the group

NesQ joined the group

T NY joined the group

NE

NesQ

3:37:43 PM

someone knows whats going on with price lsk>xrb?

Alex joined the group



Maestro

3:38:11 PM

Enry

any way my ticket is answered? I have been waiting for 6 day...

I'm sorry but we have a lot of backlog

Stef Telford joined the group



XRBing

3:38:11 PM

So how has life been today for our wonderful Admins... Has anyone told you all just how wonderful a job and great service you have been doing



Tank top black hole

3:38:28 PM

Hello! Can I send BTC from bittrex to bitgrail?

ST

Stef Telford

3:38:52 PM

Is it possible to get help with level 2 verification ? In short, it doesn't work under OSX. I upload all 3 documents in jpg/png and .. nothing



Enry

3:39:09 PM

Maestro

I'm sorry but we have a lot of backlog

is that they only tell me to wait, and that worries me even more

:c



Maestro

edited 3:39:43 PM

Stef Telford

Is it possible to get help with level 2 verification ? In sh...

Try jpg files only and less than 1mb

ST	Stef Telford Maestro I tried that.. but I will gladly re-try oh mercy.. I made them less than 512k and.. they worked. but man.. the quality of those is going to be awful.	3:39:58 PM 3:41:27 PM 3:41:37 PM
	 Enry @mastroooo a separate question, these people who send photos and that for verification, are new users? I am BG user for 7-9 months, I do not have to do it right ??	3:41:56 PM
ST	Stef Telford Enry everyone has to conform to KYC/AML now	3:42:17 PM
LL	Luke Lewis What's minimum XRB withdraw? Sorry probably been said 1000 times	3:42:43 PM
NA	Naudin Luke Lewis What's minimum XRB withdraw? Sorry probably been said 100... 1	3:42:59 PM
NI	Nico Hey I'm sure it's a common question but: I got an xrb withdrawal pending since almost 3 hours with status "Received, pending deposit to balance.". Wallet is synced unlocked and running and shows the pending amount. Any ideas how to solve this?	3:43:06 PM
	 Maestro Luke Lewis What's minimum XRB withdraw? Sorry probably been said 100... If your address was generated after the 16 of December the minimum is 1xb	3:43:21 PM
	Wescley Souza	



Ethereum withdrawal is processing normally?

3:43:37 PM



Marcel Ullrich

Nico: Can You See it "Not Pocketched"?

3:44:10 PM

No 0.05

3:44:16 PM

ST

Stef Telford

3:44:18 PM

@Nico if it's the desktop wallet (I run it on linux) I have to stop the rai-wallet process a few times and then restart. Once it's fully sync'd, then I can click 'search for receivables' and it eventually get's there



XRBring

3:44:37 PM

Enry... when did you get your XRB?

ST

Stef Telford

3:44:38 PM

it's certainly not "without issue"

NI

Nico

3:44:41 PM

Stef Telford

@Nico if it's the desktop wallet (I run it on linux) I have to sto...

thanks i will try this



Maestro

3:44:48 PM

Enry

@mastroooo a separate question, these people who send pho...

This is the limit

0.50 BTC none

1.50 BTC documents

10.00 BTC documents + 2FA



Marcel Ullrich

3:45:27 PM

Nico: go to raiblocks.net (<http://raiblocks.net>) & search für ur Adresse. When und can find your RaiBlocks Not Pocketched then und can calm down.

- NI **Nico** 3:45:32 PM
Marcel Ullrich
Nico: Can You See it "Not Pocketched"?
Status where it normally shows if its pocketed or not currently shows "Received, pending deposit to balance. (Make sure wallet is open and all blocks are downloaded)"
- MM **Mary Grace Malonzo** 3:46:31 PM
How long it will take b4 i rciv my xrb depo?
-  **Thao Tran** 3:46:36 PM
I sent in 85 mrai, but I did not receive
-  **Enry** 3:46:48 PM
Maestro
This is the limit 0.50 BTC none 1.50 BTC documents 10.00 BT...
ahh, what document? and what happens with that of the limit, if my account reaches 0.50btc? or is it just the withdrawal limit?
- KS **Kevin Sereni** 3:46:56 PM
I'm showing a negative balance for eth. How do I fix that so I can deposit more?
-  **Marcel Ullrich** 3:47:08 PM
In Wallet: Go to Advanced, Search for Rexievable. And Restart.
Pending to Balance Sounds good □
- ST **Stef Telford** 3:47:16 PM
Enry you can't withdraw over your 0.50 and yes, jst withdrawel
-  **Maestro** 3:47:28 PM
Enry
ahh, what document? and what happens with that of the limit...
You have to wait 24 hours to make another transaction
- Thao Tran** 3:48:02 PM

I sent in 85 mrai, but I did not receive
Are you using a new address?



Lucas Neiva

3:48:39 PM

Thx Bitgrail Staff for nice work, in site, Coin nodes and invalid
address.



Enry

3:48:56 PM

Maestro

You have to wait 24 hours to make another transaction
ohh, I see, thanks for this fact that I did not take into account,
anyway I will first worry about that ticket they do not answer,
then I go into the details of updating my account



Marta

3:49:02 PM

Lucas Neiva

Thx Bitgrail Staff for nice work, in site, Coin nodes and invalid ...



ST

Stef Telford

3:49:35 PM

Maestro not to be "that guy" but, do you have admin rights over
the KYC/AML verification ?



NI

Nico

3:50:53 PM

Marcel Ullrich

In Wallet: Go to Advanced, Search for Rexievable. And Resta...

Actually I'm doing exactly this since 3 hours... i think i just need
to wait :D



Maestro

3:51:34 PM

Stef Telford

Maestro not to be "that guy" but, do you have admin rights o...
Yes they are doing their job

Stef Telford

- ST Nico in your wallet, do you see anything as 'not pocketed' and any numbers in the status line at the top ? 3:51:36 PM
- ST Maestro no worries.. jst got like X * 10k in coins sitting on the exchange that I can't withdraw 3:52:15 PM
- NI **Nico** 3:52:18 PM
Ok I solved it. There were running wallet processes in background on linux. After killing them and restarting my system the xrb were immediatly there. Thanks guys :D
- ST **Stef Telford** 3:52:35 PM
Nico woohoo
- LL **Luke Lewis** 3:52:41 PM
Maestro
If your address was generated after the 16 of December the ...
Top man
-  **Ruben Antonio Esteban Ruiz** 3:53:54 PM
i need google autentificator
-  **Maestro** 3:54:01 PM
No stickers please
- KS **Kevin Sereni** 3:54:11 PM
I can't withdraw xrb. After 2fa it just shows the loading screen and doesn't generate an email
- ST **Stef Telford** 3:54:43 PM
Kevin are you over the daily limit for your verification level ?
- KS **Kevin Sereni** 3:55:05 PM
No. Been like this for a day or two
- ST **Stef Telford** 3:55:17 PM

Ruben word to the wise, remember after installing google auth to generate one time keys incase you lose your phone. Like I did.

EM **edith malines** 3:55:43 PM
got my xrb back ! thanks a lot

ST **Stef Telford** 3:55:53 PM
Kevin okay, jst a suggestion. I find until I get to level 2 I can't withdraw more than like 200 xrb at a time.

KS **Kevin Sereni** 3:56:25 PM
Yeah. Only have 10.8 I'm trying to withdraw

 **Marcel Ullrich** 3:56:37 PM
when i use litecoin instead of ethereum to sell RaiBlocks and buy enigma: do you think i will lose much money because of that? Because atm ethereum goes up and Litecoin down i think Litecoin is the worse Option, right? Or should ist wait till Etherium fees are fixed? Need advice

ST **Stef Telford** 3:57:03 PM
Kevin that should be fine. Strange thought, you're not using IE or some such "strange browser" .. Chrome I take it ?

Emi joined the group

KS **Kevin Sereni** 3:58:17 PM
Chrome. Was working days before all the maintenance

ST **Stef Telford** 3:59:25 PM
Kevin gotcha. if you are used to doing this, then I assume you're not "fat fingering" anything. One of the admins could probably help you more □

KS **Kevin Sereni** 4:00:01 PM
Thanks stef

ST	Stef Telford /me (tg://bot_command?command=me) tips hat	4:00:09 PM
CI	cippi how much time for xrb deposit/withdraw?	4:00:32 PM
VN	Vires In Numeris Is there still no ETH deposits?	4:00:40 PM
QM	Quang Minh Why do not I buy or sell a trade coin ?	4:00:41 PM
	Maestro	4:01:03 PM
	Vires In Numeris Is there still no ETH deposits?	
	Still in maintenance	
	Vires In Numeris	4:01:23 PM
VN	Maestro Still in maintenance	
	Omfg seriously.	
	Maestro	4:03:46 PM
	Don't share external links	
RE	Renan My 2331XRB transaction from raiwallet to my bitgrail wallet status is "received, pending deposit to balance(make sure the wallet is open and all blocks are downloaded)" I did this deposit in more than 24 hours. I already contacted raiwallet suport and they told me I need to contact bitgrail. When I try to create the deposit ticket it inform the "hash is invalid". I already created another type of ticket describing the problem, but no answer. What should I do?	4:04:02 PM

Stefano joined the group

RT **R T** 4:04:52 PM
do we know when ETH deposits will be back? i deposited ETH 3 days again on 1/1/2018 and it still hasn't come through!

 **Maestro** 4:05:13 PM
R T
do we know when ETH deposits will be back? i deposited ETH...
No eta, sorry

RT **R T** 4:05:45 PM
was the known ETH deposit issues already there on 1/1/2018?
eg. was it already broken back then 4:06:00 PM
or is mine a different issue 4:06:06 PM
i raised a support ticket 3 days ago but no reply 4:06:15 PM

MA **Mark** 4:06:28 PM
Maestro
No eta, sorry
Is this normal practice that you wouldn't give an ETA for maintenance or is this specific to this issue?

AO **Andy OB** 4:06:44 PM
I have been wait 2 weeks now for someone to answer my ticket.
can an admin PLEASE check up on this for me. i'm starting to lose my hair over here

QM **Quang Minh** 4:06:44 PM
website move
really slow
deley 4:06:48 PM

 **Maestro** 4:07:20 PM
R T
was the known ETH deposit issues already there on 1/1/2018?

Yes

Mark

4:08:10 PM

Is this normal practice that you wouldn't give an ETA for main...

I don't have a direct contact with devs so I can't give an accurate answer

Slendy joined the group

TP

thuy phuong

4:09:02 PM



Maestro

4:09:10 PM

Andy OB

I have been wait 2 weeks now for someone to answer my tick...

I'm sorry but we have a lot of backlog, thank you for your patience



Toni El Gozzo

4:09:32 PM

Renan

My 2331XRB transaction from raiwallet to my bitgrail wallet st...

That is your wallet issue. we can't help you

AO

Andy OB

4:09:47 PM

are you saying that everyone who has submitted a ticket around the same time I did are all waiting more than 2 weeks?



Maestro

4:09:53 PM

Renan

My 2331XRB transaction from raiwallet to my bitgrail wallet st...

You just have to wait, please be patient

AO

Andy OB

4:10:03 PM

so you currently have over a 2 week ticket time?

Mark

- MA **Maestro** 4:10:31 PM
I don't have a direct contact with devs so I can't give an accur...
- Ok great, that gives a bit more clarity. Your previous message made it sound like the message from the devs was that there is no ETA. Where would we here about ETH deposits going back up first, here or on Twitter?
-  **Juan A** 4:10:36 PM
Andy OB, what is your issue?
-  **Maestro** 4:11:05 PM
Mark
Ok great, that gives a bit more clarity. Your previous message...
Both I think
- Andy OB** 4:11:17 PM
so you currently have over a 2 week ticket time?
Yes
- MA **Mark** 4:11:19 PM
Maestro
Both I think
Cheers ☺
- AO **Andy OB** 4:11:30 PM
I entered an invalid address for xrb withdraw, missed some characters in the address. now funds are stuck in limbo.
- MI **mustafid irmianto** 4:11:31 PM
Maestro
Yes
hello sir
- RE **Renan** 4:11:41 PM
Toni El Gozzo
That is your wallet issue. we can't help you

How you can't help me? The adress that I sent is the XRB adress
of bitgrail



Toni El Gozzo

4:12:15 PM

Renan

How you can't help me? The adress that I sent is the XRB adr...

Yes but the issue is your wallet.

MI

mustafid irmianto

4:12:31 PM

when i look market ltc . my ltc has -1.21 why?

AO

Andy OB

4:12:38 PM

Toni El Gozzo

Yes but the issue is your wallet.

how do you know, you need to give details

BC

Batuhan Cet

4:12:40 PM

Could I get help via PM? Made 3 deposits 2 days ago, the first arrived the last ones not. I made 3 1 xrb deposits to accelerate like you said in your pinned message. These arrived also but not the 2 „main deposits“



Chris

4:12:45 PM

my xrb transaction / withdraw from bitgrail pending for 24h
now... any tips?



Toni El Gozzo

4:13:07 PM

Andy OB

how do you know, you need to give details

POW is generated from your wallet. same as broadcasting. So we are not involved in that. Read the whitepaper of XRB

RE

Renan

4:13:17 PM

Maestro

You just have to wait, please be patient

Ok I will wait.. but I need a estimate time.. already around 36 hours.. how much more?

QM

Quang Minh

account

4:14:05 PM



Maestro

Batuhan Cet

Could I get help via PM? Made 3 deposits 2 days ago, the first...

Do you get any invalid message?

4:14:54 PM

Renan

4:15:10 PM

Ok I will wait.. but I need a estimate time.. already around 36...

It doesn't depend on us

BC

Batuhan Cet

4:15:14 PM

Maestro

Do you get any invalid message?

No both deposits are completed

But not in my balance

4:15:24 PM

RE

Renan

4:15:56 PM

Toni El Gozzo

POW is generated from your wallet. same as broadcasting. So...

Raiwallet support team informer me this

Hi,

You will have to contact bitgrail with this issue. As you say, one transaction is completed and the other one is pending of PoW on their side.

Kinds regards.

How would you rate my reply?

Great Okay Not Good

--

RaiWallet Team

support@raiwallet.com (<mailto:support@raiwallet.com>)

{#HS (tg://search_hashtag?hashtag=HS):498766707-233#}



Toni El Gozzo

Renan

Raiwallet support team informer me this Hi, You will have to c...
So it's not invalid hash. Check better



Zzzzzz zzzzzzz

hello ETH withdrawal processing for over 8 hours

pls help

4:16:58 PM

4:18:51 PM

4:18:52 PM



Maestro

Batuhan Cet

But not in my balance
Open a ticket please

4:19:51 PM



Toni El Gozzo

Renan

Raiwallet support team informer me this Hi, You will have to c...
Please open a ticket if it's not invalid hash

4:20:16 PM

Mary Grace Malonzo

MM how long it will takes for my btc withdrawal? 4:20:47 PM

RE **Renan** 4:21:27 PM

Toni El Gozzo
Please open a ticket if it's not invalid hash
What category of ticket? "Other"?

 **Toni El Gozzo** 4:21:41 PM
Renan

What category of ticket? "Other"?
Yes please

RE **Renan** 4:22:30 PM

Toni El Gozzo
Yes please
I already created in "Account help" do I need to create other ticket in "Other"?

 **Toni El Gozzo** 4:22:43 PM
Renan

I already created in "Account help" do I need to create other t...
For the same issue?

RE **Renan** 4:22:49 PM

Toni El Gozzo
For the same issue?
Yes

 **Toni El Gozzo** 4:23:05 PM
Renan

Yes
That will be closed since it's not account help

Batuhan Cet

BC How long to solve a ticket? 4:23:23 PM

RE **Renan** 4:23:51 PM

Toni El Gozzo

That will be closed since it's not account help

Ok! I will create a new ticket in "Other" now



Maestro

4:23:56 PM

Batuhan Cet

How long to solve a ticket?

We have a lot of backlog, please be patient



Róbert Balázs

4:26:23 PM

what happens if i transferred ETH via smart contract? my ETH is lost forever?



Toni El Gozzo

4:26:46 PM

They are safe

Róbert Balázs

4:27:01 PM

what happens if i transferred ETH via smart contract? my ETH ...

You need to open a ticket and wait until we process it manually

Joel Vdr joined the group



Róbert Balázs

4:27:26 PM

Toni El Gozzo

You need to open a ticket and wait until we process it manually

okay, thank you

JV **Joel Vdr** 4:27:52 PM

What's the approximate waiting time for Tier 3 validation? Atm waiting for 2 days. Kinda wondering.

Maestro

**Joel Vdr**

What's the approximate waiting time for Tier 3 validation? At...

4:28:09 PM

Up to 1 week, please be patient

Werles Martins de Sousa joined the group

**Zzzzzz** **zzzzzzz**

4:30:00 PM

Zzzzzz **zzzzzzz**

hello ETH withdrawal processing for over 8 hours

hello

how to fix this

4:30:07 PM

**Toni El Gozzo**

4:30:18 PM

Zzzzzz **zzzzzzz**

how to fix this

Working on the ETH node

**Zzzzzz** **zzzzzzz**

4:30:38 PM

ty

JV

Joel Vdr

4:30:40 PM

Thanks. Is it possible to move XRB from (and to) Bitgrail in seconds? Lots of complaints lately of stuck transfers.

**Maestro**

4:32:11 PM

Joel Vdr

Thanks. Is it possible to move XRB from (and to) Bitgrail in se...

Yes, right now there should be no problems

GI

Geylani Incesu

4:32:42 PM

Can i send Raiblocks to my friend which generate an account today. Because before we used one account together, and now he generated one account for himself and his part of raiblocks is on mine. Im not sure about that cause the warning message

weitao liu joined the group



Maestro

4:34:53 PM

Please avoid talking about other exchanges, respect this one

MM

Ma Cristina Magbanua

4:35:35 PM

Xrb still going up?



Ingmar

4:35:49 PM

Are eth withdrawals taking place? My withdrawal is processing for quite a while

Oh sorry just read the ETH node

4:36:15 PM

4:36:22 PM



Maestro

4:38:07 PM

Xrb node fully restored.

Eth deposit is under maintenance for some updates and we are also working on the node so withdrawals may take a while.

Ltc works normally.

Other alt-coins with issues will follow after the above situations.

Btc is fine.

No ETA.

YOUR FUNDS ARE SAFE

Thank you

Any messages related to this issues will be deleted from the chat

Maestro pinned «**Xrb node fully restor...**»

Dog is Pilot joined the group

.Levin PAYCOM ULTDWALLET:xq5sn @PAYCOXON



Ma Cristina Magbanua

Xrb still going up?

yes

4:38:38 PM

Caroem joined the group

Killoware joined the group



Killoware

4:41:18 PM

Hi



Maestro

4:42:04 PM

Don't share external links



Killoware

4:42:06 PM

I have a problem, yesterday I sent Bitcoins from Coinbase to BitGrail and I had a mistake and chose BCC instead BCT. Now I dont know where my money is, could you help me??



Maestro

4:44:30 PM

Killoware

I have a problem, yesterday I sent Bitcoins from Coinbase to ...

I'm afraid we can't help you

Lilian joined the group



Maestro

4:44:47 PM

Geylani Incesu

Can i send Raiblocks to my friend which generate an account ...

There are no problems with that



Demon Phi

4:45:11 PM

I hate Maestro :(



Maestro

4:45:33 PM

Demon Phi

I hate Maestro :(

Rules: Speak English ONLY;

Do not ask for support in trollbox (unless for 2FA);

Do not contact admins privately (you will be reported as spammer and blocked);

Do not insult others;

Avoid to talk about other exchanges, have respect for this one;

Spam, external links, screenshots, fomo, fud, stickers, GIF, caps lock, vocal messages are not allowed;

Don't repeat messages like "up", "down", "pump", "dump", "buy", "sell".

Violation of these rules will lead to ban (with or without warnings).



Killoware

4:45:38 PM

Maestro

I'm afraid we can't help you

you dont or Bitgrail dont??

RM

Robert Monroe

4:45:55 PM

Good Morning. Some time ago I converted a large amount of xrb to bitgrail, this never became effective in my bitgrail portfolio. However I am shown the amount of XRB in the direction that gave me bitgrail by Raiblocks.net (<http://Raiblocks.net>), The point is that when I enter my account bitgrail, I see that I generate another address XRB. What can I do in these cases?



Maestro

4:46:34 PM

Killoware

you dont or Bitgrail dont??

Right now Bitgrail doesn't have a system to recover this mistakes

ST

Stef Telford

4:46:47 PM

Killoware it's like sending a letter to the wrong address via USPS or Canada Post. It's almost impossible to recover.

Agnese joined the group



Killoware

and where is my money?

4:46:54 PM

i have lost it?

4:47:13 PM

ST

Stef Telford

on the BCC address you sent it to

4:47:15 PM



Killoware

but this address is mine

4:47:26 PM

is my bcc address

4:47:40 PM

but i sent btc to my bcc

4:47:50 PM

sorry for my english

4:47:58 PM



Lilian

hello there, i just tried withdrawing my XRB to my Raiwallet but after the 2FA it keeps loading without any progress. What can i do?

4:47:59 PM



Maestro

Please don't spam

4:48:00 PM



Killoware

sorry Maestro

4:48:10 PM



S.K SINGH

2fa is not working please help me

4:49:09 PM

Omar Khan joined the group



Maestro

S.K SINGH

2fa is not working please help me

4:49:30 PM

What error?



Killoware

4:49:37 PM

I am trying to explain the problem, I gave to Coinbase my BCC address instead the BCT one and i havent recievied anything.



Omar Khan

4:50:13 PM

Hello, I deposited BTC from gdax almost 2 hrs ago..... It never takes this long. Support page for bitgrail says it may take 24 hours..... WHAT.....?



Maestro

4:50:18 PM

Killoware

I am trying to explain the problem, I gave to Coinbase my BC...

I already told you that there is nothing we can do

JH

Jesus Hidalgo

4:50:34 PM

Hi.

Yesterday I made a withdrawal from BTC for 0.5
It was discounted from my balance but the transaction does not appear. Even I did not get the mail to confirm the transaction.
What happened to the money?



Walter H White

4:50:58 PM

What's the turnaround time on these support tickets?
Been waiting about 4 days on a ticket pertaining to my LTC deposit still not arriving on Bitgrail.



Maestro

4:50:58 PM

Omar Khan

Hello, I deposited BTC from gdax almost 2 hrs ago..... It neve...
Please be patient, if you wait more than 24 hours open a ticket



Killoware

4:51:48 PM

Maestro

I already told you that there is nothing we can do

and who can?



Lilian

4:51:59 PM

Maestro, are XRB withdrawals working? I can't get past the 2FA

Killoware

4:52:39 PM

and who can?

nobody, you sent crypto to an address that doesn't support the type of crypto you sent



Maestro

4:53:08 PM

Killoware

and who can?

Nobody



Killoware

4:53:17 PM

yes i know the mistake but if it is wrong the money must come back to the origin



S.K SINGH

4:53:51 PM

i fill 2fa but not open my id



Maestro

4:53:53 PM

Lilian

Maestro, are XRB withdrawals working? I can't get past the 2FA

Yes, try again

ST

Stef Telford

4:54:15 PM

Killoware urm.. no.. no one will do this for you. You can try the recovery tool on btc.com (<http://btc.com>) mind you. That may work. MAY work.



Lilian

4:54:57 PM

Maestro

Yes, try again

i already tried 2 times but i can't get past that. I waited like 30 mins and nothing happened



Marta

4:55:11 PM

S.K SINGH

i fill 2fa but not open my id

What do you mean? You activated 2fa and can't you login?

ST

Stef Telford

4:55:19 PM

this is one reason why I like raiblocks. It starts with "xb_" so exchanges can tell if it's not a raiblocks address ☐



Omar Khan

4:55:26 PM

Maestro

Please be patient, if you wait more than 24 hours open a ticket

Why does it take that long? Usually it's done in minutes and on the busiest of days it take like 30-45 mins.... Please explain the process delay.

Thanks for your response.



S.K SINGH

4:55:26 PM

yes



Marta

4:55:34 PM

S.K SINGH

yes

Wrong token?

Federico Linares joined the group



S.K SINGH

4:55:48 PM

yes



Marta

4:55:56 PM

Did you sync your device?

RE **Renan** 4:56:16 PM

Toni El Gozzo

That will be closed since it's not account help

The new ticket is ready. I just opened it.

DH **Đinh Đức Hạnh** 4:56:32 PM

Why the supporter at bitgrail.com (<http://bitgrail.com>) reply so long



Maestro

4:56:54 PM

Đinh Đức Hạnh

Why the supporter at bitgrail.com reply so long

We have a lot of backlog, please be patient

Adam Wilde joined the group



Jose

4:57:30 PM

hey admins, one day ago an administrator said that they were going to lower Ethereum's rates to withdraw, but they are still at 0.05ETH which is \$ 50 and it seems to me that it really is a robbery, when they are supposed to work on it? please I want to make a withdraw

AW **Adam Wilde** 4:57:37 PM

hey guys, how long does it take to get account approved w/ documents?

poloniex was a disaster for months

4:57:56 PM



S.K SINGH

4:58:10 PM

yes 2fa show is my device but when fill 2fa but wrong show



Maestro

4:58:30 PM

Omar Khan

Why does it take that long? Usually it's done in minutes and o...

I'm sorry but I'm not a dev and I can't give an accurate answer

Mike joined the group



S.K SINGH

how to reset 2fa

4:58:39 PM



Maestro

Adam Wilde

hey guys, how long does it take to get account approved w/ d...

4:58:48 PM

Up to 1 week

ST

Stef Telford

4:59:00 PM

S.K Singh you do that from inside your google auth

MI

Mike

4:59:16 PM

Hey guys is there really a \$50 eth withdrawal fee? That's extremely high



Marta

4:59:18 PM

S.K SINGH

yes 2fa show is my device but when fill 2fa but wrong show

Reset it



Maestro

4:59:31 PM

S.K SINGH

how to reset 2fa

<https://bitgrail.com/reset-2fa> (<https://bitgrail.com/reset-2fa>)

Bitgrail

BitGrail - Login into your account



(<https://bitgrail.com/reset-2fa>)

[Access to your BitGrail account](https://bitgrail.com/reset-2fa)

4:59:40 PM



Marta

S.K SINGH

yes 2fa show is my device but when fill 2fa but wrong show
<https://bitgrail.com/reset-2fa> (<https://bitgrail.com/reset-2fa>)

Bitgrail

**BitGrail - Login
into your account**



(<https://bitgrail.com/reset-2fa>)

(<https://bitgrail.com/reset-2fa>)

Access to your BitGrail account

Mike

4:59:50 PM

Hey guys is there really a \$50 eth withdrawal fee? That's extr...

We'll decrease it

AW

Adam Wilde

4:59:52 PM

Maestro, [04.01.18 17:58]

[In reply to Adam Wilde]

Up to 1 week

Thanks. Though "usually" it may take few days or so? It will be a pain to trade with 0.5 BTC cap...



Marta

5:00:03 PM

Adam Wilde

Maestro, [04.01.18 17:58] [In reply to Adam Wilde] Up to 1 w...

When did you upload

your documents?

5:00:05 PM



nissoh

5:00:12 PM

Mike yup, that sucks. wait for the exchanges competition to kick in



Walter H White

5:00:12 PM

What's the turnaround time on these support tickets?

Been waiting about 4 days on a ticket pertaining to my LTC deposit still not arriving on Bitgrail.



Jose

5:00:37 PM

Mike

Hey guys is there really a \$50 eth withdrawal fee? That's extr...

Yeah, the fee rate is 0.050ETH, i want to know when they working to fix that, one day ago an administrator said that they were going to lower the rate.

AW

Adam Wilde

edited 5:00:40 PM

Previously today. I am not rushing things, I know it takes time. Was just going to make sure it happens faster than months I've wasted with Poloniex.

JH

Jesus Hidalgo

5:01:06 PM

Hi.

Yesterday I made a withdrawal from BTC for 0.5 It was discounted from my balance but the transaction does not appear. Even I did not get the mail to confirm the transaction. What happened to the money?

MI

Mike

5:01:35 PM

Marta

We'll decrease it

Thanks!

ST

Stef Telford

5:01:57 PM

@Adam you should have fun around bittrex and their support. They have had like 21k of my nem for months now ☺

all because of a missing memo field

5:02:08 PM



Lilian

5:02:47 PM

XRB withdrawals not working bois. it keeps loading after the 2fa. should i just wait for hours or come back later? anxiety starts to get on me



Jose

5:04:48 PM

Can an administrator confirm if they are going to work to lower the fees to withdraw Ethereum? the fee is 0.050ETH which is \$ 50



Killoware

5:04:53 PM

Maestro

Right now Bitgrail doesn't have a system to recover this mista...

But you refuse the money so i must to have returned in Coinbase, thats true?



Gabriel Alviarez

5:04:57 PM

S.K SINGH

yes 2fa show is my device but when fill 2fa but wrong show

you have to synchronize your authenticar app watch, go to opciones and sync

BX

Bitcoin XRB

5:05:10 PM

some bulls trade

5:05:14 PM

AW

Adam Wilde

5:05:26 PM

Jose, [04.01.18 18:04]

Can an administrator confirm if they are going to work to lower the fees to withdraw Ethereum? the fee is 0.050ETH which is \$ 50

I'm here for 10 minutes and they've already wrote they will decrease it... Guys learn to read...



Jose

5:06:37 PM

Adam Wilde

Jose, [04.01.18 18:04] Can an administrator confirm if they ar...

Where?

wtf

5:06:39 PM



Maestro

5:06:58 PM

Scroll up

Killoware

5:08:24 PM

But you refuse the money so i must to have returned in Coinb...

For the last time, those coins are lost and we can't recover them
in any way



Lilian

5:08:24 PM

also yesterday i tried to sell my xrb but then deleted the order
and now i have a negative deposit of ETH. is this just a bug i
hope?



DotMan

5:08:34 PM

Raiblocks or nano who cares to the



Joe Neutron

5:09:05 PM

I have filled in the 3 fields with jpg at verification but it says All
files required. Allowed documents: jpg,png



DannyB

5:09:13 PM

Marta

We'll decrease it

TG has a search feature, maybe that should be the stickied post
:P



Joe Neutron

5:09:14 PM

Whats going wrong

ST

Stef Telford

5:09:25 PM

joey try using jpegs under 500k in size

that tripped me up for days as well

5:09:30 PM



Joe Neutron

5:09:36 PM

Wow thanks mate

ST

Stef Telford

5:09:42 PM

no worries



Joe Neutron

Let me try

5:09:43 PM

ST

Stef Telford

surely

5:09:47 PM

Mariana Noya joined the group



Killoware

5:10:06 PM

Maestro

For the last time, those coins are lost and we can't recover th...
so your customer service is bad, you dont do anything to help, we
are talking about a lot of money, in my case \$1000



Lilian

5:10:13 PM

Lilian

also yesterday i tried to sell my xrb but then deleted the order...
can somebody answer me?



DotMan

5:10:48 PM

Killoware

so your customer service is bad, you dont do anything to help...
Bro that was your mistake the money is gone

ST

Stef Telford

5:10:52 PM

Killoware bitgrail doesn't have your money because it never
reached bitgrail



Lilian

5:10:53 PM

Killoware

so your customer service is bad, you dont do anything to help...
you can't do anything because that's how crypto and the
blockchain works

Adam Wilde

AW I feel sorry for you guys working on support, all these questions... 5:11:00 PM

ST **Stef Telford** 5:11:18 PM
Adam I am doing this for "fun" □

AW **Adam Wilde** 5:11:45 PM
That's great, but all these people saying I've lost my money because I don't know the fuck I am doing, so I'm going to bash everyone around me now... Sheesh!

 **Killoware** 5:11:47 PM
Stef Telford
Killoware bitgrail doesn't have your money because it never re...
and where is the money?

AW **Adam Wilde** 5:11:55 PM
Where is my money Lebowski?

 **K** 5:12:08 PM
Shouldnt the pric key for both the btc and bch address be the same? It should be manually retrievable?

Priv* 5:12:15 PM

ST **Stef Telford** 5:12:31 PM
if you send btc to a bcc address, then it's in that bcc wallet (and the btc.com (<http://btc.com>) tool may work) - if you send bcc to a btc address.. that's .. even worse.

 **Maestro** 5:12:39 PM
Killoware
and where is the money?
Lost in the network, now stop or else you will be banned

BR **Bryguy** 5:12:43 PM

@killoware no the customer service isn't bad you are just an idiot plain and simple. it clearly says check before you send on both coinbase and bitgrail. your money is sent to whoever owns that wallet address on btc. you basically sent money to the wrong account number. there's nothing they can do to get it back. sorry you're dumb. let this be a lesson to you to not do stupid things.

ST **Stef Telford** 5:12:52 PM

Kaelyn there is a tool on btc that helps with this

 **K** 5:13:07 PM

But he doesn't have the private key

Bitgrail does 5:13:10 PM

ST **Stef Telford** 5:13:11 PM

banning is a bit harsh for someone who is honestly upset but..
okay

 **K** 5:13:20 PM

Lol

BR **Bryguy** 5:13:33 PM

he is accusing them of stealing his money when he is the idiot
that sent it to the wrong place

 **Killoware** 5:13:34 PM

:)

AW **Adam Wilde** 5:13:38 PM

You don't go to a bank telling I've lost my money in between so
now tell me what to do to get them back...

 **K** 5:13:44 PM

Its just a mistake bry

Sobur Abdul Malik joined the group

- BR **Bryguy** 5:13:47 PM
that's like crashing my car into someone then being mad at them
for letting me hit them
-  **Sobur Abdul Malik** 5:13:52 PM
helo guys
- how long withdrawal processing on bitgrail till they send my coin? 5:14:20 PM
-  **Killoware** 5:14:31 PM
- Bryguy**
he is accusing them of stealing his money when he is the idiot...
im only asking for help, do not insult
-  **Joe Neutron** 5:14:41 PM
Thanks man it's working now
- Would be so great if they could verify me :D 5:14:49 PM
- BR **Bryguy** 5:15:02 PM
you were being very rude and aggressive and accusatory. I just
matched what you were doing.
-  **Joe Neutron** 5:15:10 PM
To be honest the customer care here is great, they reply fast
-  **Killoware** 5:15:10 PM
- Adam Wilde**
You don't go to a bank telling I've lost my money in between ...
if you send money in a bank for mistake the bank help you
- BR **Bryguy** 5:15:18 PM
bitgrail has problems for sure, but you sending btc to bcc isn't
one of them
-  **Joe Neutron** 5:15:20 PM
And there's several admins talking all day

- ST **Stef Telford** 5:15:23 PM
Joey you and me both
- BR **Bryguy** 5:15:25 PM
no it doesn't
-  **Joe Neutron** 5:15:30 PM
Stef Telford
Joey you and me both
Yep ^^
- BR **Bryguy** 5:15:35 PM
if you send money to an account via direct wire transfer to the wrong account
- ST **Stef Telford** 5:15:45 PM
Joey patience though.. it will get there .. I have faith ☺
- BR **Bryguy** 5:15:49 PM
you are at the mercy of who you sent the money to to return it unless it's withing the same bank
-  **Joe Neutron** 5:15:55 PM
Hehe how long did yours take :D?
-  **Maestro** 5:15:57 PM
Please be respectful with each other's
- ST **Stef Telford** 5:16:03 PM
Joey still waiting
- Wilson Everson** joined the group
-  **Joe Neutron** 5:16:18 PM
Ah for how long now Stef ^^

**Sobur Abdul Malik**

5:16:22 PM

how long withdrawal processing till i got the txt id?

AW

Adam Wilde

5:16:30 PM

If there is a slight chance to improve the speed of ID approvals for someone trading 10-20+ BTC daily, please add me privately on Telegram, any help appreciated. If not, that's cool, best of luck and thanks guys!

**Joe Neutron**

5:16:31 PM

Maestro, if you could speed up me & Stef's verification would be so great :D

**Killoware**

5:16:38 PM

Excuse me if I bothered, I just wanted help

ST

Stef Telford

5:16:46 PM

Joey a day or thereabouts (if you include stuck at the jpeg/png thing, like 3 days now

**Killoware**

5:17:07 PM

it is a lot of money for me, only Stef has tried to help me

**DotMan**

5:17:42 PM

Killoware

Excuse me if I bothered, I just wanted help

Bro just be careful next time

**Maestro**

5:18:22 PM

Killoware

Excuse me if I bothered, I just wanted help

And I'm sorry that we can't offer any

ST

Stef Telford

5:18:33 PM

Killoware did you try the tool on btc.com (<http://btc.com>) ?



Killoware

5:18:51 PM

is not working good the web now, i will try later

ST

Stef Telford

5:18:54 PM

if you sent bcc to btc then no one has 'claimed' it, it's like mail sent to the wrong address

ZI

Zigi

5:19:08 PM

I send yesterday to raiwallet and not receive my xrb.. This pending

ST

Stef Telford

5:19:08 PM

whelp.. that's the way to get your monies back I think



Maestro

5:19:09 PM

For ETH problems read the pinned message



Killoware

5:19:41 PM

Stef Telford

whelp.. that's the way to get your monies back I think what way? btc.com (<http://btc.com>)?

ST

Stef Telford

5:19:53 PM

they have a tool for _exactly_ this situation



Killoware

5:19:59 PM

ah yes

copy that

5:20:03 PM

ST

Stef Telford

5:20:13 PM

WE

Wilson Everson

5:20:30 PM

Does anyone know how to recover the account in BitGrail?
Because I've lost my Google Authenticator account and can not log in

Manuel Páez joined the group

ST **Stef Telford** 5:21:06 PM

Wilson please tell me you made your one time keys for google auth when you added it to your phone ?

 **EdoFazlinovic** 5:21:12 PM
He sent money to the wrong address.

You need to know that ur own bank here. 5:21:24 PM

MP **Manuel Páez** 5:21:32 PM

Toni online? I have a problem With my xrb

David11 joined the group

DA **David11** 5:21:46 PM

hey guys

Leandro Silva joined the group

 **Maestro** 5:21:51 PM

Wilson Everson

Does anyone know how to recover the account in BitGrail? Be...

<https://bitgrail.com/reset-2fa> (<https://bitgrail.com/reset-2fa>)

Bitgrail

BitGrail - Login into your account



(<https://bitgrail.com/reset-2fa>)

(<https://bitgrail.com/reset-2fa>)

Access to your BitGrail account

DA **David11** 5:22:08 PM

how much you think XRB price in the near future?

Nick Z

- NZ Almost at 6000 members in this group 5:22:10 PM
- AL **Alex** 5:22:15 PM
How long does verification take??
-  **Maestro** 5:22:22 PM
Don't share external links
- lolem2105 lolem2105** joined the group
- ST **Stef Telford** 5:22:26 PM
David11 if it's \$100.. I am retiring
- AL **Alex** 5:22:30 PM
Which country is bitgrail hosted?
- WE **Wilson Everson** 5:22:45 PM
Yes Stef
-  **Killoware** 5:22:45 PM
EdoFazlinovic
You need to know that ur own bank here.
Are yo talking to me?
- ST **Stef Telford** 5:22:52 PM
Alex verification takes at LEAST 24 hours at this time ☐
-  **EdoFazlinovic** 5:22:55 PM
.to everybody
- DA **David11** 5:22:57 PM
stef Telford I hope so ^^
-  **Maestro** 5:22:59 PM
Speak english and no personal trade allowed

**EdoFazlinovic**

5:23:27 PM

In crypto world ur your own bank. You need to be accurate and thinking precisely.

Also do precisely

5:23:34 PM

**Killoware**

5:24:01 PM

It is very dangerous

**EdoFazlinovic**

5:24:19 PM

It is. I know guyz who lost millions.

How you would feel if you know that you have 3500 bitcoin and you cant find it.

MP

Manuel Páez

5:25:07 PM

Someone has a problem with their xrb? Have they disappeared?

**EdoFazlinovic**

5:25:11 PM

Also i know people who made millions. They are in my private group

The main key is patience.

5:25:25 PM

**Maestro**

5:25:36 PM

Manuel Páez

Someone has a problem with their xrb? Have they disappeared?

What is your problem?

**EdoFazlinovic**

edited 5:25:44 PM

If you have patience, you can achive anything

María José joined the group

**Moshed Tazon**

5:26:10 PM

btc deposit work?



Maestro

5:26:22 PM

Moshed Tazon
btc deposit work?

Yes

MP

Manuel Páez

5:26:36 PM

290 xrb disappeared forma my account



Lilian

5:26:42 PM

Can somebody confirm me that ltc withdrawals work normally? I want to sell my xrb to get quick on another coin. What is the time expected for a withdrawal?



EdoFazlinovic

5:26:43 PM

Moshed Tazon
btc deposit work?

If on site there is no red message "btc under maintenance", then its working.

MP

Manuel Páez

5:26:46 PM

From *

I never sold them, never withdrawall them

5:27:28 PM



EdoFazlinovic

5:27:36 PM

Manuel Páez

290 xrb disappeared forma my account

Contact admin in private message about ur concern.

MP

Manuel Páez

5:27:45 PM

Toni?



EdoFazlinovic

5:27:53 PM

Anyone online now.

First you need to open a support ticket.

5:28:10 PM

If you don't get reply within 24 hours, contact admin here.

5:28:38 PM

MP

Manuel Páez

5:28:39 PM

I open a ticket 18 hours AFP

Ago

5:28:47 PM

FA

Fagner

5:28:50 PM

analyzing the graph there will be a fud very probably today



EdoFazlinovic

5:29:10 PM

They have a lot of users. There is a queue. You must wait because other users are also waiting.



Maestro

5:29:34 PM

Manuel Páez

I open a ticket 18 hours AFP

You have to wait then and someone will answer asap, please be patient

Jared Thirsk joined the group

Mahir Çimen joined the group

Emanuele joined the group



Mahir Çimen

5:33:34 PM

Hi I didn't open 2FA



EdoFazlinovic

5:33:50 PM

Manuel Páez

I open a ticket 18 hours AFP

Just be patient. They have a lot of work.



Maestro

5:33:56 PM

Mahir Çimen

Hi i dont open 2FA
You can't log in?



Mahir Çimen

No

5:34:09 PM



Lilian

Pls

5:34:24 PM



Lilian

Lilian 1/4/18

Can somebody confirm me that ltc withdrawals work normally? I want to sell my xrb to get quick on another coin. What is the time expected for a withdrawal?

5:34:24 PM



Mahir Çimen

wait

5:34:24 PM



Patrick Frank

my "invalid address" / invalid block was resolved in less than 24 hours

5:34:28 PM



EdoFazlinovic

Lilian

Can somebody confirm me that ltc withdrawals work normally...

5:34:46 PM

Admin told that its working so yes.



Patrick Frank

just be patient with bitgrail!

5:35:03 PM



Mahir Çimen

Wrong 2FA Token

5:35:09 PM



EdoFazlinovic

Lilian

Can somebody confirm me that ltc withdrawals work normally...

5:35:27 PM

But if there is no red message "Itc isn't working" then its working.



Lilian

5:35:36 PM

EdoFazlinovic

Admin told that its working so yes.

Ok Thanks



Maestro

5:35:53 PM

Mahir Çimen

Wrong 2FA Token

Synch time and date on your device and synch the app in settings



EdoFazlinovic

5:36:13 PM

Lilian

Ok Thanks

If there is red message under Itc deposit/withdrawal then its not working. If there is no red message, then its working.



Mahir Çimen

5:36:14 PM

Oh I am from turkey its so bad for me

JH

Jesus Hidalgo

5:36:22 PM

Yesterday I made a withdrawal from BTC for 0.5

It was discounted from my balance but the transaction does not appear. What happened to the money?



Mahir Çimen

5:36:31 PM

because on internet Turkey Time GMT +2



EdoFazlinovic

5:36:37 PM

Jesus Hidalgo

Yesterday I made a withdrawal from BTC for 0.5 It was disco...

Contact admin in private message.



Mahir Çimen

5:36:44 PM

But in Turkey is GMT +3

- BC **Batuhan Cet** 5:37:04 PM
Does eth withdraw work?
-  **EdoFazlinovic** 5:37:19 PM
Batuhan Cet
Does eth withdraw work?
Read pinned message
-  **Maestro** 5:37:32 PM
Jesus Hidalgo
Yesterday I made a withdrawal from BTC for 0.5 It was disco...
If you are waiting for more than 24 hours please open a ticket
-  **EdoFazlinovic** 5:37:41 PM
Please people read pinned messages.
- JH **Jesus Hidalgo** 5:39:13 PM
Yes, 24 hours have passed.
I try to contact them but they never answer me.
-  **Mahir Çimen** 5:39:16 PM
thanks admin
- Théo** joined the group
-  **Mahir Çimen** 5:39:29 PM
i will change my time its solved :D
-  **Maestro** 5:39:40 PM
Mahir Çimen
i will change my time its solved :D
- TH **Théo** 5:39:59 PM
Hello! I want to buy XRB like many people, is there an eta on when will eth deposit be available?



Maestro

5:40:23 PM

Jesus Hidalgo

Yes, 24 hours have passed. I try to contact them but they nev...

I'm sorry for this delay but we have a lot of backlog, please be patient and someone will answer you as soon as possible

Théo

5:40:37 PM

Hello! I want to buy XRB like many people, is there an eta on ...

No, sorry

TH

Théo

5:40:37 PM

Sorry just read the pinned message



Jesús Suárez

5:41:43 PM

Jesús Suárez:

Doubt, since an hour ago I moved my funds from one account to another, my wallet has already arrived, but in the chain of raiblocks it still comes out as pending, is it normal?



Omar Khan

5:42:33 PM

Just enabled my 2FA on the bitgrail website. Saved it. Got the confirmation email. Clicked on the email link and logged in (but it didn't ask me for 2fa) and in settings the option is disabled for 2fa. Repeated the enable process three times but still goes back to disable



Maestro

5:42:42 PM

Jesús Suárez

Jesús Suárez: Doubt, since an hour ago I moved my funds fro...

You just have to wait



Jesús Suárez

5:43:25 PM

Maestro

You just have to wait

Thanks □

Javier joined the group



Omar Khan

Maestro

I'm sorry but I'm not a dev and I can't give an accurate answer
Btc came through.

5:43:57 PM

JA

Javier

5:43:58 PM

Hello, I'm trying to reset my 2FA, but its asking for a document
ID... but i never set one when I opened my account



Marta

edited 5:44:14 PM

Omar Khan

Just enabled my 2FA on the bitgrail website. Saved it. G...
Send me your name and last name in pvt

EM

Emanuele

5:44:44 PM

How much time gets a wallet maintenance?



Maestro

5:44:58 PM

Omar Khan
Btc came through.

Good



Paul Alexander

5:45:09 PM

Just a shoutout to the bitgrail team. You guys are on it! been
watching this channel for days and I've been impressed. Thank
you!



Lee S

5:45:46 PM

Jamil Bhuya

Has anyone had problems turning on 2fa in bitgrail? I've sub...
I've been having issues since Saturday. No response from support
or admins regarding issue or update.

JA **Javier** 5:46:23 PM
I had a similar issue. You might not be clicking "Save" after you enter the code

Pump Maniac joined the group

Igor Vicentini joined the group

 **Lee S** 5:47:17 PM
I'm still getting 'wrong 2fa token' when hitting save

JA **Javier** 5:47:24 PM
I'm trying to reset my 2FA but its asking for a Document ID even though I never sent one when I opened my account

PM **Pump Maniac** 5:47:33 PM
Anyone having issues with getting verified? Everytime I upload my documents (which are only png or jpg files), I receive the message: "All files required. Allowed documents: jpg, png"

More people having that problem? 5:47:37 PM

JA **Javier** 5:48:04 PM
Are you typing in the correct number from your google authenticator app?

 **Maestro** 5:48:16 PM
Pump Maniac
Anyone having issues with getting verified? Everytime I uplo...
Try jpg files only and less than 1mb

 **Lee S** 5:48:41 PM
the app will save the token - no issues onthe phone side it's on the computer side that is returning the error

Pump Maniac

- PM **Maestro** 5:48:54 PM
Try jpg files only and less than 1mb
- Allright thanks
- ST **Stef Telford** 5:49:14 PM
Maestro the web devs really need to update that error message.
It's hella misleading
- DJ **Daniel Jorda** 5:49:51 PM
Hi admin, any ETA for CFT deposits?
- PM **Pump Maniac** 5:50:12 PM
Maestro
Try jpg files only and less than 1mb
Less than 1mb per document or total?
-  **Maestro** 5:50:18 PM
Daniel Jorda
Hi admin, any ETA for CFT deposits?
No, sorry
- DJ **Daniel Jorda** 5:50:30 PM
Ok thanks
-  **Maestro** 5:50:32 PM
Pump Maniac
Less than 1mb per document or total?
Each
- JA **Javier** 5:50:47 PM
Hello admin, how can I reset my 2FA when I never uploaded a document id when I opened my account?
-  **María José** 5:52:10 PM
Nobody responds in support?



Lilian

I have a negative eth balance after deleting an order. Should i just ignore It?

5:52:27 PM

Marcello joined the group

PM

Pump Maniac

5:53:19 PM

Maestro

Each

Thanks, worked



Maestro

5:53:48 PM

Lilian

I have a negative eth balance after deleting an order. Should i...

I wrote to you in private



Jesus Romero

5:54:06 PM

RighBtc XRB 40\$. Bitgrail 27\$. What happen?. Pump Pump Pump
XRB Go...xD



Omar Khan

5:56:27 PM

Marta

Send me your name and last name in pvt

Sent the required/requested items on website



Marta

5:57:05 PM

Omar Khan

Sent the required/requested items on website

□

Ben Addington joined the group

BA

Ben Addington

6:05:26 PM

Hey, I am trying to do my verification, i put all the files in but it keeps giving me this:

Paulo Sergio Soares joined the group

- ST **Stef Telford** 6:06:07 PM
Ben try with jpegs under 500k each
- BA **Ben Addington** 6:06:17 PM
Sure thing, going to try that now!
- ST **Stef Telford** 6:06:18 PM
that's what worked for me. The error message is "wrong"
-  **David N** 6:07:00 PM
what is the normal pending time for LITC withdrawals?
-  **María José** 6:07:36 PM
Nobody responds in support?
- 10 **10743** 6:08:25 PM
Verification is pending for 1 week
-  **Maestro** 6:08:45 PM
María José
Nobody responds in support?
There is a very long queue, please be patient
- BA **Ben Addington** 6:09:11 PM
The growing pains of having one of the most indemand coins rn
-  **Renann Lima** 6:09:30 PM
Btc deposits working?
-  **Maestro** 6:09:37 PM
Renann Lima
Btc deposits working?
Yes

Denis Gobbi joined the group



Demetri Porter

Cmon guys. Need that XRB to hit \$50

6:09:40 PM

Vote on Binance is almost done

6:09:51 PM



Renann Lima

Maestro

Yes

Ok, i'll a Little longer

6:09:54 PM

ST

Stef Telford

6:09:57 PM

Renann they better be, I got mine last night. It did take a while though



Demetri Porter

Dont fomo, dont Fud!

6:09:59 PM

ST

Stef Telford

6:10:08 PM

Demetri that happens WHEN it hits binance ☐



Maestro

10743

Verification is pending for 1 week

6:10:10 PM

Your documents were probably rejected, please try again



Denis Gobbi

6:10:12 PM

Hi, first time I'm using the exchange. How many confirmations DOGE need to be accredited on Bitgrail?

BA

Ben Addington

6:10:13 PM

XRB is going 100\$ before end of month haha



Renann Lima

Stef Telford

6:10:22 PM

Renann they better be, I got mine last night. It did take a whi...

Ok thanks



Demetri Porter

6:10:31 PM

2 things. It might drop on binance or it will go up

ST

Stef Telford

6:10:45 PM

Ben if it does, I can retire so.. here's hoping



Demetri Porter

6:10:53 PM

As it happened with some alt coins before

BA

Ben Addington

6:10:55 PM

Whats the fun in retiring...

ROBERTO GIOVANONI joined the group

RG

ROBERTO GIOVANONI

6:11:03 PM

Hello I made a deposit in the BITGRAIL of 0.05 btc that is equivalent to 20 raiblocks but the system says that my balance of btc is insufficient.
someone help me please!



Demetri Porter

6:11:03 PM

I believe in XRB!!!!

ST

Stef Telford

6:11:05 PM

Demetri well, 3 things, it may also do nothing

Ben when you do it in Bali.. lots □

6:11:16 PM



Demetri Porter

6:11:28 PM

Stef Telford

Demetri well, 3 things, it may also do nothing

True ;)

Stef Telford

6:11:59 PM

Demetri well, 3 things, it may also do nothing

I am counting on volume from binance. It has to create a positive
trand, at least short term

BA **Ben Addington** 6:12:04 PM
Stef, whats your XRB address, that worked gonna give ya a tip

 **Demetri Porter** 6:12:09 PM

Stef Telford
Ben when you do it in Bali.. lots ☐
*trend

ST **Stef Telford** 6:12:12 PM
María José what's the problem you are having ? sorry, I forgot ☐

Ben it's all good.. jst pass it on to the next homeless person you see ☐ 6:12:27 PM

(\$\$ not xrb I mean) 6:12:35 PM

BA **Ben Addington** 6:12:46 PM
Sure thing.

 **S.K SINGH** 6:12:51 PM
2fa code is not working

Your request has been rejected. 6:12:52 PM

we can't see the expiration date of the document

BitGrail Staff

 **Demetri Porter** 6:12:52 PM

Stef Telford
Ben it's all good.. jst pass it on to the next homeless person y...
Whats your plan with XRB?

Nam Chung joined the group



S.K SINGH

witch document send

6:13:16 PM

ST

Stef Telford

Demetri honestly, I have a "cash out" price for like 90% of my
xb. If it hits there, I am good. I got in at \$4 so.. yeah

6:13:16 PM



S.K SINGH

for 2fa reset

6:13:24 PM

BA

Ben Addington

I got in at 17 then again at 25 dollars

6:13:33 PM



Demetri Porter

Stef Telford

Demetri honestly, I have a "cash out" price for like 90% of m...
Damn, you are golden in this case.

6:13:49 PM

BA

Ben Addington

Stef out here gonna be buying a lambo..

6:13:49 PM

ST

Stef Telford

Ben that's not a bad price. kudos Sir/Madam

6:13:51 PM

I wish. I have a Wife and 3 kids. No lambo's for me .. jst lots and
lots of college eduction bills

6:14:17 PM



Demetri Porter

6:14:28 PM

Stef Telford

Demetri honestly, I have a "cash out" price for like 90% of m...

I jumped in on \$12, \$18, \$24. Cashed out on 33. Bought back on
28

Now just waiting ,)

6:14:37 PM

- ST **Stef Telford** 6:14:37 PM
Demetri very nice!!
- I can't stand the pressure of day-trading □ 6:14:45 PM
- BA **Ben Addington** 6:14:54 PM
Dang if I could have got in at 4 dollars I would have had well into the 5 digits of XRB
- ST **Stef Telford** 6:15:08 PM
María José you may have to type in your problem, not cut and paste a pic
-  **Demetri Porter** 6:15:08 PM
I know. Sometimes you gain a lot by daily trading
- Ryan Sturm** joined the group
-  **Dingo Yabuki → BLFC** 6:15:23 PM
Just made a BTC transaction from Mercatox to Bitgrail. I hope it goes through soon
- BA **Ben Addington** 6:15:26 PM
What is the avg turn around on the verification?
-  **Dingo Yabuki → BLFC** 6:15:29 PM
I can't wait to leave that shitty site
-  **Demetri Porter** 6:15:29 PM
If you have time and patience!
- ST **Stef Telford** 6:15:31 PM
Ben I said I was early, not smart .. I only got 4 digits of amount
□
-  **Adnan** 6:15:47 PM
When will Binance announce the "winner"?



Demetri Porter
I still think XRB will hit \$50

6:15:51 PM



Dingo Yabuki → BLFC
Jan 5

6:15:55 PM

BA

Ben Addington
5th

6:15:56 PM



Demetri Porter
Adnan
When will Binance announce the "winner"?
Tomorrow

6:16:00 PM

ST

Stef Telford
Ben I have been waiting for verification for 24 hours at least..
more if you count the days stuck at that image thing

6:16:02 PM

Raj Kumar joined the group

ST

Stef Telford
Demetri I think you are correct Sir/Madam, but I also think it will
go higher.

6:16:19 PM

BA

Ben Addington
Ahhh! I mean im not to worried tbh, ive been slowly moving it
into my XRB wallet

6:16:28 PM

ST

Stef Telford
Ben

6:16:49 PM

BA

Ben Addington
This is hopefully going to buy my mom a house in portugal, so im
hoping that it goes welll..

6:17:13 PM

Either way im happy with the profits

6:17:20 PM

- BB **Benny From The Bronx** 6:17:27 PM
We need to get raiblocks to 100\$
- MA **Mark** 6:17:32 PM
So I've made previous ETH deposits to BitGrail, so I have the deposits address. What will happen if I send ETH to it while it's under maintenance?
- BB **Benny From The Bronx** 6:17:49 PM
Then the dumb money will come
- L. Nerys joined the group
- ST **Stef Telford** 6:18:03 PM
Ben a caring son!! now I almost want to donate xrp to you good luck in your investments, and stay safe/sane ☺
- BA **Ben Addington** 6:18:07 PM
100\$ is So easy, I think with how good the tech is, it could honestly go ETH prices.
-  **L. Nerys** 6:18:19 PM
"what if price falls to 2k?"
- lol 6:18:21 PM
- RG **ROBERTO GIOVANONI** 6:18:30 PM
Hello I made a deposit in the BITGRAIL of 0.05 btc that is equivalent to 20 raiblocks but the system says that my balance of btc is insufficient.
someone help me please
- ST **Stef Telford** 6:18:50 PM
@Mark it will be processed when out of maintenance .. there won't be any processing done whilst it's "down" I would hope that would be insane if anyone did that 6:18:57 PM

- BA **Ben Addington** 6:18:59 PM
Has it gone through all conformations? And did you make sure the TX fee was less than what you were sending.
- As BTC TX fees right now a just dumb. 6:19:18 PM
-  **Denis Gobbi** 6:19:39 PM
I'm stuck at 2/6 confirmations with my DOGE accredit on Bitgrail. Dogechain sais 22 confirmations in the meantime. WTF
- LS **Leandro Silva** 6:19:54 PM
I AM THE SAME ROBERTO PROBLEM
- BA **Ben Addington** 6:20:03 PM
Give it time, if its showing in your wallet as pending.
- Its defo going in. 6:20:09 PM
-  **Denis Gobbi** 6:20:22 PM
I hope so, it's just so slow ;_;
- ST **Stef Telford** 6:20:32 PM
yeah.. btc is not winning any speed awards at this point. which is why I love xrb ☐
- stellar/xlm is pretty nice as well fwiw 6:20:42 PM
- BA **Ben Addington** 6:20:58 PM
Me to Stef, ive been running lots of transfer tests and its just mind blowing, its almost faster than paypal.
-  **Naurimar** 6:21:06 PM
deposit btc is active?
-  **Denis Gobbi** 6:21:16 PM
I think xrb is the best out there speaking of potential, about scalability and cost per transaction

FB **Fields Barnett** 6:21:20 PM
How long should I expect to wait before my support ticket is answered? I submitted it last year...

ST **Stef Telford** 6:21:21 PM
btc slowness at depositing or withdrawing is not the exchanges fault. You know btc can do like 3 transactions per second WORLD wide .. right ?

 **DotMan** 6:21:26 PM
Stef Telford
Demetri honestly, I have a "cash out" price for like 90% of m...
i got in at 14 instead of 9 because i forgot then to my shock the price went to the moon

ST **Stef Telford** 6:21:48 PM
@Fields I see what you did there

MA **Mark** 6:21:55 PM
Stef Telford
@Mark it will be processed when out of maintenance .. there ...
Yeah I'm not planning to lol, I was just wondering really.

Richie W joined the group

 **Maestro** 6:22:32 PM
Use english

ST **Stef Telford** 6:22:34 PM
DotMan yeah.. I also bought in when I saw the tech, but I was also in shock ☐

V joined the group

 **V** 6:22:58 PM

Hello, anyone knows when will ETH deposits be available again?
I've been waiting for a whole day for my deposits to arrive -.-



Maestro

v

Hello, anyone knows when will ETH deposits be available agai...
No eta, sorry



Rafael

Stef Telford

btc slowness at depositing or withdrawing is not the exchange...
Transactions last 24h: 449,670 <— 5 transactions/second is more
accurate :)

ST

Stef Telford

6:23:19 PM

V as a great movie once said "don't rush a miracle, or you get a
crapp miracle" ☐

@Rafael that's still ouchie ☐

6:23:59 PM

ZI

Zigi

6:24:36 PM

I send yesterday xrb and this not receive. Help



Rafael

true would be better with more segwit adoption, but yeah xrb
could do much better

JS

Jason S

6:24:51 PM

They have 145k unconfirmed transactions

Btc is a dinasour, hopefully something helps it.

6:25:01 PM

6:25:14 PM



DotMan

Stef Telford

V as a great movie once said "don't rush a miracle, or you get...
Oh i miss that movie now

6:25:46 PM

- ST **Stef Telford** 6:26:15 PM
@Dotman it's an awesome movie ☺ but yeah, I know that the devs are working as fast as they can to get it back up. You are not alone Sir/Madam ☺
- JS **Jason S** 6:26:31 PM
Honestly, if it wasn't for LTC and ETHER. we'd all be pissed
- As btc keeps taking hours. If those coins weren't being used so much to transfer.. :(we'd be looking at days 6:26:56 PM
-  **V** 6:27:04 PM
Ty for the fast answer! I'll keep waiting ^^
-  **L. Nerys** 6:27:08 PM
- Jason S**
Btc is a dinasour, hopefully something helps it.
It for sure have shown us the way, but isn't strong enough to walk the walk.
-  **Maestro** 6:27:29 PM
- Naurimar**
deposit btc is active?
Yes
- ST **Stef Telford** 6:28:11 PM
If btc was judged by its speed alone, no one would use it. It really is becoming just a 'store of wealth' .. at least I think anyway
-  **DotMan** 6:29:25 PM
- Stef Telford**
If btc was judged by its speed alone, no one would use it. It r...
Btc is like the mona lisa
- DA **David** 6:29:34 PM
Good job bitgrail!

- BA **Ben Addington** 6:29:41 PM
What old and boring?
-  **Rafael** 6:30:43 PM
for now btc is mostly a store of value yes, with the lightning network it will help the speed a lot though and increase its worth as a transactional medium
- ST **Stef Telford** 6:31:08 PM
@Rafael do you think LN will give XRB cause for concern ?
honestly asked btw
- JS **Jason S** 6:31:09 PM
Won't the lightening network. Kill all miners income?
- MG **Marcos Gallo** 6:31:17 PM
Hello, a bitgrail has returned to normal ??
Is Raiblocks normal?
- JU **Justin** 6:31:18 PM
V
Hello, anyone knows when will ETH deposits be available agai...
I've been waiting 23 days
-  **Maestro** 6:31:22 PM
No pics or stickers please
- JS **Jason S** 6:31:31 PM
I was gonna buy 20 of the ant r9 miners at about \$2500 each
-  **Maestro** 6:31:35 PM
Marcos Gallo
Hello, a bitgrail has returned to normal ?? Is Raiblocks normal?
Read the pinned message
- Stef Telford**

ST @justin it should not be that long.. that's .. wow 6:31:42 PM

BA **Ben Addington** 6:31:44 PM
Who are the mods/owners of this telegram?

Marco joined the group

 **Rafael** 6:31:56 PM
Stef Telford

@Rafael do you think LN will give XRB cause for concern ? ho...
Not for a while I think, LN still has fees while XRB has none

JS **Jason S** 6:32:03 PM
Then I heard about that lightening network. seems like I'd be screwed. As fees paid would be dropped. in half likely

ST **Stef Telford** 6:32:06 PM
@justin do you have a eth tx id ? I can look it up on ethplorer

JU **Justin** 6:32:14 PM
Stef Telford
@justin it should not be that long.. that's .. wow
tell me about it...I was trying to buy \$2 XRB

ST **Stef Telford** 6:32:29 PM
Rafael aaahh.. probably with regards to not wanting to upset the miners ☐

 **Maestro** 6:32:34 PM
No caps lock

No pics 6:32:47 PM

JS **Jason S** 6:32:51 PM
No screen shots here.

- RK **Raj Kumar** 6:33:01 PM
what documentation is send for reset 2fa
- JS **Jason S** 6:33:02 PM
That said, what you using for 2fa
- ST **Stef Telford** 6:33:09 PM
@Justin .. in at \$2.. that would have doubled mine. yikes. That would be awesome ☺
- JS **Jason S** 6:33:14 PM
I use the app. You have like 10 seconds to put it in
- MG **Marcos Gallo** 6:33:34 PM
Hello, a bitgrail has returned to normal ??
Is Raiblocks normal?
- JS **Jason S** 6:33:37 PM
xbt going to \$10 by mid year
- It's being pumped by whale 6:33:44 PM
- Carmelo Campos** joined the group
- JS **Jason S** 6:33:57 PM
xrp i mean
-  **Carmelo Campos** 6:33:59 PM
Hello, I have come to report my problem, when I try to trade xrb / btc, I get an error saying that I do not have XRB, which if I have, yesterday I made a deposit of 10 xrb to my wallet, and I have them
- MG **Marcos Gallo** 6:34:26 PM
Hello, a bitgrail has returned to normal ??
Is Raiblocks normal?

- ST **Stef Telford** 6:34:30 PM
@Jason I think by whales you mean coinbase listing it eventually but.. yeah.. \$5 I can see.. \$10 maybe hard
-  **Marco** 6:34:46 PM
...
-  **Maestro** 6:34:47 PM
Marcos Gallo
Hello, a bitgrail has returned to normal ?? Is Raiblocks normal?
Don't spam, read the pinned message
- BA **Ben Addington** 6:35:05 PM
This is just me, but I think at 10 dollars per XRP would make it grossly overvalued.
- JS **Jason S** 6:35:26 PM
Perhaps it would appear that way
-  **Carmelo Campos** 6:35:33 PM
Carmelo Campos
Hello, I have come to report my problem, when I try to trade ...
Help me
- JS **Jason S** 6:35:57 PM
But we are in the beginning here. You might think were all late to the party, Truth is. were still at the ground floor
- MG **Marcos Gallo** 6:36:20 PM
Maestro
Don't spam, read the pinned message
My telegram does not show a fixed message.
-  **Maestro** 6:36:32 PM
Marcos Gallo
My telegram does not show a fixed message.

Xrb node fully restored.
Eth deposit is under maintenance for some updates and we are also working on the node so withdrawals may take a while.
Ltc works normally.
Other alt-coins with issues will follow after the above situations.
Btc is fine.
No ETA.

YOUR FUNDS ARE SAFE

Thank you

Any messages related to this issues will be deleted from the chat

STef Telford 6:36:45 PM
Maestro fwiw, I can confirm that @jason has an eth transaction pending for 22 days .. is there someone who is 'on point' for checking the wallets ?

JS Jason S 6:37:03 PM
It's getting pumped to pass btc. it will pass it. mark my words and when it does it will just keep steam rolling

ZI **Zigi** 6:37:15 PM
Zigi:
I send yesterday xrb and this not receive. Help

ST **Stef Telford** 6:37:33 PM
Maestro @justin rather.. duh

@Jason if it does get past bitcoin, you have to start wearing your tinfoil hat and asking "why ?" .. 6:38:07 PM

Ben Addington At \$10 per XRP that would make it have a market value of \$387,391,448,470 and I think that the tech is great but you can't

think that is worth that much.



Maestro

6:38:24 PM

Zigi

Zigi: I send yesterday xrb and this not receive. Help
Does it show invalid address?

No pics please

6:38:40 PM



Carmelo Campos

6:38:54 PM

Maestro

No pics please

ST

Stef Telford

6:39:04 PM

xrp being centralized is a _huge_ problem for me



Maestro

6:39:05 PM

Carmelo Campos

Help me

Check your xrb balance



Carmelo Campos

6:39:18 PM

Carmelo Campos

Help me

I already have days with this problem, any admin to help me?

ZI

Zigi

6:40:02 PM

Maestro

Does it show invalid address?

No. I did 5 transaction to address of raiwallet. 3 did great 2 no



Carmelo Campos

6:40:10 PM

Sorry, we do not have to take photos

Maestro

6:40:23 PM

Check your xrb balance
XRB raiblocks 10.23197841 XRB No reserved amount No pending deposit



Maestro

6:40:28 PM

Carmelo Campos

Sorry, we do not have to take photos

Send in private

Zigi

6:42:16 PM

No. I did 5 transaction to address of raiwallet. 3 did great 2 no
You should open a ticket

Rune Kippervik joined the group

Pedro Chiucchi joined the group

ZW

Zach Whitfield

6:43:11 PM

Well, I have officially taken all my assets off bitgrail

SV

Sven

6:43:31 PM

Stef Telford

xrp being centralized is a _huge_ problem for me

Centralized?

ST

Stef Telford

6:43:51 PM

@Sven one company controls it



kaneki

6:44:01 PM

Stef Telford

xrp being centralized is a _huge_ problem for me

Xrb is not xrp

ZW

Zach Whitfield

6:44:18 PM

Let's not get pedantic tron

- SV **Sven kaneki** 6:44:28 PM
Xrb is not xrp
Oh yes true
- ST **Stef Telford** 6:44:28 PM
@tron I know, me and @ben were talking about xrp not xrb
- ZW **Zach Whitfield** 6:44:33 PM
Nm
- Misread that 6:44:36 PM
- 27 **27337** 6:44:47 PM
Reset my 2fa
- ST **Stef Telford** 6:44:50 PM
@zach I have done that like a hundred times ☺
- no worries 6:44:55 PM
- 27 **27337** 6:45:12 PM
How long until 2fa reset is reviewed and allows me to change it/update it?
- Anyone have this issue? 6:45:24 PM
-  **Marta** 6:45:37 PM
27337
How long until 2fa reset is reviewed and allows me to change ...
what's your name
- and last name? 6:45:39 PM
- send me the in pvt 6:45:43 PM
-  **Rune Kippervik** 6:46:04 PM

Hello. I generated a Bitgrail BTC deposit address that I deposited to. Just after making the transfers the deposit address disappeared from my account. Transfers went through from supported wallets, but funds never showed up. Is it possible to relink my account with the address your system gave me? It's been a week already, but no word in regards to my support ticket. Help!



Marta

6:46:17 PM

I rejected or approved all of them

27

27337

6:46:28 PM

Marta

and last name?

Probably not something I should share on here is it?



Marta

6:46:47 PM

27337

Probably not something I should share on here is it?

Yes, indeed I told you to give me them in pvt

27

27337

6:48:02 PM

Ok done



Marta

6:48:20 PM

27337

Ok done

Done what?

27

27337

6:48:36 PM

Sent u my name

HA

Hans

6:48:38 PM

Hi Marta, can I get some support on my ticket for deposit issue?
It's not been answered and the amount is not small.



Marta

27337

Sent u my name
you didn't

wait, I send you a pm

6:48:45 PM

6:48:50 PM



DotMan

Jason S

It's getting pumped to pass btc. it will pass it. mark my words...
Hold your btc and dont trade it with xrp i have a bad feeling with
banks involved

6:48:54 PM

JM

J Mafolio

6:49:00 PM

I submitted a ticket 9 days ago but still no answer, my LTC-XRB
transaction is stuck on reserved. Is there anything I can do my
end to fix this?

JS

Jason S

6:49:46 PM

DotMan

Hold your btc and dont trade it with xrp i have a bad feeling ...

I don't have a single penny in xrp

lol. I refuse to make money off it.

6:50:03 PM

I was looking at it at .20 and said nope, doesn't matter if it 20x. 6:50:44 PM
There's other ways to make money, not gonna help pump it.

LS

Leandro Silva

6:50:57 PM

Anyone who has difficulty buying xrb, can call me privately ...



Maestro

J Mafolio

I submitted a ticket 9 days ago but still no answer, my LTC-X...

6:51:48 PM

No sorry for this delay, we have a lot of backlog to process

CA **Cast Away** 6:51:48 PM
Hey admins even though I haven't done any withdrawals it says that I reached my daily limit. I just tried to withdraw some btc which was unsuccessful because of account verification issue. Can you help me please?



DotMan

6:52:27 PM

Jason S

lol. I refuse to make money off it.
Haha i have some but not enough for a lambo

Hiep Nguyen joined the group

CT **Clayton Thomas** 6:52:58 PM
trading an LTC for 8.7 XRB..

RY **Ryan** 6:53:28 PM
To those with lost funds (deposited and never received). There are lots of reports of people receiving funds that didn't belong to them (Twitter, Reddit, telegram). Hopefully the admins will make it right, but they seem to be swamped in support tickets.

HA **Hans** 6:54:36 PM
Ryan
To those with lost funds (deposited and never received). Ther...
Is this telegram channel for getting support too?

O 6:54:45 PM

I'm in that situation... on the sender side :(6:55:04 PM



Maestro

6:55:08 PM

Don't share external links

Ryan

- RY Not really, more of a place to receive updates on system problems it seems 6:55:11 PM
- MA **Mohammed Ahmed** 6:55:49 PM
Hello I have big problem in bitgrail
Please any admin talk to me
- CA **Cast Away** 6:57:19 PM
Hey admin how long does it take for you to verify accounts?
-  **Maestro** 6:57:31 PM
Mohammed Ahmed
Hello I have big problem in bitgrail Please any admin talk to me
What's your problem?
- Cast Away** 6:57:40 PM
Hey admin how long does it take for you to verify accounts?
Up to 1 week
- CA **Cast Away** 6:58:57 PM
Cast Away
Hey admins even though I haven't done any withdrawals it sa...
Can you answer that question admin?
-  **arvish** 7:00:33 PM
xb to 1k leggo
- BA **Ben Addington** 7:00:36 PM
Is the 24 hour daily limit meaning that at 12 AM it resets?
-  **Elia admin** 7:00:50 PM
Ben Addington
Is the 24 hour daily limit meaning that at 12 AM it resets?
24h from last transaction



Admin— thank you so much for the new feature to edit an incorrect withdrawal address. I wish someone would have at least answered my ticket that has been open since 12/23, but my issue is now resolved. Is there a way that i can close my ticket to remove it from your queue?

7:00:53 PM

BA

Ben Addington
Ahh ok, will set my alarms then.

7:01:00 PM

CA

Cast Away
Admin I haven't done any withdrawals and it says I have reached my daily limit?

7:01:54 PM

Can u enlighten me plz

7:01:59 PM



Elia admin

RP22
Admin— thank you so much for the new feature to edit an inc...
Not yet

7:02:17 PM

HA

Hans
Can any admin kindly pvt chat me if you can help with a deposit mistake I've made? I need to describe the issue privately. Thx

7:02:28 PM

CA

Cast Away
I just did some unsuccessful withdrawal tries

7:02:29 PM



Elia admin

Hans
Can any admin kindly pvt chat me if you can help with a depo...
Pm me

7:02:58 PM

JS

Jason S
24 hour limit, You can figure it out, based on all withdrawns converted to btc value.

7:05:25 PM

It's fun doing that math at times

7:05:34 PM

I wrote a program to do it for me

7:05:45 PM

Lee Bôn joined the group



Ricardo Wojack

I GOT MY XRB BACK!!!!

7:07:03 PM

All aboard the RaiWagon.

7:07:15 PM

JS

Jason S

Nano wagon you mean

7:07:24 PM

Dadi Nano Wagon

7:07:33 PM

Dadi Nano NanoWallet Wagon

7:07:49 PM



V

Justin

I've been waiting 23 days

Odd, I got to deposit ETH a couple of days ago :O

7:08:50 PM

Adam Nash joined the group

JU

Justin

7:09:42 PM

V

Odd, I got to deposit ETH a couple of days ago :O

good for you. If you'd like to make a generous donation of ETH
to me so I can feel OK I would appreciate it



Hugo

7:09:45 PM

I sent verification docs 2 weeks ago, heard nothing so assume
they were not correct. For proof of residence is a bank statement
OK but with the transaction amounts, acct number and vendors
blacked out (so just address, date and bank logo)?

AN

Adam Nash

7:11:39 PM

Has anybody else had problems with btc deposits? I've had mine go completely missing. Admin, please advise?

Eric Douglas joined the group

MK

Moses Kishk

7:12:18 PM

My account has been terminated and I have no access to my funds. I have brought this issue to the attention of the admins several times and the situation has not been resolved. I need access to my funds!!!



Rafael Rosales

7:13:14 PM

Admins



Elia admin

7:13:25 PM

Adam Nash

Has anybody else had problems with btc deposits? I've had mi...

Just wait



Rafael Rosales

7:13:27 PM

Could you help me fix an Invalid Adress Withdrawal?



Elia admin

7:13:35 PM

Avoid caps lock



Jean-Francois Simard

7:13:38 PM

Just sent 50 XRB, click on transaction id, invalid block



Horizon Airways

7:13:48 PM

@Elle5

May i talk prv plz?



Jean-Francois Simard

7:14:09 PM

Ok, invalid blocks are back guys.

Adam Nash

AN **Elia** 7:14:09 PM
Just wait

It's been over 15hours now.

 **Elia admin** 7:14:34 PM
Adam Nash

It's been over 15hours now.

If the problem persist, open a ticket after 24h

MK **Moses Kishk** 7:15:10 PM
I cannot log in, not open a ticket! Please give me a solution

AN **Adam Nash** 7:15:13 PM
Elia

If the problem persist, open a ticket after 24h

Will do, surely this isn't normal though?

 **Elia admin** 7:15:33 PM
Adam Nash

Will do, surely this isn't normal though?

For now just wait

After 24h do it 7:15:37 PM

Lars joined the group

 **Elia admin** 7:15:45 PM
Maybe it's just a delay

AN **Adam Nash** 7:16:09 PM
Elia

For now just wait

Ok cheers, why not. That said there is nothing pending etc in the history.

Dre

DR **Jean-Francois Simard** 7:16:09 PM
Ok, invalid blocks are back guys.

Got the same. Maybe it will go through though!

Had it happen before and eventually go through 7:16:45 PM

MK **Moses Kishk** 7:16:46 PM
Are you going to address my issue? I asked thebomber to terminate my account. He did. According to the terms and conditions the funds are supposed to be returned to me. They have not been

 **Jim Cummins** 7:17:20 PM
How long ago?

 **Horizon Airways** 7:17:27 PM
Elia
Maybe it's just a delay
But ido face same problems especially ETH withdrawal problems for more than 48 hrs..so whats happened..any site upgrades?!

NP **Nick Parolini** 7:17:40 PM
#Maestro (tg://search_hashtag?hashtag=Maestro) I see the node is fixed, but my withdrawal shows completed but invalid address and the amount is no longer in my BitGrail wallet

 **Elia admin** 7:17:46 PM
Horizon Airways
But ido face same problems especially ETH withdrawal proble...
For eth read pinned

DR **Dre** 7:18:03 PM
Thankfully I just tested 1 xrb to be safe!

 **Elia admin** 7:18:25 PM
Moses Kishk
Are you going to address my issue? I asked thebomber to ter...

You have to wait. We know your case.



Rafael Rosales

Invalid blocks again :/

7:19:07 PM



Horizon Airways

Elia

For eth read pinned

I did already but its not diposit its withdrawal.!

7:19:09 PM



Elia admin

Horizon Airways

I did already but its not diposit its withdrawal.!

Read better the pinned message

7:19:21 PM

MK

Moses Kishk

Elia

You have to wait. We know your case.

So you are holding on to my funds for an indefinite amount of time? 1. Will my funds be returned and 2. How long?

7:19:36 PM



Elia admin

Moses Kishk

So you are holding on to my funds for an indefinite amount of...

Admins already answered to you

7:19:49 PM

JM

Jim M

Hi there. Trying to withdraw a chunk to wallet but In history I click the details ledger and it comes up 'INVALID BLOCK'..? It's not showing in my wallet either...

7:20:06 PM

NP

Nick Parolini

Jim M

Hi there. Trying to withdraw a chunk to wallet but In history I...

Same here

7:20:42 PM

Marcos Kichel invited Thiago Medeiros Bonetti



Elia admin

7:20:48 PM

I'm reporting the issue

MK

Moses Kishk

7:21:41 PM

Elia

Admins already answered to you

Ok. Thank you for the reassurance

Thekillerss joined the group

CH

Chris

7:22:16 PM

Jim M

Hi there. Trying to withdraw a chunk to wallet but In history I...

same. get a Completed Status but it says invalid block

VA

Valentino

7:22:27 PM

XRB will moon with this

TB

Thiago Medeiros Bonetti

7:22:34 PM

Hi. I did nota receive the verification e-mail. Is there any problem
with new accounts?



Elia admin

7:22:38 PM

Avoid external links

TB

Thiago Medeiros Bonetti

7:22:40 PM

Not*



Elia admin

7:22:52 PM

Thiago Medeiros Bonetti

Hi. I did nota receive the verification e-mail. Is there any prob...

Check spam and antispam filters

- VA **Valentino** Sorry! 7:23:07 PM
-  **Horizon Airways** **Elia** Read better the pinned message
Excuse me ,Withdraw delaying or taking a while..that means for days?! Thats really asking to cancel that order and keep them n my account! 7:23:18 PM
- VA **Valentino** Mark Zuckerberg wants to integrate cryptocurrencies into facebook @ 2018! 7:23:25 PM
- he posted that 2h ago! 7:23:29 PM
- better buy XRB cheap while you can 7:23:48 PM
-  **Hugo** Elia/anyone can you answer what is acceptable as proof of residence for verification? What are the requirements? Is it OK if I upload a bank/IRS statement but with some details like soc. security or € amounts blacked out? 7:23:59 PM
-  **Horizon Airways** I wud better to cancel that order instead of holding a process for daysm.thats weird!! 7:24:00 PM
- ELL** joined the group
- JM **Jim M** Thanks for sorting. □ 7:24:33 PM
-  **Elia** admin **Hugo** Elia/anyone can you answer what is acceptable as proof of re... 7:24:33 PM

Proof of residence: utility bills or bank account statements under your name

J K joined the group



J K

7:25:29 PM

Coincidentally transferred from ETH from a trading wallet without smart contract support to bitgrail

few days ago

7:25:38 PM

EL

ELL

7:25:43 PM

Is the bomber about please?

JU

Justin

7:25:55 PM

J K

few days ago

Same...23 days ago



Hugo

7:26:16 PM

Thanks. So it's fine you see my name, date, address but some other details (like pin transactions etc) are blacked out for privacy?

EL

ELL

7:26:28 PM

RaiBlocks core team sent me here said you can help

Thanks

7:26:31 PM

Michael Cameron joined the group

BA

Ben Addington

7:29:02 PM

Woo, XRB almost back up to 30 dollars!!



EdoFazlinovic

7:29:15 PM

ELL

RaiBlocks core team sent me here said you can help

If you have any problems, send support ticket. If is not solved after 1-2 days, please contact admin here. There are many users waiting because there is queue

MC **Michael Cameron** 7:29:27 PM
Does anyone know when ETH deposits will be back online?

 **Elia** admin 7:29:33 PM
Michael Cameron
Does anyone know when ETH deposits will be back online?
No eta

 **EdoFazlinovic** 7:29:40 PM
Michael Cameron
Does anyone know when ETH deposits will be back online?
Don't know. No ETA, thank you

NP **Nick Parolini** 7:29:41 PM
Yes. Please help! I submitted support ticks on 12/31

 **Elia** admin 7:29:47 PM
Nick Parolini
Yes. Please help! I submitted support ticks on 12/31
Just wait

MC **Michael Cameron** 7:29:49 PM
Thank you!

EL **ELL** 7:29:55 PM
EdoFazlinovic
If you have any problems, send support ticket. If is not solved...
I created a ticket on 31st December 2017 still not resolved

DR **Dre** 7:30:07 PM
Invalid block is temp. Mine went through in 5 mins



Elia admin

7:30:10 PM

ELL

I created a ticket on 31st December 2017 still not resolved
Just wait a reply to the ticket

EL

ELL

7:30:25 PM

I am RaiBlocks News And Views over on twitter sent you pm

NP

Nick Parolini

7:30:27 PM

Elia

Just wait

But it says the node has been fixed. My withdrawal says
completed but invalid address



Elia admin

7:30:58 PM

Nick Parolini

But it says the node has been fixed. My withdrawal says comp...

If you submitted a ticket you have just to wait



Jesus*

7:31:16 PM

How much cost xrb in bitgrail?

EL

ELL

7:31:50 PM

Cheap compared to what it will be in 2 weeks

NP

Nick Parolini

7:32:45 PM

Elia

If you submitted a ticket you have just to wait

I don't waiting. I guess the question to ask is are my raiblocks
gone or are they safe? Because they don't show on BitGrail or in
my raiwallet



Elia admin

7:33:41 PM

Nick Parolini

I don't waiting. I guess the question to ask is are my raiblocks...

If it's just an invalid address they are safe

NP

Nick Parolini

7:34:13 PM

Elia

If it's just an invalid address they are safe

Thank you. I feel better now

M Broens joined the group



Horizon Airways

7:34:59 PM

Asking about my ETH withdrawal and it has been too long since i started my order.i am really tired 2 problems in same way and still no response for 2 days!!???.can u please just cancel the process ?!?.please i want to keep them n my account of BirtGrail till the problems totally resolved...
Can Admins help this!?!?

D Sahai joined the group



Horizon Airways

7:35:28 PM

Can the bomber achieve that thjng for me?!!?

MB

M Broens

7:35:45 PM

What is needed to get support from the BitGrail team? No response on my ticket on the exchange, no reaction via Twitter.



Elia admin

7:36:06 PM

M Broens

What is needed to get support from the BitGrail team? No res...
If you already opened a ticket just wait.

MB

M Broens

7:36:23 PM

For how many days?



Elia admin

7:36:41 PM

M Broens

For how many days?
We have a backlog so i can't give you an eta

MB **M Broens** 7:37:52 PM

Damn, the wallet address you provided which should me linked to my account already has been emptied... I will just wait some more days or weeks for a reaction.

DS **D Sahai** 7:38:45 PM

Hi i go to reset my 2fa verification and everytime i go to reset it, it say to upload a pciture and i do but it just keeps reloading the page

 **Ingmar** 7:38:56 PM

My eth withdrawal has been pending for a while, is there any way to cancel it?

JJ **Jj** 7:39:16 PM

my ether withdrawal has been prcrssing for 3 days. this is not good. can u plz help

 **Moshed Tazon** 7:39:28 PM

deposit xrb fine?

 **Paulo Sergio Soares** 7:39:29 PM

Hi guys, What you guys think? that I should wait a little more to low the actual xrb value, or buy already?

 **Elia admin** 7:39:51 PM

Jj
my ether withdrawal has been prcrssing for 3 days. this is not...
Open a ticket

JJ **Jj** 7:40:08 PM

o dod.



Elia admin

7:40:12 PM

Moshed Tazon
deposit xrb fine?

Yes



Moshed Tazon

7:40:31 PM

I have a doubt I generated an address from xrb a moment ago,
can I send less than 10 xrb?

JJ

Jj

7:40:37 PM

Elia
Open a ticket
i did. no respomse for 3 sdays



Elia admin

7:40:57 PM

Jj
i did. no respomse for 3 sdays
You have to wait.

Tarcisio joined the group



Elia admin

7:41:06 PM

Moshed Tazon
I have a doubt I generated an address from xrb a moment ag...
Yes, new minimum is 1 xrb



Horizon Airways

7:42:03 PM

Ingmar
My eth withdrawal has been pending for a while, is there any ...
Im facing the same issue
For how long has been pending now



Moshed Tazon

7:42:17 PM

Elia
Yes, new minimum is 1 xrb

How long are they taking to arrive? thanks for answering



Elia admin

7:42:34 PM

Moshed Tazon

How long are they taking to arrive? thanks for answering

They are fast

Jampang joined the group

Jose Barrios joined the group



Horizon Airways

7:43:27 PM

Elia

Can i cancel my order of Eth withdrawal!!???

A

7:43:33 PM

1 XRB withdrawal pending for 2 days now. Made another 2 XRB withdrawal 6 hours ago, which is also pending. Opened a ticket 7 hours ago. I see many people get fast XRB withdrawals. Is it just me stuck on pending then?

MS

MSS

7:43:45 PM

Any ETA on ETH deposit fix?



Elia admin

7:43:55 PM

MSS

Any ETA on ETH deposit fix?

No eta



Ingmar

7:44:16 PM

@kratonkraton I want to cancel my eth withdrawal, but don 't see the option anywhere?

Paul B joined the group

Gregorst admin



Did you confirm the email?

7:45:06 PM



Toni El Gozzo

A

1 XRB withdrawal pending for 2 days now. Made another 2 XR...

Did you put the correct address?



Moshed Tazon

tnk

7:46:05 PM

DS

D Sahai

7:46:12 PM

Hi when i try to reset my 2fa, i put in all my information and upload a picture then when i click submit, it keeps saying to upload a picture. Help please, thanks



Toni El Gozzo

7:46:46 PM

D Sahai

Hi when i try to reset my 2fa, i put in all my information and u...

Jpg and <2mb

DS

D Sahai

7:46:57 PM

oh ok thanks

m z joined the group

MZ

m z

7:47:24 PM

when will ETH wallet be up?



Elia admin

7:48:15 PM

m z

when will ETH wallet be up?

No eta

JH

Jeremy Howard

7:48:23 PM

No one knows m z.



Ricardo Wojack

7:48:28 PM

Jason S

Dadi Nano Wagon

Do we get free Dadim

MZ

m z

7:48:29 PM

ok thanks



Ricardo Wojack

7:48:30 PM

?

CT

Clayton Thomas

7:48:45 PM

looks like the invalid blocks when withdrawing to another wallet
resolve themselves.. my xrb are now in my wallet



Ricardo Wojack

7:49:49 PM

Is there a merger between dadi and xrb?

Like do we get free crypto or what?

7:50:07 PM

David joined the group

JS

Jason S

7:53:24 PM

rai will be rebranded to nano wallet, nano wallet will be the
currency used with dadi

ST

Stef Telford

7:54:08 PM

dont suppose anyone can look at my level 2 verification ? pretty
please ? □

A

A

7:54:10 PM

@ElGozzo yes I put the correct address. The wallet history shows
both transactions as pending. I have one that was processed 3
days ago only



Toni El Gozzo

7:54:26 PM

A

@ElGozzo yes I put the correct address. The wallet history sh...

Pm me your email

Darrell McCormick joined the group

Mr. Massri joined the group

- DM **Darrell McCormick** 7:56:27 PM
Just bought my first raiblock coins!
-  **Cauê** 7:56:30 PM
guys do u think xby has potential? it's something like a faster xrb
-  **Elia admin** 7:56:34 PM
Stef Telford
dont suppose anyone can look at my level 2 verification ? pret...
There is a queue, just wait
- ST **Stef Telford** 7:56:36 PM
woohoo
- JS **Jason S** 7:56:41 PM
Documents already submitted and approved.
- ST **Stef Telford** 7:56:47 PM
kudos Darrell
- JS **Jason S** 7:56:58 PM
Awesome, To think I was gonna offer \$1000 bribe today to speed it through
-  **DannyB** 7:57:44 PM
Darrell McCormick
Just bought my first raiblock coins!
congrats, you know you need to get 2 more people to invest though otherwise this pyramid scheme is going to collapse

- ST **Stef Telford** 7:58:05 PM
@Dannyb actually, ours is more like a trapazoid
- JP **John Pez** 7:58:35 PM
I'm trying to enable 2fa. When I get the email do I need to click the link on desktop. On mobile it does not seem to enable it. It still says disable on mobile.
- JS **Jason S** 7:58:38 PM
She made all of 0
-  **Toni El Gozzo** 7:59:28 PM
John Pez
I'm trying to enable 2fa. When I get the email do I need to cli...
You need to be already logged in to confirm it
-  **DannyB** 7:59:44 PM
at least it was only \$100
-  **Enry** 8:02:55 PM
6d waiting u.u
- Crypto Trader** joined the group
- CT **Crypto Trader** 8:03:31 PM
Hello all
- VA **Ville Aro** 8:03:59 PM
has all rai blocks node issues been sorted out?
- CT **Crypto Trader** 8:04:11 PM
Exchange working now? Efficient? Looking to transfer btc or eth and get xrb, anyone done it today with advice
-  **Elia admin** 8:04:41 PM
Crypto Trader

Exchange working now? Efficient? Looking to transfer btc or e...

Read pinned message

CT **Crypto Trader** 8:05:38 PM
Elia thank you.

JP **John Pez** 8:05:48 PM
It's still not working after logging in through 2fa email link on mobile.

CT **Crypto Trader** 8:05:56 PM
Exchange rate advice for coming to purchase xrb

CA **Carlos** 8:06:13 PM
I opened a ticket 6 days ago, and til now I didn't get a reply from you. How long does it take to get feedback from you?

 **Elia** admin 8:06:48 PM
Don't talk about other Exchanges, please

 **Ellis Markman** 8:06:50 PM
so my deposit finally went through, but why did the deposit of 1 xrb take nearly 24hrs, when my deposit of 200+ xrb, which was submitted AFTER the deposit of 1, process instantly?

 **Elia** admin 8:07:20 PM
Carlos
I opened a ticket 6 days ago, and til now I didn't get a reply f...
There is a backlog, sorry for the delay, just wait please

Martin Salcher joined the group

MS **Martin Salcher** 8:08:48 PM
2fa Not working the day after register - worked fine yesterday

Nick

NI Iк the pinned message says that XRB node is fully restored, but I tried sending 1 XRB to my wallet to trigger my pending previous withdrawal. It did not trigger and now they are both pending.
Please help admin 8:08:54 PM

CT **Crypto Trader** 8:08:58 PM
I'm asking best way to move over. If cheaper to exchange to Ltc then to xrb site then that advice should be given

 **Elia** admin 8:09:55 PM
Nick
Iк the pinned message says that XRB node is fully restored, b...
For now wait, after 24h open a ticket

MS **Martin Salcher** 8:10:17 PM
Where do i Open a Ticket

Pieter van Gils joined the group

 **Elia** admin 8:10:41 PM
Martin Salcher
Where do i Open a Ticket
Under help->support

Ian joined the group

JA **Jaciell** 8:10:51 PM
Hello,

I've made a LTC deposit to bitgrail 30 min ago but it is still not in my wallet. I've made previous LTC deposits and they were very quick. Is there a problem should I be worried?

MS **Martin Salcher** 8:11:06 PM
No Dropdown under help

NP **Nick Parolini** 8:11:14 PM

Elia

For now wait, after 24h open a ticket

Hi. How can I see the address I transferred my raiblocks to?

MS **Martin Salcher** 8:11:14 PM

Nothing is Happening



Toni El Gozzo

John Pez

It's still not working after logging in through 2fa email link on ...

You need to be logged already before confirming the link



Elia admin

8:11:23 PM

Jaciell

Hello, I've made a LTC deposit to bitgrail 30 min ago but it is ...

Just wait, in case after 24h open a ticket



Ellis Markman

8:11:38 PM

Elia

For now wait, after 24h open a ticket

for whatever reason, sending just 1 xrb takes a long time. If you send, say, 25, it will process it instantly. I did the same thing and my 1 xrb took nearly 24 hrs to deposit.



Hugo

8:12:30 PM

I just tried to resubmit my verifications docs and it says 'docs already submitted'. I know people who sent them later than me (two weeks ago) and were already verified 3 days ago. Then yesterday it was suggested here I should resubmit but that's impossible. What's going on???

JP **John Pez** 8:13:13 PM

Toni El Gozzo

You need to be logged already before confirming the link

Got it. I had to copy and paste the link. Clicking was not working.
Thank you.

MC **Michael Cameron** 8:13:23 PM
Are litecoin transactions delayed at all, is it normal for deposits to take more than 30 mins?

Chris joined the group

Taka Elkins joined the group

 **Mézin** 8:16:13 PM
Michael Cameron
Are litecoin transactions delayed at all, is it normal for deposit...
I've been waiting for 4 days now

CH **Chris** 8:16:13 PM
What is expected wait time if I deposit btc now?

MS **Martin Salcher** 8:16:34 PM
@TheBomber I Need the 2FA for mi Account but it is Not working since today!!!! However loged on yesterday!!!! Also a Support Ticket is Not possible cause the dropdown under help is neither working in Safari nor chrome!!! Also reset of 2FA does Not work cause it asks for Id Number however every possible Field is filled!!!
I Need a Solution for that soon!!!!

Patrick Samples joined the group

 **David** 8:17:03 PM
 **Jaciel**
Hello, I've made a LTC deposit to bitgrail 30 min ago but it is ...
i had to wait 40 minutes last night

 **Stefania** 8:17:39 PM
Martin Salcher

@TheBomber I Need the 2FA for mi Account but it is Not wor...
You have to upload an Id card in order to reset 2fa.



Lilian

8:18:27 PM

Why do I have a negative balance of eth? and why i have to pay
that balance in order to move my funds from your exchange?



Gregorst admin

8:19:03 PM

Lilian

Why do I have a negative balance of eth? and why i have to p...
First learn to read

MS

Martin Salcher

8:19:23 PM

@santistivaletti I did upload a picture of my passport - error
Message before completion

MU

Much

8:19:27 PM

i bet both on xrb and xp to rise before binance vote end. get yojr
f



Stefania

edited 8:19:47 PM

Martin Salcher

@santistivaletti I did upload a picture of my passport - e...
Try to resize it, jpg files <1mb



Lilian

8:20:14 PM

Gregorst

First learn to read

i was told by the other admin "maestro" that i have to pay that
amount of ETH if i want to move my funds.

MS

Martin Salcher

8:20:58 PM

@santistivaletti jpg 179 kb!!!



Lilian

8:21:04 PM

I have now a negative balance of 0.35 eth that i have to pay because they can't redirect deposits



Gregorst admin

8:21:30 PM

I can explain better in pm

Arthur Araújo joined the group

Nam Nguyen joined the group

JA

Jaciel

8:23:35 PM

David

i had to wait 40 minutes last night

Thank you

Elia

8:23:38 PM

Just wait, in case after 24h open a ticket

Thank you



Dekel

8:25:00 PM

Anyone can tell me where i find bitgrail supprot channele?

JA

Jaciel

8:25:14 PM

The thing is that not even pending

Is not even pending*

8:25:33 PM



Elia admin

8:25:46 PM

Dekel

Anyone can tell me where i find bitgrail supprot channele?

What's the problem

Avoid screenshots

8:25:53 PM



Dekel

8:25:54 PM

Please how i find support channel

Sorry for image

8:26:12 PM



Killoware

8:26:16 PM

Hi as i said before, i had a mistake and sent bitcoins to my bcc wallet instead the bct one and i havent recievied anything, I wrote to CoinBase and they told me that: If you sent digital currency from your Coinbase account to an email address by accident, your funds will be returned to you in 30 days if the funds remain unclaimed. If the email address has not already been claimed, you could do so to ensure the funds are returned to you.



Dekel

8:26:32 PM

That was problem in bitgrrial i wanted to show



Killoware

8:26:36 PM

Will i be returned back? Sorry and thanks!!



Elia admin

8:27:08 PM

Bot offline



Denis Gobbi

8:28:00 PM

It will never get there lol

I mean xrp at 10\$

8:28:18 PM



Dekel

8:28:20 PM

Elia do you know from where i can find support channel or i can post here my problem?



Denis Gobbi

8:28:31 PM

In fact I would short ripple now



Elia admin

8:28:35 PM

Dekel

Elia do you know from where i can find support channel or i c...

Ticket under help ->support

**Dekel**

Thats not help lol, two days left

8:28:48 PM

They are super busy

8:29:07 PM

**Singh****Denis Gobbi**

I mean xrp at 10\$

Even \$2 was a joke for a lot of people :)

8:29:20 PM

**Elia admin**

8:30:52 PM

Dekel

Thats not help lol, two days left

If you put an invalid address you can fix it

**Ingmar**

8:31:13 PM

Is it possible to cancel a processing ETH withdrawal?

**Elia admin**

8:31:39 PM

Ingmar

Is it possible to cancel a processing ETH withdrawal?

If you confirmed the email, no

**DotMan**

8:31:48 PM

You guys dont talk binary

**Dekel**

8:32:01 PM

I didnt put wrong one, at beginning its written invalids block, and now invalid address..

And how can i fix it?

**Denis Gobbi**

8:32:03 PM

Singh

Even \$2 was a joke for a lot of people :)

Good luck surpassing btc with total market capitalization hahah



Ingmar

8:32:09 PM

Elia

If you confirmed the email, no

Meh



Denis Gobbi

8:32:11 PM

DA

Dave

8:32:17 PM

Denis Gobbi

Good luck surpassing btc with total market capitalization hahah

Why not ?

The Dude joined the group



Elia admin

8:32:44 PM

Dekel

I didnt put wrong one, at beginning its written invalids block, a...

So wait and in case after 24h open a ticket



Denis Gobbi

8:32:50 PM

Dave

Why not ?

You're just crazy if you think ripple can do that.



Dekel

8:33:26 PM

Yea i open a ticket before 30 hours

□

8:33:33 PM



Hugo

8:33:42 PM

Elia I tried re-submitting my verification docs but can't because it says 'already sent'. So now I've been waiting for verif. two weeks, heard nothing and can't resubmit. How is this possible? I know several people who got verified in the mean time. If the docs weren't good then I should be able to resubmit at least right..

**The Dude**

8:34:07 PM

hi is there a problem currently withdrawing XRB? It seems to freeze and i don't even get the confirmation email stage

**Elia** admin

8:34:15 PM

Dekel

Yea i open a ticket before 30 hours
So just wait

**Dekel**

8:34:17 PM

Yea hugo me too

8:34:22 PM

**Elia** admin

8:34:52 PM

Hugo

Elia I tried re-submitting my verification docs but can't becaus...
Resize them (<1mb) and use all jpg files

**Hugo**

8:37:10 PM

That's not possible Elia because I can't even enter anything.
There's no empty form at 'account verification', just the text 'docs already sent' (which I did 2 weeks ago)

Javi joined the group**Hugo**

8:38:04 PM

Or 'documents already submitted' to be precise

MA

Marton

8:38:06 PM

Elia

Resize them (<1mb) and use all jpg files
can you give me back my etherium? I cannot see it

**Elia** admin

8:38:39 PM

Marton

can you give me back my etherium? I cannot see it
?



Ermec

8:38:48 PM

my BCH processing a long time its ok bitgrail?

MA

Marton

8:38:51 PM

I cannot see on my account

I submitted ticket

8:38:58 PM

4 days passed

edited 8:39:02 PM



Ash

8:39:29 PM

Nice bitgrail verification was fast

2 days only

8:39:32 PM

□ □

8:39:36 PM

TR

Tim Robin

8:39:41 PM

Any word on when eth deposits will be back?



Elia admin

8:39:47 PM

Marton

I submitted ticket

So wait, there is a backlog

Tim Robin

8:39:51 PM

Any word on when eth deposits will be back?

No eta

MA

Marton

edited 8:40:09 PM

but one person was verified in 2 days, this meanshe was put ahead of me



Hugo

8:41:30 PM

Yeah Marton same thing here. Been waiting two weeks, other people verified and I can't re-submit any documents



Killoware

8:41:48 PM

Could anyone help me please?

TR

Tim Robin

8:41:50 PM

Do you know how long eth deposits have been down?



Elia admin

8:41:54 PM

Marton

but one person was verified in 2 days, this meanshe was put ...

Verification is not same of ticket system

Tim Robin

8:42:04 PM

Do you know how long eth deposits have been down?

I answered above

MA

Marton

8:42:44 PM

then can you tell me how many people in front of me in the queue?



Elia admin

8:42:58 PM

Marton

then can you tell me how many people in front of me in the q...

No, we can't

MA

Marton

8:43:05 PM

why not?



Antek

8:43:26 PM

Hi , is there a minimum deposit on xrb?



Enry

8:43:32 PM

xd



EdoFazlinovic

Antek

Hi , is there a minimum deposit on xrb?

1 xrb is minimum.

8:43:43 PM



Antek

8:43:49 PM

EdoFazlinovic

1 xrb is minimum.

Ok thanks



EdoFazlinovic

8:43:56 PM

Antek

Ok thanks

Np, glad to help.



Enry

8:44:05 PM

EdoFazlinovic

1 xrb is minimum.

only for acc 16 dec +++ o,o



Elia admin

8:44:05 PM

Antek

Hi , is there a minimum deposit on xrb?

1 xrb for addresses generated after december 16



EdoFazlinovic

8:44:07 PM

Marton

then can you tell me how many people in front of me in the q...

Alot,



Antek

8:44:24 PM

Elia

1 xrb for addresses generated after december 16

what if it was generated before?

- MA **Marton** 8:44:27 PM
Exact numbers are more useful
-  **Elia** admin 8:44:38 PM
Antek
what if it was generated before?
100
-  **Antek** 8:45:07 PM
Elia
100
wtf
minimum deposit is 100 xrb? 8:45:16 PM
are they sane 8:45:18 PM
-  **Enry** 8:45:25 PM
Elia
1 xrb for addresses generated after december 16
Are the tickets reports advancing ??
-  **EdoFazlinovic** 8:45:27 PM
Antek
are they sane
No, let me explain.
-  **Antek** 8:45:37 PM
will bitgrail lower minimum withdraw ?
- I have 6.5 xrb and I want to move it to the wallet 8:45:57 PM
-  **EdoFazlinovic** 8:46:05 PM
Antek
wtf

If your XRB address is generated before 16th December, minimum withdraw/deposit is 100 XRB. If you generated XRB address after 16th December minimum is 1.



Elia admin

8:46:07 PM

Antek

I have 6.5 xrb and I want to move it to the wallet
Read please.

Enry

8:46:15 PM

Are the tickets reports advancing ??

Yes



EdoFazlinovic

8:46:18 PM

Antek

I have 6.5 xrb and I want to move it to the wallet
When did you joined Bitgrail?



Antek

8:46:24 PM

EdoFazlinovic

If your XRB address is generated before 16th December, mini...
why

EdoFazlinovic

8:46:29 PM

When did you joined Bitgrail?

I dont remember tbh

MM

Maurits Malschaert

8:46:38 PM

Thank you Bitgrail for getting my account verification so fast! 2
days Cheers for all the work you do.



Enry

8:46:44 PM

Elia

Yes

I have to make more than 1 report to be answered in the
support?I'm still waiting, I'm going for 6 days

8:46:51 PM



EdoFazlinovic

Antek

I dont remember tbh

It was before 16th of december or later? can you please check on your email?

8:47:03 PM



Oscar Mederos

8:47:15 PM

guys, sorry, too many messages :(((XRB withdrawals not working???



The Dude

8:47:18 PM

is XRB withdrawl currently working as it won't work for me



Antek

8:47:21 PM

EdoFazlinovic

If your XRB address is generated before 16th December, mini...

So If my account was made after 16th Dec I can withdraw 1 xrb?



EdoFazlinovic

8:47:26 PM

Antek

So If my account was made after 16th Dec I can withdraw 1 x...

Yes



Oscar Mederos

8:47:30 PM

or they just take some time? it says Pending



Hugo

8:47:32 PM

Hugo

That's not possible Elia because I can't even enter anything. T...

No answer/solution for this?



Antek

8:47:42 PM

EdoFazlinovic

Yes

last time I checked the minimum was 10



Oscar Mederos

8:47:45 PM

The Dude

is XRB withdrawl currently working as it won't work for me
have the same question



EdoFazlinovic

8:47:58 PM

Antek

last time I checked the minimum was 10
Now it's 1. They reduced because price went up.



Antek

8:47:58 PM

ok I will check thank you very much



Oscar Mederos

8:47:59 PM

i thought it wast instant



Elia admin

8:48:02 PM

Enry

I have to make more than 1 report to be answered in the sup...
I know, you come here spamming every day. Just wait.



Antek

8:48:06 PM

EdoFazlinovic

Now it's 1. They reduced because price went up.
So I guess I can do it

Let me log in

8:48:12 PM



Elia admin

8:48:12 PM

The Dude

is XRB withdrawl currently working as it won't work for me
Yes

The Dude



ok i don't even get the withdrawl email it just freeezes

8:48:46 PM



tried since yesterday

8:49:02 PM

EdoFazlinovic

Elia

Yes

@kratonkraton Please help this guy "Dude" in private message.

8:49:31 PM

Wade joined the group



EdoFazlinovic

Wade is typing.... lets see what he is going to ask us.

8:50:25 PM

WA

Wade

:(
not getting any 2fa messages

8:50:38 PM

8:50:44 PM



EdoFazlinovic

Wade

:(
Why sad face?

8:50:47 PM

WA

Wade

worked fine yesterday

8:50:47 PM

because im sad

8:50:54 PM

oh so sad

8:50:57 PM



Oscar Mederos

ever mind

8:51:02 PM



Antek

OMG

8:51:03 PM



EdoFazlinovic

Wade

not getting any 2fa messages

To me everything normal.

8:51:04 PM



Oscar Mederos

8:51:09 PM

got the \$\$ fine

:)

8:51:10 PM



Antek

8:51:10 PM

EdoFazlinovic

To me everything normal.

I love you man

Its 1 xrb

8:51:14 PM

fuck yes

8:51:15 PM



EdoFazlinovic

8:51:31 PM

Oscar Mederos

got the \$\$ fine

WA

Wade

8:51:33 PM

alright so bitgrail is just helping me hold by denying me any 2fa texts? kewl



EdoFazlinovic

8:51:37 PM

Antek

I love you man

No problem



Antek

edited 8:51:45 PM

I feel so safe now

Wade

WA so will this evebntually start working or what 8:52:28 PM

 **Antek** 8:52:53 PM
also , withdrawals work fine nie right?

xrb withdrawals 8:52:56 PM

 **Elia** admin 8:53:13 PM
Avoid screenshots

 **DotMan** 8:53:14 PM
No pics

 **Elia** admin 8:53:16 PM
Antek
also , withdrawals work fine nie right?
Yes

 **Antek** 8:53:38 PM
Elia
Yes

Are there ANY withdrawal problems/lags etc?

or its 100% fine 8:53:46 PM

 **Lilian** 8:53:48 PM
Elia, i have a negative balance of ETH in my wallet.

 **Elia** admin 8:53:56 PM
Antek
Are there ANY withdrawal problems/lags etc?
Read pinned

 **Antek** 8:53:59 PM
ok thanks



Elia admin

8:54:13 PM

Lilian

Elia, i have a negative balance of ETH in my wallet.

You have been contacted by 2 admins already



Antek

edited 8:54:18 PM

Ok , so withdrawals are just a but slower

thank you and have a good day

8:54:29 PM

WA

Wade

8:54:41 PM

ooh pick me I want an admin to contact me



Neo93

8:54:53 PM

Admin

I have restated all the calculations of the executed orders, as well as the withdrawals and deposits and did not find this divergence of 557.79 XRB. I believe there has been a system error. I know you're overloaded, but I really can not understand what happened. So, let's try to work this out together?

8:54:53 PM

Adam Mathis joined the group



Wescley Souza

8:58:28 PM

ethereum withdrawals is fine?



Elia admin

8:58:49 PM

Wescley Souza

ethereum withdrawals is fine?

Read pinned

Rohan Parab joined the group

ZN

Zach Nassick

8:59:36 PM

Trying to verify my account. After I upload all 3 files it says "all files required. Allowed documents; jpg , png"

What am I doing wrong? They are all jpg files that I'm trying to upload.

Lukas Jonaitis joined the group



Wescley Souza

9:00:17 PM

Elia

Read pinned

Thanks.



Elia admin

9:00:31 PM

Zach Nassick

Trying to verify my account. After I upload all 3 files it says "a...

Resize them (<1mb) and use all jpg files

Isma Rodr joined the group



Sidnei Cerqueira

9:00:48 PM

Guys , deposit in BTC is work ?



Lukas Jonaitis

9:01:09 PM

How long does it take for LTC to usually reach BitGrail wallet after it's confirmed by 6+ on the block? It's visible on "Pending" at BitGrail

T. Hofbräuer joined the group



Isma Rodr

9:01:57 PM

when depositing 1xrb, how much of fees?



Elia admin

9:02:20 PM

Sidnei Cerqueira

Guys , deposit in BTC is work ?

Yes

Sneh joined the group



Elia admin

Isma Rodr

when depositing 1xrb, how much of fees?

0 fee on xrb

9:02:28 PM



Sidnei Cerqueira

Elia

Yes

thk

9:02:33 PM

IR

Isma Rodr

ok men

9:02:52 PM

LA

Lewis Almond

anybody waiting on 2fa reset ?

9:03:07 PM

and how long it takes ..

9:03:18 PM

Miguel Isoni joined the group

WA

Wade

So what do I do about not receiving 2fa messages?

9:03:48 PM

IR

Isma Rodr

Can I start a bitgrail trading with just 1xrb?

9:04:30 PM

I will not have a problem?

9:04:55 PM



Elia admin

Isma Rodr

Can I start a bitgrail trading with just 1xrb?

Yes

9:06:08 PM

IR **Isma Rodr** 9:06:24 PM
thk

WA **Wade** 9:07:15 PM
Elia why am I being ignored.

2fa was working and now its not 9:07:20 PM

I don't see anything abhout this should I just reset it? 9:07:32 PM

 **Jon Willis** 9:07:55 PM
Are you guys like polling for deposits? a LTC deposit i sent is confirmed (6+) by the network, but shows unconfirmed (4/6 confirmations) in the bitgrails UI

WA **Wade** 9:07:58 PM
Not too sound needy but anything would be appreciated

CH **Chasey** 9:08:35 PM
Jon Willis
Are you guys like polling for deposits? a LTC deposit i sent is c...
There is just a delay sometimes.

 **Elia admin** 9:09:40 PM
Jon Willis
Are you guys like polling for deposits? a LTC deposit i sent is c...
Just wait, in case after 24h open a ticket

LA **Lewis Almond** 9:09:45 PM
same here, anything would be appreciated . still waiting for account reset had 2 others already reset after 1 day .. (iphone trouble)

 **Elia admin** 9:10:02 PM
Wade
I don't see anything abhout this should I just reset it?
Try with reset

**Josh Principe**

9:10:07 PM

Hi there, my XRB withdrawal from bitgrail to Raiwallet has been 'processing' for 24 hours....

I submitted a ticket with no response.

9:10:13 PM

**Elia** admin

9:10:35 PM

Josh Principe

I submitted a ticket with no response.

Just wait, there is a huge queue

**Josh Principe**

9:10:46 PM

Ok, is this a known issue right now

**Matt Holiday**

9:10:47 PM

Does litecoin withdrawl work fellas

aqua joined the group

WA

Wade

9:13:05 PM

So my document id is just my license or somethin?

**Elia** admin

9:13:20 PM

Wade

So my document id is just my license or somethin?

Yes you can use it

**Katoteros [on] pcy1ijx**

9:13:42 PM

/rate (tg://bot_command?command=rate) xrb

WA

Wade

9:13:49 PM

and why does it say document id file still required after i submit it.

probs could jsut search this...

9:14:00 PM

EK

Erik K

9:14:06 PM

@kratonkraton, my ETH deposit sent on 30th December hasn't been credited yet and no one is answering my ticket. The only thing I heard is "backlog, please wait" here in Telegram.. Is there any way to escalate this issue? XRB is now live on more exchanges and I will obviously miss a good opportunity, but would still gladly use BitGrail if only I had some reassurance about when I'll get my eth back. Please advise



Elia admin

9:14:10 PM

Wade

and why does it say document id file still required after i subm...
use jpg file <1mb

Katoteros [on] pcy1ijx

9:14:52 PM

/rate xrb

Bot offline

Pierre-Yves P joined the group



Katoteros [on] pcy1ijx

9:15:14 PM

Ok



Elia admin

9:15:35 PM

Erik K

@kratonkraton, my ETH deposit sent on 30th December hasn'...
Eth deposit are under maintenance.
And if we say wait.. Just wait.



Rafael Rosales

9:15:43 PM

Guys, I read about the INVALID ADDRESS feature to fix it manually, but it doesn't show on my transactions can you help me?

PF

Patrick Frank

9:16:00 PM

Rafael Rosales

Guys, I read about the INVALID ADDRESS feature to fix it ma...

you just have to wait

ZivR. joined the group



Rafael Rosales

9:16:03 PM

I opened a ticket almost 3 weeks ago, but no response



The Bomber admin

9:16:15 PM

Rafael Rosales

I opened a ticket almost 3 weeks ago, but no response
about what?

PF

Patrick Frank

9:16:17 PM

ooh that's bad. mine was solved in 24 hrs



Horizon Airways

9:16:28 PM

Horizon Airways:

Hello.happy new year.2018.
I asked u (Admins) today earlier about my ETH withdrawal and
it has been too long since i started my order.i am really tired and i
have 2 process's .can u please just cancel the process ?!?.please i
want to keep them n my account of BirtGrial till the problems
totally resolved



The Bomber admin

9:16:30 PM

Rafael Rosales

Guys, I read about the INVALID ADDRESS feature to fix it ma...
see in withdraws page



Rafael Rosales

9:16:33 PM

The Bomber

about what?

Wrong address



The Bomber admin

9:16:33 PM

not history

Rafael Rosales 9:16:49 PM
Wrong address
wallets->coin->withdraw

 **Rafael Rosales** 9:16:52 PM
Aaaahhh

 **The Bomber** admin 9:16:55 PM
on the bottom

 **Rafael Rosales** 9:16:55 PM
I see it now

 **The Bomber** admin 9:16:56 PM
:)

 **Rafael Rosales** 9:16:59 PM
Thank you very much!!!

Awesome feature btw 9:17:05 PM

 **Hernan Torrez** edited 9:17:46 PM
just a comment for people new into crypto, with BTC you would usually lost your coins after sending them to an invalid address. Being able to recover them is a very nice feature XRB has. Thanks to BitGrail also for allowing this

Kant Mises joined the group

 **Julius Santana** 9:20:18 PM
Rafael Rosales

I opened a ticket almost 3 weeks ago, but no response
i am waiting 3 days

 **AllenCrypto** 9:21:27 PM
Still no ETH deposit...BTC is so slow...half a day

**Doye y Melvyn**

9:22:12 PM

guys the RaiWalletBot i have 3 XRB i want pass Bitgrail, is possible?

**Horizon Airways**

9:24:37 PM

Hernan Torrez
just a comment for people new into crypto, with BTC you wou...
It should be in all types of coins

To save people's funds

9:24:57 PM

And time!!!!

9:25:13 PM

FuglyMonkie joined the group

**Enry**

9:26:33 PM

Elia

I know, you come here spamming every day. Just wait.
Well at least you noticed, I appreciate that

Attie Mattie joined the group

**kaneki**

9:28:36 PM

Looks they paused xrb trading for a while

**Elia admin**

9:29:13 PM

Avoid external links

Abdullah Randeree joined the group

**EdoFazlinovic**

9:29:38 PM

This is BitGrail chat, don't talk about other markets, please.

You have XRB chat for that

9:29:43 PM

**Enry**

9:29:49 PM

np

Jean p joined the group

- EK **Erik K** 9:30:04 PM
Elia
Eth deposit are under maintenance. And if we say wait.. Just ...
□
-  **Enry** 9:30:09 PM
I just wanted to know what it was, no problem
-  **Abdullah Randeree** 9:30:26 PM
How long before we can deposit altcoins?
-  **Elia admin** 9:30:46 PM
Don't talk about other Exchange, please
- SI **Sindre** 9:31:46 PM
I am quite impressed with bitgrail to be honest. It didn't take to long for them to fix the node and up the limit to 10 btc. They do clarely listen to their customer base! Good on you Bitgrail! □
-  **JamPants** 9:32:59 PM
What is the withdraw limit for level 1? Still .5 btc?
-  **Elia admin** 9:33:39 PM
JamPants
What is the withdraw limit for level 1? Still .5 btc?
Yes
-  **Doye y Melvyn** 9:33:49 PM
Guys in RaiWalletBot i have 3 XRB i want pass Bitgrail, is possible?
Still charge for transfer?
- CI **Ciaran** 9:34:11 PM
I'm getting this issue on my withdraw

**Pieter van Gils**

9:34:24 PM

I see ETH deposit is under maintenance. Can I also not sent to a ETH adress I used before on Bitgrail

**Elia** admin

9:34:28 PM

Avoid screenshots

jmfd joined the group

**The Bomber** admin

9:34:33 PM

Pieter van Gils

I see ETH deposit is under maintenance. Can I also not sent t...
no please

CI

Ciaran

9:34:44 PM

Elia

Avoid screenshots

Sorry

AM

Attie Mattie

9:34:46 PM

I have a question about 2FA, can anyone help?

JM

jmfd

9:35:02 PM

Can someone help with my verification? I am trying to upload my documents and it just spins.

**Pieter van Gils**

9:35:07 PM

The Bomber

no please

Ok thanks for the quick reply, I will be patient!

CI

Ciaran

9:35:18 PM

Anyway to have my invalid block issue fixed?

**Elia** admin

9:35:34 PM

jmfd

Can someone help with my verification? I am trying to upload ...
Resize them (<1 mb) and use all jpg files

Ciaran 9:35:38 PM
Anyway to have my invalid block issue fixed?
Just wait

 **Doye y Melvyn** 9:36:00 PM
I sent dogecoin to my old address and they have not arrived

 **Elia admin** 9:37:06 PM
Doye y Melvyn
I sent dogecoin to my old address and they have not arrived
After 24h open a ticket in case

Lewis Almond 9:38:16 PM
LA anyone help with 2fa resetting ?

 **Francelmir Peixoto** 9:38:31 PM
My personal balance is negative in raiblocks I bought continued negative and I lost my balance that I make?

Attie Mattie 9:38:41 PM
AM Can't disable 2FA on my bitgrail account atm because I don't have it listed on my google authenticator anymore

FuglyMonkie 9:38:55 PM
FU I tried resetting mine but when I clicked on the link it says wrong token

 **Francelmir Peixoto** 9:38:57 PM
aff

jmfdf 9:39:29 PM
Elia
JM Resize them (<1 mb) and use all jpg files

Less than 1mb worked. Thank you.

RV **Rafael Vieira** 9:39:52 PM
Bitgrail how about the ETH/XRB price at 25\$? wtf put some bots to work

 **Elia** admin 9:40:12 PM
Attie Mattie
Can't disable 2FA on my bitgrail account atm because I don't ...
Try reset 2fa

EL **ELL** 9:40:21 PM
Can a pending BTC withdraw from 5 days ago be cancelled

? 9:40:28 PM

 **Killoware** 9:40:30 PM
@kratonkraton could you help me?

 **Elia** admin 9:40:35 PM
Killoware
@kratonkraton could you help me?
?

Eugenio joined the group

 **Elia** admin 9:40:54 PM
ELL
Can a pending BTC withdraw from 5 days ago be cancelled
Not if you confirmed the email

 **Francelmir Peixoto** 9:40:58 PM
plis

 **Elia** admin 9:41:08 PM
Avoid screenshots

- LA **Lewis Almond** 9:41:15 PM
@kratonkraton anyway to check reset status ?
-  **Francelmir Peixoto** 9:41:28 PM
plis
- =[9:41:30 PM
- Who can help me my balance this negative how can this? edited 9:41:32 PM
-  **Killoware** 9:41:49 PM
Hi as i said before, i had a mistake and sent bitcoins to my bcc wallet instead the bct one and i havent recievied anything, I wrote to CoinBase and they told me that: If you sent digital currency from your Coinbase account to an email address by accident, your funds will be returned to you in 30 days if the funds remain unclaimed. If the email address has not already been claimed, you could do so to ensure the funds are returned to you. Will i returned back the money? Thanks!
- AM **Attie Mattie** 9:41:55 PM
How do I reset 2FA? It's currently enable (i'm in my account) but I deleted Bitgrail 2FA from google authenticator
- RV **Rafael Vieira** 9:41:59 PM
ETH price sellout for new year only 25\$
-  **Elia admin** 9:42:03 PM
Lewis Almond
@kratonkraton anyway to check reset status ?
Try to reset again
- EL **ELL** 9:42:12 PM
Elia
Not if you confirmed the email
Email confirmed but why still showing pending ?



Elia admin

edited 9:42:20 PM

Attie Mattie

How do I reset 2FA? It's currently enable (i'm in my acc...)

In the site

ELL

9:42:29 PM

Email confirmed but why still showing pending ?

Open a ticket

EL

ELL

9:42:41 PM

I have thank you



Elia admin

9:43:44 PM

Killoware

Hi as i said before, i had a mistake and sent bitcoins to my bc...

If the problem is with Coinbase.. well try it

FU

FuglyMonkie

9:44:06 PM

how do you open a ticket? The help tab does not work

AM

Attie Mattie

9:44:37 PM

I'm on the site. When I try to disable the 2FA, it's asking me for my 2FA google token. As I said I don't have the bitgrail key listed on my google authenticator anymore. What do i do?



Doye y Melvyn

9:44:38 PM

in RaiWalletBot i have 3 XRB i want pass Bitgrail, is possible? Still charge for transfer?

LA

Lewis Almond

9:44:44 PM

sorry Elia, i just logged in okay ... I thought it was still pending .. thanks a lot :)



Francelmir Peixoto

9:45:02 PM

Who can help me my balance this negative how can this?

Mike B joined the group

MB **Mike B** 9:45:52 PM
How long are eth wallets down for ?

 **Elia** admin 9:46:08 PM
Mike B
How long are eth wallets down for ?
No eta

Hank Koin joined the group

SL **scott lin** 9:46:35 PM
Any admin on? I submitted my verification days ago and still stuck, really want to increase my limits for more trading

HK **Hank Koin** 9:46:43 PM
How long does it take for Bitcoin to deposit to bitgrail from coinbase?? I wanna jump in on XRB!!

RW **Roma White** 9:46:43 PM
How long do I have to wait for replenishment of the account in BitGRail (XRB)?

 **Doye y Melvyn** 9:46:50 PM
Elia
After 24h open a ticket in case
Thanks

 **Elia** admin 9:47:15 PM
scott lin
Any admin on? I submitted my verification days ago and still s...
Verification can take up to 1 week

scott lin

SL Do you mind taking a look? i dont want to deposit more if cannot withdraw, TY 9:47:54 PM



Elia admin 9:48:23 PM

scott lin

Do you mind taking a look? i dont want to deposit more if can...

There is a queue, so wait

MM 9:48:34 PM

I'm sure we all appreciate the fact that you guys are looking into the ETH deposit issues (and you guys answering questions on here) but it's very frustrating. We keep being told to wait and we aren't being told anything. There is also no comment on the fact that some people are finding ETH in their accounts that wasn't theirs and the fact that when I check the blockchain, someone else has activity my "unique" deposit address including withdrawing the ETH that I deposited. I would be more than happy to give you guys any info you need on this transaction if it would help

RW 9:49:36 PM

Roma White

What 2fa?

AM 9:51:36 PM

Attie Mattie

Is that 2-B43 thing what I put in Google Authenticator?

AA 9:51:39 PM

Andrews Alves

HI admin, have any problem with deposit of ETH ?



Elia admin 9:51:44 PM

Avoid screenshots

Andrews Alves

HI admin, have any problem with deposit of ETH ?

Read pinned

DA **Danny** 9:52:07 PM

Rune Kippervik

Hello. I generated a Bitgrail BTC deposit address that I deposi...
For me the same with ETH...

 **Joe Neutron** 9:53:07 PM
Can't wait for my account to verify

SeyaTV joined the group

RW **Roma White** 9:54:43 PM
Wrong 2FA Token

why? 9:54:50 PM

 **Jorge** 9:54:54 PM
can I withdraw xrb with fractions? like 5.21577 XRB? thanks in advance

 **Marta** edited 9:54:56 PM
Roma White
Wrong 2FA Token
Sync your device

HK **Hank Koin** 9:55:12 PM
How long does it take for Bitcoin to send to bitgrail from coinbase????

 **Killoware** 9:55:24 PM
Elia
If the problem is with Coinbase.. well try it
The problem is that i send to my bcc adress instead the bct one in BitGrail

 **Jesus** 9:55:37 PM
Greeting I can withdraw my xrb...

- ? 9:55:40 PM
-  **Elia** admin 9:55:45 PM
Jesus*
Greeting I can withdraw my xrb...
- RW Yes
-  **Jesus*** 9:56:02 PM
fast?
- RW **Roma White** 9:56:21 PM
Where is this setting?
- dri bela** joined the group
- RW **Roma White** 9:56:37 PM
Marta
Sync your device
1
- RG **Rémi Gautier** 9:56:54 PM
Jorge, of corse u can
- JM **jmd** 9:57:46 PM
How long does it take to approve verification for withdrawal increase?
- Elia** pinned «**Xrb node fully restor...**»
- AM **Attie Mattie** 9:57:53 PM
Come on guys, if I log out now or if I leave BitGrail now, I can never log in again, because I deleted BitGrails key from my Google Authenticator. What do I do? I need to know what my key is
- Marta**



Roma White
Where is this setting?
What do you use?

9:57:54 PM

Attie Mattie
Come on guys, if I log out now or if I leave BitGrail now, I can...
Reset 2fa

9:58:06 PM



Elia admin
jmfdf
How long does it take to approve verification for withdrawal in...
Up to 1 week

9:58:19 PM

ST

Steven Trambert
Hey Marta, I submitted verification documents on December 21,
but I still have not received a response. I also submitted a
support ticket asking for an update on December 23, but I have
not receive an answer to that either.

9:58:25 PM

I understand the BitGrail staff is busy, but is it possible to receive
help with this?



Jorge
thank you Rémi . i thought reading somewhere the fractions
would not be sent

9:58:25 PM

JM

jmfdf
Elia
Up to 1 week
Can I give you money to make it faster?

9:58:46 PM



Elia admin
jmfdf
Can I give you money to make it faster?
No

9:58:51 PM

- AM **Attie Mattie** 9:59:03 PM
How do I reset 2FA if I can't generate a Google Token?
- JM **jmfd** 9:59:10 PM
Elia
No
Passport acceptable ID?
- AM **Attie Mattie** 9:59:11 PM
There is no reset button on the site
-  **Elia** admin 9:59:17 PM
Steven Trambert
Hey Marta, I submitted verification documents on December 2...
If you can submit them again do It, probably you were rejected
- jmfd** 9:59:23 PM
Passport acceptable ID?
Yes
- ST **Steven Trambert** 10:00:09 PM
Elia
If you can submit them again do It, probably you were reject...
Thanks for the advice. Is it possible to find out why I was rejected? For example, maybe they need a better photo of something.

If I send the same documents again, I am worried they will be rejected again.
- RG **Rémi Gautier** 10:00:11 PM
Attie go in ur account parameters and try n disable 2fa
-  **EdoFazlinovic** 10:00:35 PM
jmfd
Passport acceptable ID?

Passport, National ID.

OL

Oleksandr Lisovskyi

10:00:42 PM

Elia

Yes

Hi, I can't upload files. Why?



Elia admin

10:00:51 PM

Steven Trambert

Thanks for the advice. Is it possible to find out why I was rej...

Proof of residence: utility bills or bank account statements under your name

Be careful



Bruno

10:01:23 PM

xrb withdraw is working fine ?



EdoFazlinovic

10:01:25 PM

Steven Trambert

Thanks for the advice. Is it possible to find out why I was rej...

Steven. Upload less than 2 mbs. JPEG files.

AM

Attie Mattie

10:01:31 PM

That's my point: I can't disable without entering a 2FA google token! And I can't generate a 2FA google token because I don't have bitgrail on google authenticator anymore! So what do i do?



Elia admin

10:01:41 PM

Oleksandr Lisovskyi

Hi, I can't upload files. Why?

Resize them (< 1mb) and use all jpg files

Bruno

10:01:57 PM

xrb withdraw is working fine ?

Yes

**Joe Neutron**

10:02:20 PM

Are you guys doing verification checks during this time?

Or only specific time

10:02:24 PM

**Aladin Aouadhi**

10:02:30 PM

Attie Mattie

How do I reset 2FA if I can't generate a Google Token?

when you login there's reset 2FA below you'll be redirected to complete a form and you'll receive a mail then wait a few hours and it's done ! i did the same here

EL

ELL

10:02:31 PM

If not verified is there a limit on xrb withdraw?

**Joe Neutron**

10:02:34 PM

Any way to fasten the procesure?

**EdoFazlinovic**

10:02:36 PM

Attie Mattie

That's my point: I can't disable without entering a 2FA googl...

There is option "Reset 2fa key"

Joe Neutron

10:02:44 PM

Any way to fasten the procesure?

How long are u waiting?

**Elia admin**

10:02:49 PM

ELL

If not verified is there a limit on xrb withdraw?

0.5 btc

EL

ELL

10:03:03 PM

Thank you

Steven Trambert

ST **Elia** 10:03:13 PM
Proof of residence: utility bills or bank account statements un...

I know everyone is busy, but can I speak to the person doing the verification? If they can tell me why I was rejected, I can make sure to fix the problem in my new application.

In this case, I did send in a recent bank statement, and I used my passport for my national ID.

Audiobit joined the group

Oleksandr Lisovyi 10:03:17 PM

Elia

Resize them (< 1mb) and use all jpg files
Thanks. And how long verification process ?



Elia admin

Joe Neutron

Any way to fasten the procedure?

No, just wait



Chris Brunk

Did the node come down again today!



Elia admin

Oleksandr Lisovyi

Thanks. And how long verification process ?

Up to 1 week



Chris Brunk

?



Rémi Gautier

Attie Mattie

That's my point: I can't disable without entering a 2FA googl...

I see... Then I don't know how, maybe u can fin an answer in
the side of google auth.website (<http://auth.website>) help
information



EdoFazlinovic

10:03:47 PM

Chris Brunk

Did the node come down again today!

Read the pinned message. Thanks

OL

Oleksandr Lisovskyi

10:04:00 PM

Elia

Up to 1 week

Wow... so long, thanks)

CB

Chris Brunk

10:04:07 PM

Hat does not answer my question rod

Edo

10:04:09 PM



Stefania

10:04:10 PM

Attie Mattie

That's my point: I can't disable without entering a 2FA googl...

Go to login page, there you'll find the recovery system.

Drippingclam joined the group

CB

Chris Brunk

10:04:24 PM

My question is...did he node come down again today?



Elia admin

10:04:42 PM

Chris Brunk

My question is...did he node come down again today?

No

AM

Attie Mattie

10:04:43 PM

THANK YOU. I was afraid to log out. Now I see the reset button.
Will try it out now.



Drippingclam

10:04:54 PM

Guys I am new to bitgrail, how is the exchange ? Positive about it ?

RG

Rémi Gautier

10:05:19 PM

+++

JO

Joshua

10:05:24 PM

yes

RG

Rémi Gautier

10:05:59 PM

Big load on it, that's all



Drippingclam

10:06:17 PM

How are the withdraws going ?

RG

Rémi Gautier

10:06:37 PM

No idea

Jesse Savoy joined the group



Chris

10:07:20 PM

Drippingclam

How are the withdraws going ?

mine is pending for 30hrs

JO

Joshua

10:07:21 PM

hey admin, i have an ltc deposit with more than 6 confirmations (found by clicking on the link that is the transaction id), yet the deposit has been listed as pending for some time now. is waiting the solution?

Pranav Reddy joined the group



Elia admin

10:08:20 PM

Joshua

hey admin, i have an ltc deposit with more than 6 confirmati...

Just wait, in case after 24h open a ticket

JO

Joshua

10:08:34 PM

cool thx



Floko

10:08:43 PM

Hi



Drippingclam

10:08:51 PM

Chris

mine is pending for 30hrs

Any confirmations on the other side of the transaction ?

JS

Jesse Savoy

10:09:37 PM

I lost my 2fa seed and can't log in. Is there anyway to bitgrail
can disable my 2fa so I can resecure my account



Drippingclam

10:09:44 PM

Want to know if this exchange is legit, going to buy some
raiblocks



Marta

10:09:45 PM

Jesse Savoy

I lost my 2fa seed and can't log in. Is there anyway to bitgrai...

Reset it

JS

Jesse Savoy

10:10:06 PM

I cannot log in without it

The token that is

10:10:26 PM



Elia admin

10:10:44 PM

Jesse Savoy

I cannot log in without it
Go to login page, there you'll find the recovery system.



Marta

10:10:50 PM

Jesse Savoy

I cannot log in without it

<https://bitgrail.com/reset-2fa> (<https://bitgrail.com/reset-2fa>)

Bitgrail

**BitGrail - Login
into your
account**



(<https://bitgrail.com/reset-2fa>)

(<https://bitgrail.com/reset-2fa>)

Access to your BitGrail account



Jesus*

10:12:06 PM

how much is the fess for withdraw my xrb?



Elia admin

10:12:27 PM

Jesus*

how much is the fess for withdraw my xrb?

0

bam joined the group

Richard Jan joined the group



Richard Jan

10:13:23 PM

should i buy xrb before it gets listed on binance?



Drippingclam

10:14:04 PM

Yess

Atleast thats my plan haha

10:14:12 PM

FA

Frank A

10:14:28 PM

Going on my 4th day with completely missing Etherium deposit/wallet showing zero balance. I know you guys said you're working on fixing Eth deposits, but is there any ESTÁ of when thisll be fixed? Today/tomorrow? A week from now?

JC **James Cain** 10:14:35 PM

whats the current bitgrail XRB withdrawal limit

FA **Frank A** 10:14:40 PM

ETA*

PS **Patrick Samples** 10:14:43 PM

how do you pronounce raiblocks? is it ray-blocks or rye-blocks?

NW **N W** 10:14:55 PM

Maestro

Xrb node fully restored. Eth deposit is under maintenance for...

Wish I would read your telegram infos and don't read stuff like downtime's and maintenance... same shit every day!



bam 10:15:10 PM

So I have a problem. I accidentally deposited BCH into my BTC wallet like a dummy. Any way it can be transferred, or am I screwed?



Elia admin 10:15:22 PM

James Cain

whats the current bitgrail XRB withdrawal limit

0.5 btc unverified

10 btc verified level 3

JC **James Cain** 10:16:02 PM

Elia

0.5 btc unverified 10 btc verified level 3

Hi, sorry i meant minimum number of XRB

- PS **Patrick Samples** 10:16:21 PM
you would have to have the private key of the bitcoin address
blake
-  **Elia** admin 10:16:37 PM
James Cain
Hi, sorry i meant minimum number of XRB
1 xrb for addresses generated after december 16
- PS **Patrick Samples** 10:16:39 PM
i don't think it's possible blake
-  **yobo** 10:16:42 PM
bitgrail fully working now?
- JC **James Cain** 10:16:50 PM
Elia
1 xrb for addresses generated after december 16
Thanks
- BR **Bradly** 10:16:59 PM
is There an admin here?
- RW **Roma White** 10:17:16 PM
I sent to the Exmo BTC, the status was "Completed", but BTC
still does not on exmo. How long I get is bitcoin?
-  **Elia** admin 10:17:18 PM
Bradly
is There an admin here?
Yes
-  **bam** 10:17:20 PM
I know I'd need the key, and I cant do anything about it. I was
seeing if some one else possibly could.



yobo

thanks

10:17:28 PM

NW

N W

yobo

bitgrail fully working now?

10:17:30 PM

Haha was there a Time when it fully worked?



yobo

lol

10:17:36 PM



Vagho

Hallo Dear Sir, i buy xrb

10:17:50 PM

Send to myetherwallet

10:17:57 PM

NW

N W

I guess we will never see it fully working ^^

10:17:59 PM



Vagho

What is contract adress

10:18:04 PM

BR

Bradly

@Elia are you guys still currently working on the pending withdrawals?

10:18:12 PM

RW

Roma White

I sent to the Exmo BTC, the status was "Completed", but BTC still does not on exmo. How long I get is bitcoin?

10:18:31 PM



Vagho

Sir. What is contract adress pleas responf

10:18:36 PM



Horizon Airways

The bomber

I discovered something that i withdraw 4.31087 ETH in 2nd Jan.

10:18:37 PM

15.39.50 to wrong address...is there anyway to get them back or cancel that order please?!?



Vagho

10:19:19 PM

Hallo sir i lose 1000usd cash is it a way for you to cancel?



Horizon Airways

10:19:22 PM

It says not valid address..i copied it wrong missing two digits

V P joined the group



Elia admin

10:20:01 PM

Horizon Airways

It says not valid address..i copied it wrong missing two digits

If it's invalid address you can fix it



Vagho

10:20:02 PM

Hallo sir please respond



Horizon Airways

10:21:36 PM

Elia

If it's invalid address you can fix it

Can i send u a picture on private ? Show you under status processing when i open wallet withdraw and under the page there it shows the address .details.when i opened it it says not valid address

MR

M.R.

10:21:47 PM

Maestro

Xrb node fully restored. Eth deposit is under maintenance for...

Is BTC withdrawals working fine?



Richard Jan

10:21:57 PM

how long does ETH deposit to bitgrail take?

Horizon Airways



And no money available to buy! Or change address!

10:21:58 PM



Elia admin

10:22:24 PM

Horizon Airways

Can i send u a picture on private ? Show you under status pr...

You can fix It in wallets->coin->withdraw

Richard Jan

10:22:35 PM

how long does ETH deposit to bitgrail take?

No eta

Daniela Durant joined the group



Richard Jan

10:23:17 PM

Elia, does it take less than one day? I would love to know that



M .

10:23:22 PM

xrb any one have the windows wallet?

DD

Daniela Durant

10:23:33 PM

Im problem with the 2FA to withdraw



M .

edited 10:23:37 PM

its 2 days and 12 hour my laptop is on ininstalling the dam*
wallet

DD

Daniela Durant

10:23:44 PM

do you know something?

AD

Adil

10:24:12 PM

M .

its 2 days and 12 hour my laptop is on ininstalling the dam* w...

Yes the wallet sucks

Horizon Airways

**Elia**

10:24:13 PM

You can fix It in wallets->coin->withdraw

I understand .but no Balance available to press on it! To put anew adress sir

**Elia admin**

10:24:39 PM

Daniela Durant

Im problem with the 2FA to withdraw

What problem

**M .**

10:24:47 PM

i send 10 xrb to the wallet if i turn off my laptop the install will go from fisrt?

The Pump Pro joined the group

**The Pump Pro**

10:26:31 PM

Hi guys, please could someone tell me how to buy XRB if I deposit Bitcoin Cash to BitGrail? Can I only buy XRB in bitcoin? If so, how to transfer bitcoin to bitcoin cash?

MR

M.R.

edited 10:26:46 PM

Hello. Someone can tell me if BTC withdrawals are working fine or should I swap it to LTC to make a withdrawal ?

**The Pump Pro**

10:27:21 PM

How to swap?

MR

M.R.

10:28:11 PM

The Pump Pro

How to swap?

Trading BTC to LTC

**The Pump Pro**

10:28:21 PM

On bitgrail?

**bam**

10:28:23 PM

My transaction is confirmed on Bitcoin Explorer with BCH in my BTC wallet, and those are the only funds on the wallet / ever sent to it. I am just wondering if someone in support or something could transfer it to my BCH address (if that would even be possible)

**Elia** admin

10:28:27 PM

M.R.

Hello. Someone can tell me if BTC withdrawals are working fi...

They are fine

MR

M.R.

10:28:44 PM

Elia

They are fine

Ok. Thank you!

**Elia** admin

10:28:53 PM

bam

My transaction is confirmed on Bitcoin Explorer with BCH in ...

Open a ticket

MR

M.R.

10:29:03 PM

The Pump Pro

On bitgrail?

Yes.

**bam**

10:29:06 PM

I did, and I also saw that going to this chat could help too.

If its just a waiting game, then I wont bother you guys here that works too

10:29:23 PM

**The Pump Pro**

10:29:39 PM

M.R.

Yes.

So I can transfer bitcoin cash to bitcoin on bitgrail?

T joined the group



Elia admin

10:29:51 PM

bam

If its just a waiting game, then I wont bother you guys here ...

Atm we can't do nothing here

T

10:29:57 PM

"Temporary local problem, please try again later."

wtf

10:29:59 PM



Horizon Airways

10:30:04 PM

Please Elia i would just show u a capture of how it seems of
that?! There is no balance .how can i change adress !



bam

10:30:22 PM

Alright thanks



Whitebeard

10:31:30 PM

Admins, what to do if at login Captcha isn't showing?

RW

Roma White

10:31:52 PM

How I get XRB?



The Pump Pro

10:31:53 PM

@admin Can I transfer bitcoin cash to bitcoin on your platform?

Crypt0Fever joined the group

RW

Roma White

10:32:06 PM

Can get*

The Pump Pro

10:32:20 PM

@admin Can I transfer bitcoin cash to bitcoin on your platfor...

Deposit

Roberto Martins joined the group

ZZ **Zang Zango** 10:34:32 PM
Any ETA on eth deposits?

 **Elia** admin 10:34:50 PM
Horizon Airways
Please Elia i would just show u a capture of how it seems of ...
Pm me ur email

IA **Ian** 10:35:01 PM
I did a ticket now for my missing deposit of monday, is there a
ETA?

Because i want my money:(10:35:13 PM

 **Horizon Airways** 10:35:41 PM
Elia
Pm me ur email
Ok

 **Elia** admin 10:35:46 PM
Ian
I did a ticket now for my missing deposit of monday, is there...
No eta

Sebastian Keresztesy joined the group

DD **Daniela Durant** 10:36:15 PM
when a go to do a withdraw, i need to put in the 2FA. I do it but
the paga say "Wrong 2FA games"

T **T** 10:36:20 PM
Can withdraw XRB ?

DD **Daniela Durant** 10:36:26 PM
page*

T **T** 10:36:38 PM
Can withdraw XRB but NO DEPOSIT ?

 **Elia admin** 10:36:50 PM
Daniela Durant
when a go to do a withdraw, i need to put in the 2FA. I do it ...
Sync your phone

T 10:37:09 PM
Can withdraw XRB but NO DEPOSIT ?
You can do both

T **T** 10:37:40 PM
No, i can't deposit

SK **Sebastian Keresztesy** 10:37:47 PM
Hi!

 **Elia admin** 10:38:41 PM
Don't talk about other exchanges

SK **Sebastian Keresztesy** 10:38:58 PM
sorry

 **Elia admin** 10:39:17 PM
Avoid screenshots

 **leah leah** 10:40:36 PM
Daniela Durant
when a go to do a withdraw, i need to put in the 2FA. I do it ...
2FA code is ever mins change

Aleksandr u□

 **A** need help, the transaction got stuck, I wrote to you - no response 10:41:16 PM

More then 30 hr 10:41:42 PM

 **Elia** admin 10:42:08 PM

Aleksandr u□
need help, the transaction got stuck, I wrote to you - no res...

Just wait a reply to the ticket

 **leah** leah 10:42:10 PM

Aleksandr u□
need help, the transaction got stuck, I wrote to you - no res...
just wait.. coz me last3days bfore show

 **A** **Aleksandr** u□ 10:42:37 PM
Ok

 **leah** leah 10:42:55 PM

Aleksandr u□
Ok

 **Elia** admin 10:44:15 PM
Can't give you an eta

Alex joined the group

Dylan joined the group

 **Elia** admin 10:46:29 PM
You put a wrong but valid address?

 **DY** **Dylan** 10:47:40 PM
is there a way to look at transaction history in and out of account ?

or only trade history 10:47:47 PM

↳ **Louis John** 10:48:09 PM

I remember when I thought "I will just quickly put some money into XRB before it gets listed on a major exchange." What a fool I was .

Taterb Mosele joined the group



Elia admin 10:49:09 PM

For now just wait a reply to the ticket

↳ **Louis John** 10:49:53 PM

They most likely first sent it to their hotwallet and are now stalled

Pasha Muravyev joined the group



Richard Jan 10:51:48 PM

You have to work more precisely, my 20 btc is stuck for over 48 hours



Killoware 10:51:59 PM

@kratonkraton The problem is that i send to my bcc adress instead the bct one in BitGrail

FA **Frank A** 10:52:49 PM

I probably have the same problem as Thiago. Sent Eth from one exchange to Bitgrail, was very careful with copy-pasting of the Bitgrail Eth deposit address I was given, all transactions completed, and it seemed to be sent somewhere else. This wait is frustrating.



Horizon Airways 10:52:53 PM

Elia

There is no balance n my account of Eth .

The address not valid on blockchain
Is that means my balance wont back?!



E[]

10:53:19 PM

I am waiting at least 3 days for my eth deposit to conform on
bitgrail



Elia admin

10:53:20 PM

Horizon Airways

Elia There is no balance n my account of Eth . The address no...
I already asked your email, now wait



E[]

10:53:30 PM

What os happening??



Horizon Airways

10:53:31 PM

Ok



E[]

10:53:35 PM

Os*



Elia admin

10:53:38 PM

E[]

I am waiting at least 3 days for my eth deposit to conform o...

Read pinned

T joined the group



ch

10:53:51 PM

for me it worked in like 2hrs

Julian joined the group



JJ

10:54:50 PM

my ether withdrawal is processing for 3 days. please help

JU **Julian** 10:55:51 PM
Hey everyone, I'm trying to sell my DOGE for XRB.. my sell order shows up in my account, but it doesn't show up in the "public" sell orders table... what's going on? (this is my first trade on bitgrail btw)

□ **Louis John** 10:56:07 PM
@kratonkraton are you all still working through the LTC deposits over the last few days that have not been credited or is the focus on the ETH issues

 **Elia** admin 10:56:55 PM
Louis John
@kratonkraton are you all still working through the LTC depo...
Ltc works normally now

 **EdoFazlinovic** 10:57:34 PM
Admin online pm me fast

 **Florent** 10:58:06 PM
Hello my CREA withdraw is "processing" since 3 days
I have open a ticket but no answer 10:58:30 PM

Mike Keers joined the group

 **Elia** admin 10:58:51 PM
Florent
I have open a ticket but no answer
Just wait, please

 **Florent** edited 10:59:28 PM
Why ? What is the problem ? The CREA blockchain works great

Mike Keers

MK any progress in the ETH wallet? 11:01:38 PM

MI **Miguel Isoni** 11:02:05 PM
Why can't I turn 2FA on?

Paul Gavin joined the group

JH **Jesus Hidalgo** 11:03:14 PM
Yesterday I made a withdrawal for BTC. The money was deducted from my balance but the transaction does not appear. I did not even get mail to confirm the withdrawal. Anyone else has happened?

OO **Ori Ori** 11:03:44 PM
Is XRB node up?

 **The Pump Pro** 11:04:45 PM
Elia
Avoid screenshots
Great that you are proactive on this but how about answer my questions which would actually be useful?

If I deposit bitcoin cash, can I use it to buy xrb? 11:05:43 PM

 **Florent** 11:05:56 PM
It seems nothing is working

Jesus Hidalgo 11:06:15 PM
Yesterday I made a withdrawal for BTC. The money was ded...
As you but with my CREA

 **Elia admin** 11:07:00 PM
Ori Ori
Is XRB node up?
Yes

VI **Vincent** 11:08:04 PM
Do you think it might be time to fix the ethereum deposits

They have been down for 2+ days 11:08:11 PM

SK **Sebastian Keresztesy** 11:08:31 PM
My LTC deposit is completed and I have 6+ confirmations, why the status still says "pending"?

 Elia admin 11:09:05 PM
Vincent
Do you think it might be time to fix the ethereum deposits
We are working on it

JU **Julian** 11:09:13 PM
am I not allowed to post links?

 **Elia** admin 11:09:17 PM
Sebastian Keresztesy
My LTC deposit is completed and I have 6+ confirmations, w...
After 24h open a ticket

JU **Julian** 11:09:49 PM
can anyone see my sell order on the XRB-DOGE pair? 6441 DOGE at 0.00033?

 **Rafael Rosales** 11:10:08 PM
Marta

Quick question 11:10:12 PM

JH **Jesus Hidalgo** 11:10:21 PM
Florent
As you but with my CREA
Yes, it is worrying. The money is practically gone from the account.

NK **Nikolay Kojuharov** 11:10:22 PM

Louis John

I remember when I thought "I will just quickly put some mo...

It was listed 10 min ago



Rafael Rosales

11:10:24 PM

I've got a transaction stuck on Invalid Address

GA **Gary** 11:10:27 PM

Is there a minimum deposit of xrb to bitgrail?

Jason Yeh joined the group



Rafael Rosales

11:11:03 PM

I know I can fix it now, but when I first made the withdrawal,
that amount of XRB was worth less than the max a day
permitted to withdraw

Now it doesn't... 11:11:08 PM

If I fix the address, is it going to go through? 11:11:21 PM



Elia admin

11:11:32 PM

Gary

Is there a minimum deposit of xrb to bitgrail?

1 xrb for addresses generated after december 16

XA **Xan** 11:11:47 PM

What's the minimum XRB I can purchase while being able to
access the funds?

GA **Gary** 11:11:56 PM

Ok thanks



Rafael Rosales

11:11:56 PM

What can I do?

- JH **Jesus Hidalgo** 11:11:58 PM
Admin what happens with the money gone? Yesterday I made a withdrawal from BTC and the money was deducted from my account but the transaction does not appear, nor confirmation mail, nothing.
- RW **Russell Wang** 11:13:31 PM
What does it mean when it says invalid block
- AH **Aaron Hillier** 11:16:16 PM
2fa email confirmation not being sent. Haalllp
-  **Harsha S** 11:16:22 PM
How fast are eth transfers to bitgrail?
- JU **Julian** 11:17:03 PM
So is this group just a bunch of people asking questions and nobody providing answers, then :D?
-  **V** 11:17:50 PM
Harsha S
How fast are eth transfers to bitgrail?
I've been waiting more than 24 hours now, I sent yesterday but no received... still eth deposit in maintenance
- T joined the group
-  **Harsha S** 11:18:11 PM
Oh kk ty V
- MA **Martin** 11:18:14 PM
The Pump Pro
If I deposit bitcoin cash, can I use it to buy xrb?
I would not recommend bch deposit. Made on monday and still waiting. Support not responding :-/

**Harsha S**

I was gonna arbitrage from kucoin to bitgrail

11:18:23 PM

Now I probs wont

11:18:27 PM

**The Pump Pro****Martin**

I would not recommend bch deposit. Made on monday and s...

Thanks for the reply Martin

11:18:37 PM

It seems like now there are some decent exchanges taking on

11:19:09 PM

XRB there will be little use for BitGrail

Given the lack of support and buggy platform

11:19:30 PM

**Harsha S**

It is still really cheap on bitgrail tho

11:19:52 PM

So once the traffic dies

11:19:57 PM

**Rafael Rosales**

Help please?

11:19:59 PM

**Harsha S**

Arbitrage might work

11:20:02 PM

JS

Jesse Savoy

Hello I'm trying to reset 2fa I entered the acct info in the like along with ID it sends me an e mail link of the same form. What am I doing wrong

11:20:09 PM

MG

Marcos Gallo

BTC BLOCKw

11:20:48 PM

BTC BLOQ?

11:20:55 PM

XA

Xan

11:20:57 PM

Can an admin tell me what's the minimum XRB purchase I can make? I can't find the terms on the site. Thanks



David

7

11:22:11 PM

JS

Jesse Savoy

I cannot successfully reset my 2fa

11:22:22 PM

OL

Oleksandr Lisovyi

Elia

1 xrb for addresses generated after december 16

Hi. It's the same problem... all files Gpg. and <1mb

11:22:24 PM

EL

ELL

Hello I had a btc withdraw from 31st December 2017... it was pending for 5 days and now says invalid address completed?
What has happened to the btc?

11:23:00 PM

JU

Julian

wait, am I shadowbanned because I posted a link earlier? can anyone read this message? please reply....

11:23:13 PM

EL

ELL

I can julian

11:23:41 PM

JU

Julian

ELL

I can julian

Thanks!

11:23:50 PM



K

I cant

11:23:52 PM

11:23:56 PM

ELL

EL

11:24:14 PM

SD

Spin Diesel

11:24:55 PM

Selling 2000 XRB is anyone is interested

*if

11:24:59 PM



crypt0n

11:25:40 PM

What does it mean if I haven't gotten them in my wallet yet and
the RaiBlocks website says "received, depending deposit to
balance"

Pending *

11:25:46 PM

JU

Julian

11:25:53 PM

Spin Diesel

Selling 2000 XRB is anyone is interested

I'd buy about 21 for 64415 XRB if you're interested

Julian

11:26:19 PM

I'd buy about 21 for 64415 XRB if you're interested

I mean 64415 DOGE, sorry

DC

David Cummins

11:27:02 PM

how fast are ltc transfers to bitgrail?



crypt0n

11:27:19 PM

David Cummins

how fast are ltc transfers to bitgrail?

Like took like 5 minutes

Mine *

11:27:23 PM

Jirka Ketner joined the group

Jirka Ketner



XRB is trading for 266k satoshi on kucoin

11:27:47 PM

buy!

11:27:49 PM

Fabio joined the group

PG

Paul Gavin

11:28:02 PM

Any1 know how much XRB one can withdraw without verification?

Or if its even working?

11:28:23 PM



Kazuto

11:28:46 PM

Does anyone know if it's possible to recreate a desktop wallet if you have the address and password?

maniaca joined the group



Kazuto

11:29:30 PM

because windows thought it would be cool to convert the file into a shortcut just as I was going to back it up -.-

JU

Julian

11:30:00 PM

Paul Gavin

Any1 know how much XRB one can withdraw without verifica...

0.5 btc worth of XRB per day



Kazuto

11:34:23 PM

I never got a seed

FM

FMIMZ

11:35:20 PM

Jirka Ketner

XRB is trading for 266k satoshi on kucoin

Bs really?

Kazuto



desktop wallet

11:35:45 PM

MG

Marcos Gallo

11:36:39 PM

Elia

Avoid screenshots

hello bloq

8772fd17e783b9e787e29f294ab0815b02f2b44e3dbcbb3d60d679
9d72f5586a btc



Kazuto

11:36:59 PM

It never gave me a seed. It just created the wallet

SD

Spin Diesel

11:38:00 PM

Julian

I mean 64415 DOGE, sorry

Keen for this trade



Kazuto

11:38:06 PM

Guess my balance is gone then



Brad

11:38:16 PM

I bought some XRB this morning and the order history shows
4.68405026 XRB but my wallet did receive the full amount.
4.67468216 XRB this didnt happen with the last 6 transaction.
is there a fee somewhere?

sorry... didnt receive

11:38:46 PM

JU

Julian

11:39:20 PM

Spin Diesel

Keen for this trade

sent you a private message!

JC

João Castro

11:39:25 PM

My LTC transaction is already with 6+ confirmations but its still
pending on my wallet

what shold i do?

11:39:30 PM

Nyxero joined the group

MT **Marius T.** 11:41:44 PM
Is there a referral system at bitgrail?

Martin Feneau joined the group

JU **Julian** 11:44:49 PM
OK guys, I'm really getting confused here. Is a single line in the sell order book a single sell order, or can it also be the total tradeable volume at a given price combined (i.e. multiple trades)???

Eugenio joined the group

MT **Marius T.** 11:46:33 PM
Julian
OK guys, I'm really getting confused here. Is a single line in t...
Multiple Trades

MF **Martin Feneau** 11:47:14 PM
hi! I made a withdrawal of XRB a few days ag and since they disappeared. Could someone help me?

JU **Julian** 11:47:17 PM
Marius T.
Multiple Trades
Right, so that's why my order isn't showing up in the table!
Thanks

Marius T. 11:48:19 PM
Multiple Trades
How come there are multiple lines with the same price, though?
Shouldn't those be combined into one line?



The Bomber admin

11:50:39 PM

Julian

How come there are multiple lines with the same price, thou...
probably same price but different orders

Martin Salcher

11:51:17 PM

@TheBomber I Need the 2FA for mi Account but it is Not wo...
don't understand nothing of this

MT

Marius T.

11:51:26 PM

Marius T.
Is there a referral system at bitgrail?
Any answer here?



The Bomber admin

11:51:36 PM

Marius T.

Is there a referral system at bitgrail?
no

MT

Marius T.

11:51:46 PM

Thanks



Brad

11:51:46 PM

Your deposit to my BitGrail wallet from my last transaction was
0.0093681 XRB short

Anon39 joined the group

MG

Marcos Gallo

11:52:03 PM

The Bomber

probably same price but different orders
Hello, my BTC deposit has stopped for hours at BITGRAIL

LU

Lu5ck

11:52:06 PM

Hi, I wanna check, are there any deposit issue for ETH now,
before I deposit in.



The Bomber admin

11:52:53 PM

Marcos Gallo

Hello, my BTC deposit has stopped for hours at BITGRAIL
have you confirmed by mail?

OL

Oleksandr Lisovyi

11:52:53 PM

The Bomber

no

Hi. It's the same problem... all files Gpg. and <1mb. And they
are not upload ((



The Bomber admin

11:53:06 PM

Oleksandr Lisovyi

Hi. It's the same problem... all files Gpg. and <1mb. And the...
reduce all files

TY

Tyler

11:53:31 PM

Eth deposits still down?

MF

Martin Feneau

11:53:44 PM

No response to my tickets opened since 5 days !!!

MG

Marcos Gallo

11:54:01 PM

The Bomber

have you confirmed by mail?

I'm depositing BTC in BITGRAIL, I'm not withdrawing

JU

Julian

11:54:15 PM

The Bomber

probably same price but different orders

But someone else just said different orders with the same price
are combined into one line?



The Bomber admin

11:54:42 PM

Julian

But someone else just said different orders with the same pri...
not in our history

OL

Oleksandr Lisovyi

11:54:53 PM

The Bomber

reduce all files

They are <1mb (it's near 300-500kb)



The Bomber admin

11:54:56 PM

if are separated orders, we take it separated

Oleksandr Lisovyi

11:55:05 PM

They are <1mb (it's near 300-500kb)

try another browser please

got over 3000 request per day

11:55:15 PM

should work :)

11:55:19 PM

JU

Julian

11:55:44 PM

The Bomber

not in our history

Then why is sell order not showing up the sell order book as an individual line?

my sell order*

11:55:58 PM



The Bomber admin

11:56:05 PM

Julian

Then why is sell order not showing up the sell order book as ...
in order book yes, same price 1 line

i spoken about trade history

11:56:14 PM

Julian

JU The Bomber 11:56:28 PM
i spoken about trade history

Oh ok, thanks. I was referring to the book!

11:56:28 PM

but again, why are there multiple lines @ same price in the sell order book? sorry for going in circles... 11:56:58 PM

MG Marcos Gallo 11:57:12 PM

The Bomber

have you confirmed?

Have you committed by mail?

[Em resposta a The Bomber]

I'm depositing BTC in BITGRAIL, I'm not withdrawing BTC

bitcoin 01/04 17:59:14 0.08732978 Deposit

8772fd17e783b9e787e29f294ab0815b02f2b44e3dbcbb3d60d679

9d72f5586a Pending

John G joined the group

RS Ryan Sturm 11:57:40 PM

Is there an update on the ETH issues? We've been told very little, and the last update was over 5 hours ago.



The Bomber admin

11:57:59 PM

Marcos Gallo

[Em resposta a The Bomber] I'm depositing BTC in BITGRAI...

not confirmed by blockchain network

we can't credit

11:58:03 PM

Ryan Sturm

11:58:35 PM

Is there an update on the ETH issues? We've been told very little about the current state of Ethereum deposits still down. withdrawal works

—50— **Tom** 11:58:44 PM

4hrs to transfer BTC into bitgrail, is this normal? Took 1hr last night.



grantus

:(
I hope we don't have to take losses

11:58:46 PM

seems like it must be a serious thing

11:59:05 PM

DrNinjamonkey joined the group



grantus

I think last time this happened on bitfinex? they made everybody
take a haircut on their funds

11:59:21 PM

It's possible that the exchange has lost some money here.

11:59:47 PM

Friday, January 5, 2018

RS

Ryan Sturm

12:00:27 AM

The Bomber

ethereum deposits still down. withdrawal works

I understand that, but is there a reason for the deposits being
down. I have a deposit that is stuck in my wallet, and hasn't
moved to the hot wallet.



Yoke Sauce

12:02:19 AM

how long do bitcoin withdrawals take? i clicked the email link
and it took me back to home page so i signed in but still nothing
under PENDING?



The Bomber admin

12:03:09 AM

Ryan Sturm

I understand that, but is there a reason for the deposits bein...

we need to optimized our internal script to avoid high fee

so we can reduce withdrawsl fee too

12:03:16 AM



Yoke Sauce

12:04:17 AM

how long do bitcoin withdrawals take? i clicked the email link...

is not istant



Syed Gaffoor

Xrb withdrawal not letting me withdraw

12:05:02 AM

Saying account verification needed

12:05:08 AM

OL

Oleksandr Lisovskyi

The Bomber

try another browser please

Ok. Thanks

12:05:09 AM

John Doe joined the group



Syed Gaffoor

Even with 10 xrb

12:05:12 AM

100 xrb

12:05:15 AM

Whats going on

12:05:24 AM

S joined the group



Yoke Sauce

@TheBomber am i better off changing to litecoin or ethereum
then? or same process....

12:06:02 AM

Claudio Atilano joined the group



Marcelo Woo

Any adm online for give me a support?

12:07:27 AM

JD

John Doe

Hey do you guys think xrb will rise greater than \$33?

12:07:36 AM



Glenn

yes easily

12:08:04 AM

watch the next few days john

12:08:21 AM



Priscila Almeida

12:08:39 AM

John Doe

Hey do you guys think xrb will rise greater than \$33?

Sure

JD

John Doe

12:09:06 AM

Perfect. Thanks . Was thinking about 12k coins



Marcelo Woo

12:09:11 AM

@TheBomber can you help me?

JD

John Doe

12:09:12 AM

Selling my*



Glenn

12:09:16 AM

xrb

BW

Britama Wilix

12:09:36 AM

Dont sell your ltc at cheap price. Look coinmarketcap. Buy wall
want gap 0.0004-0.0005 per ltc.

JD

John Doe

12:09:40 AM

Will hold .



Glenn

12:09:44 AM

wow lucky you john good luck mate enjoy the ride



The Bomber admin

edited 12:09:48 AM

An hyperbolic growth is currently involving Bitgrail. In
order to guarantee the best user experience possible and
maximize the efficiency of the system, the Trollbox is
gonna be suspended.

The team is in constant expansion and the main support
medium remains the ticket. Thanks.

Follow us on Twitter for future update.

The Bomber pinned «An hyperbolic growt...»

- MT **Marius T.** 12:10:08 AM
For how long?
- FM **FMIMZ** 12:10:15 AM
Are btc withdraws active?
- XR **Xrl** 12:10:20 AM
nooo not the trollbox
- FM **FMIMZ** 12:10:22 AM
And xrb withdraws?
-  **The Bomber** admin 12:10:24 AM
FMIMZ
Are btc withdraws active?
Yes
-  **Dann** 12:10:24 AM
The Bomber
An hyperbolic growth is currently involving Bitgrail. In order t...
OK
-  **J.** 12:10:25 AM
- AA **Andrews Alves** 12:10:28 AM
hello Admins, Can you help ?
what's this message of Raiblocks Withdrawal "Received, pending deposit to balance"?
- Danny**



This is why we cant have nice things

12:10:29 AM



The Bomber admin

FMIMZ

And xrb withdraws?

Yes

MK

12:10:32 AM

Cool you got better things to do!!!

IB

Igor Boos

12:10:33 AM

Hyperbolic growth



Dann

12:10:37 AM

J.

lol



Chris Peters

12:10:38 AM

Aka support needs to sleep lol



Danny

12:10:40 AM

All u guys do is spam questions to admins that u could have figured out in the FAQ or sticky



Matt Lobster

12:10:40 AM

Hyperbolic

FM

FMIMZ

12:10:42 AM

Thanks!

JT

Julian Traversa

12:10:43 AM

I have had a ticket waiting for 16 days, how should I contact you in the future if it remains unanswered bomber?

- BE **Ben** 12:10:43 AM
Deposit ETH in how many times
- JD **John Doe** 12:10:43 AM
Any coins recommendations?
- HI **Hish** 12:10:46 AM
what if it falls to 2k?
-  **Marcelo Woo** 12:10:47 AM
I got xrb withdraw problem
Status invalid address
- BE **Ben** 12:10:48 AM
Rework ?
- JL **Jay L** 12:10:48 AM
>Hyperbolic
- ZS **Zach S** 12:10:51 AM
WOOOO go go go go rai
- AB **A B** 12:10:53 AM
Why trollbox is related to website, can't understand
-  **The Bomber** admin 12:10:54 AM
John Doe
Any coins recommendations?
Urocoin
- MK **M K** 12:10:56 AM
The Bomber
Yes
Cool, you got better things to do. Onward and upward!!
- Jay L**

- JL You mean parabolic 12:10:56 AM
- IB **Igor Boos** 12:11:03 AM
Thank you BitGrail. U made a lot of people a lot of money!
- TY **Tyler** 12:11:04 AM
Suspicious
-  **The Bomber** admin 12:11:10 AM
The Bomber
Urocoin
I'm trolling
- DD **Douglas Denck** 12:11:14 AM
How long delay time to answer a ticket, admin?
- FM **FMIMZ** 12:11:16 AM
The Bomber
Yes
Thank you sir.
-  **Yoke Sauce** 12:11:18 AM
@TheBomber i sent a xrb withdrawal one week ago and not even anything under pending...opened ticket...no response....
- MR **MrIn** 12:11:18 AM
Which trollbox
- NW **N W** 12:11:20 AM
SPANK CHAIN
-  **Neil** 12:11:21 AM
Hyperbolic
- Allan**



Trollbox you mean telegram chat?

12:11:41 AM

JB

Jan Beckers

12:11:42 AM

Thank you Bitgrail for the hard work & support last days!

JA

Jake

12:11:44 AM

What if it falls to 200k?



Dann

edited 12:11:45 AM

Hish

what if it falls to 2k?

wtf.. i often see this statement. nor here or trollbox in the past

WA

wayne

12:12:00 AM

I bought 60k AUD of xrb in the last month and bitgrail has been perfect. Thanks team

HI

Hish

12:12:06 AM

its a meme on reddit

AB

A B

12:12:15 AM

Will here be suspended or only the website?



Quello Conlabarba

12:12:16 AM

The Bomber

An hyperbolic growth is currently involving Bitgrail. In order t...

yeah ...good choice

NW

N W

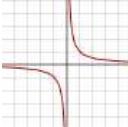
12:12:20 AM

John Doe

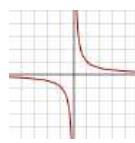
Any coins recommendations?

Spank chain

Tony

- TO then bb. cya 12:12:21 AM
- IB **Igor Boos** 12:12:29 AM
Yea. All the issues that arose have been taken cared of. Thank u
BitGrail
- MK **M K** 12:12:34 AM
The Bomber
I'm trolling
As long as you keep the ticket system somewhat current, I
apploud your decision to close the T-box
- BE **Ben** 12:12:36 AM
Eth deposit news?
- HI **Hish** 12:12:37 AM
I signed up 5 times with 5 different emails to Kucoin and never
got a verification email
- IB **Igor Boos** 12:12:38 AM
But the issues did cost me money too
- A **A** 12:12:41 AM
Matt Lobster
Hyperbolic
https://en.wikipedia.org/wiki/Hyperbolic_growth
(https://en.wikipedia.org/wiki/Hyperbolic_growth)

(https://en.wikipedia.org/wiki/Hyperbolic_growth)
Wikipedia
Hyperbolic growth
(https://en.wikipedia.org/wiki/Hyperbolic_growth)
When a quantity grows towards a singularity under a finite
variation (a "finite-time singularity") it is said to undergo

hyperbolic growth. More preci...

- EM **edith malines** 12:12:44 AM
is withdrawal of btc works?
- WA **wayne** 12:12:55 AM
How so, I bought a huge amount of dent and ven last few days.
Running smoothly.
- JD **John Doe** 12:12:59 AM
Any coin(s) you guys recommend ?
- MK **M K** 12:13:03 AM
So hyperbolic is worse than parabolic?
- XR **Xrbtraders** 12:13:07 AM
The Bomber
An hyperbolic growth is currently involving Bitgrail. In order t...
Y'all have done an amazing job overall. Increased withdrawal
limits, 3-day verification, quick & instant transfers of coins. Keep
it up and next grappa shot is on me! (Figuratively)
- A **A** 12:13:08 AM
Jay L
You mean parabolic
https://en.wikipedia.org/wiki/Hyperbolic_growth
(https://en.wikipedia.org/wiki/Hyperbolic_growth)

(https://en.wikipedia.org/wiki/Hyperbolic_growth)
Wikipedia
Hyperbolic growth
(https://en.wikipedia.org/wiki/Hyperbolic_growth)
When a quantity grows towards a singularity under a finite
variation (a "finite-time singularity") it is said to undergo

hyperbolic growth. More preci...

- NW **N W** 12:13:12 AM
John Doe
Any coin(s) you guys recommend ?
Spank chain
- HI **Hish** 12:13:21 AM
don't think it works
-  **Thick** 12:13:25 AM
Is xrb withdrawals doesnt work ?
- A **A** 12:13:40 AM
Thick
Is xrb withdrawals doesnt work ?
yes it works
-  **Dann** 12:13:56 AM
any plan to add more coin types in BG?
- A **A** 12:14:04 AM
Dann
any plan to add more coin types in BG?
yes
-  **Dann** 12:14:10 AM
great
-  **Thick** 12:14:15 AM
There is some messages users have issues about withdrawals
- A **A** 12:14:17 AM
stay tuned
- Dann**



sure

12:14:27 AM



André Dutra

12:14:31 AM

will stay raiblocks exclusive exchange?



Danny

12:14:32 AM

i do have one request... make the market page auto update itself :)



André Dutra

12:14:44 AM

dedicated*



The Bomber admin

12:14:48 AM

André Dutra

will stay raiblocks exclusive exchange?

No



Dann

12:14:59 AM

Danny

i do have one request... make the market page auto update i...

yes. we need it. please admin



The Bomber admin

12:15:14 AM

The Bomber

No

I think our work for raiblocks is end

AA

Andrews Alves

12:15:45 AM

hello Admins, Can you help ?

what's this message of Raiblocks Withdrawal "Received, pending deposit to balance"?



André Dutra

12:15:55 AM

ltc/xrb - eth/xrb dont will be continued?

- A A 12:16:02 AM
Danny
i do have one request... make the market page auto update i...
yes
-  **Syed Gaffoor** 12:16:07 AM
Admin
- A A 12:16:07 AM
asap
-  **Syed Gaffoor** 12:16:17 AM
Why am i unabke to withdraw xrb
-  **JamPants** 12:16:21 AM
Bitgrail came through for us big time this week.
-  **Syed Gaffoor** 12:16:24 AM
Says acxount verification needed
-  **Dann** 12:16:30 AM
The Bomber
I think our work for raiblocks is end
what this mean?
-  **Syed Gaffoor** 12:16:32 AM
Eventhough i wanna wtidhraw just 100
-  **Marcelo Woo** 12:16:35 AM
Any adm can help me??
-  **Syed Gaffoor** 12:16:42 AM
Which us less than 0.5 btc
-  **Ángel Vila arias** 12:16:48 AM

Why does this happen to you every time XRB rises exponentially in price?



Syed Gaffoor

I havr 2fa

12:17:19 AM

Verification

12:17:24 AM



Thick

I dont know if i can help but i am a senior web developer. Why we didnt make the site live on updates ? This is not that hard to make. Maybe 2 days for all site with tests

12:17:25 AM

DA

Daniel

12:17:27 AM

Hish

I signed up 5 times with 5 different emails to Kucoin and nev...

Me too

AB

A B

12:17:45 AM

Kucoin deactivated new members



M.T.R.

12:17:50 AM

The Bomber

I think our work for raiblocks is end

In what sense?

JA

Jake

12:18:10 AM

The Bomber I just experienced an issue where I lost 10 xrb magically during a trade... it shows me purchasing the 10 xrb in my order history but its not in my balance...

BE

Ben

12:18:12 AM

ETH deposit some new when it's reopen?



M.T.R.

12:18:12 AM

Ángel Vila arias

Why does this happen to you every time XRB rises exponenti...

Exponentially?



Marwan Zahoui

12:18:15 AM

ETA on etherium maintenance please

A

A

Marwan Zahoui

12:18:35 AM

ETA on etherium maintenance please

no eta but working on it



The Bomber admin

12:18:43 AM

M.T.R.

In what sense?

We have helped raiblocks to grow, now it has grown and can
survive even if we do not remain the dediate exchange



Deeco v.2.0

12:18:54 AM

Xrb depo is instant!

Btc withdrawal is fast. Not let than an hour :)

2 thumbs up!

Steven joined the group

AA

Andrews Alves

12:18:56 AM

hello Admins, Can you help ?

what's this message of Raiblocks Withdrawal "Received, pending
deposit to balance"?

JA

Jake

12:19:02 AM

Wait you guys are staying around right? I love bitgrail



The Bomber admin

12:19:07 AM

Jake

The Bomber I just experienced an issue where I lost 10 xrb ...

pm your email i will check it

jeskei joined the group

- GD **Grey Dragon** 12:19:21 AM
Is there already a list of coins to be added in Bitgrail?
- I'm looking forward for Bitgrail's growth. Hoping that you levelled with 'big' exchanges. 12:20:04 AM
- GO **Goldman** 12:20:17 AM
Hyperbolic coin chamber
-  **bob bob** 12:20:42 AM
@The Bomber, are u saying you are adding more coins, or that you are taking off raiblocks?
-  **The Bomber** admin 12:21:02 AM
Grey Dragon
Is there already a list of coins to be added in Bitgrail?
no, first we need to fix all tickets
- Yoke Sauce** joined the group
-  **The Bomber** admin 12:21:10 AM
bob bob
@The Bomber, are u saying you are adding more coins, or t...
adding more coins
-  **bob bob** 12:21:18 AM
ok great
-  **Aar** 12:21:28 AM
The Bomber
adding more coins
That sounds good!!!
- Glenn**



cool

12:21:31 AM



Joe Neutron

I am a developer , i could work for bitgrail

12:21:43 AM



Aar

Amazing job bomber

12:21:46 AM



Joe Neutron

:-)

12:21:47 AM

Fix some frontend issues

12:21:52 AM

Like the menu on mobile

12:21:59 AM



The Bomber admin

12:22:13 AM

Joe Neutron

I am a developer , i could work for bitgrail

pm me

GD

Grey Dragon

12:22:19 AM

I'm a Marketing Graduate, I can work to bitgrail too.



Enry

It is great that they increase the repertoire of the market, the expansion is important ALWAYS , but will increase the personnel? that is to say, we already have waiting queues in the quite large tickets, will it be worse?

12:22:39 AM



Ángel Vila arias

12:22:55 AM

M.T.R.

Exponentially?

of or relating to an exponent or exponents.

Mathematics.

of or relating to the constant e.

(of an equation) having one or more unknown variables in one or more exponents.



Kazuto

12:23:17 AM

I'm a frontend developer. I can help if needed ^^



Deeco v.2.0

12:23:19 AM

The Bomber

An hyperbolic growth is currently involving Bitgrail. In order t...

This trollbox will no longer be available?



The Bomber admin

12:23:28 AM

Deeco v.2.0

This trollbox will no longer be available?

correct

FM

FMIMZ

12:23:36 AM

What happens if I get invalid block on an xrb withdraw?



Deeco v.2.0

12:23:40 AM

We will gonna miss u guys

A

A

12:24:13 AM

FMIMZ

What happens if I get invalid block on an xrb withdraw?

wait 24 hours then if needed open a ticket



Yoke Sauce

12:24:23 AM

hope my withdrawals go through...anybody else withdrawal anything from bitgrail before?

/s (tg://bot_command?command=s)

12:24:36 AM

GD

Grey Dragon

12:24:37 AM

What about the troll box in the website? Will it work again?



viklys •Core

12:24:42 AM

A

A

Grey Dragon

What about the troll box in the website? Will it work again?

no

12:24:53 AM



M.T.R.

12:25:29 AM

Rip second trollbox, all the best Bomber, personally I've never had anything trouble, so thanks for the work and letting me buy XRB



Marta

12:25:40 AM

Deeco v.2.0

We will gonna miss u guys

Goodbye Deeco

12:25:45 AM



viklys •Core

12:25:48 AM

Will miss you @ElGozzo @TheBomber



Deeco v.2.0

12:26:12 AM

Marta

Goodbye Deeco

Goodbye Marta!



Enry

12:26:17 AM

Where can I complain about undoing now? for the answer that does not reach me

FM

FMIMZ

12:26:30 AM

Gonna miss you guys! Can I find a job with you guys as support?

Lol

12:26:33 AM

**Brutale**

12:26:35 AM

Andrews Alves

hello Admins, Can you help ? what's this message of Raibloc...
posting this message over and over won't help. This is the type
of flood Bitgrail team has to deal with, if everybody could be
more cooperative and patient this wouldn't happen

**Aar**

12:26:36 AM

Wait wait. Everything will be ok right? With bitgrail.

**Brad**

12:26:48 AM

Is there an issue with XRB deposits to BitGrail wallet after
transactions?. :
Your deposit to my BitGrail wallet from my last transaction was
0.0093681 XRB short

**viklys •Core**

12:26:49 AM

Specially @santistivaletti when joined we had great fun to know
whether ita new male for female admin

**Ángel Vila arias**

12:27:04 AM

M.T.R.

Rip second trollbox, all the best Bomber, personally I've neve...
the whole reason

DM

Darrell McCormick

12:27:19 AM

XRB will blow Bitcoin out of the water

**Dann**

12:28:04 AM

Joe Neutron

Like the menu on mobile
yea. it's very annoying in mobile view

GD

Grey Dragon

12:28:16 AM

I believe, Bitgrail's support/troll box is the main competitive
advantage of bitgrail since you are the only exchange that can

answer us 'very fast' and can solve our issues immediately, so I guess there will a significant change if you close this trollbox.



Aar

12:28:19 AM

The question is. Will be xrb deslisted from bitgrail?

vinhphuc letran joined the group



Marta

12:28:57 AM

Aar

The question is. Will be xrb deslisted from bitgrail?

No.



Deeco v.2.0

12:29:05 AM

Aar

The question is. Will be xrb deslisted from bitgrail?

I dont think so.

DM

Darrell McCormick

12:29:12 AM

Up till now, I have only bought and mined Bitcoin. XRB is a game changer!

GD

Grey Dragon

12:29:19 AM

Aar

The question is. Will be xrb deslisted from bitgrail?

No. They will just add coins



Aar

12:29:20 AM

Marta

No.

Omg thanks for the answer

AA

Andrews Alves

12:29:31 AM

Ok admin sorry, but, wha'ts problem with Raiblocks Withdrawal ??



Marta

12:29:37 AM

Aar

Omg thanks for the answer
Now you can sleep



Deeco v.2.0

12:29:45 AM

Hey marta. Take good care of your lovely cat.



Marta

12:29:50 AM

Andrews Alves

Ok admin sorry, but, wha'ts problem with Raiblocks Withdra...
They work.



Dann

12:29:52 AM

Marta

No.

nice. i don't think i will leave BG.



Amigas

Aar

12:29:53 AM

Marta

Now you can sleep
Yes jejeje because im in Spain Marta



Marta

12:29:59 AM

Deeco v.2.0

Hey marta. Take good care of your lovely cat.
I will miss your complaints



Dann

12:30:14 AM

Marta

I will miss your complaints
lol



Deeco v.2.0

12:30:32 AM

Marta

I will miss your complaints

GD **Grey Dragon** 12:30:57 AM

I believe, Bitgrail's support/troll box is the main competitive advantage of bitgrail since you are the only exchange that can answer us 'very fast' and can solve our issues immediately, so I guess there will a significant change if you close this trollbox.



vikls •Core edited 12:31:15 AM

Marta

I will miss your complaints

Had amazing Journey from 800 to 6k members



Jim Cummins 12:31:38 AM

Wait is telegram going away?



Marta 12:32:08 AM

Jim Cummins

Wait is telegram going away?

Read the pinned message.

vikls •Core 12:32:15 AM

Had amazing Journey from 800 to 6k members



Stefania 12:32:17 AM

Grey Dragon

I believe, Bitgrail's support/troll box is the main competitive ...

Actually things will get smoother, this chat has now a huge amount of users, and it got pretty hard to catch up with everyone. We can focus on everything else by closing it



Deeco v.2.0 12:32:35 AM

Grey Dragon

I believe, Bitgrail's support/troll box is the main competitive ...

Admins are exhausted with too much silly and repeated questions



viklys •Core

Stefania

Actually things will get smoother, this chat has now a huge a...

Last message ... are u male or female admin

12:32:40 AM



Jim Cummins

12:33:07 AM

Lol what.nooo

GA

Gabe

12:33:08 AM

any issues with btc deposit?



Jim Cummins

12:33:26 AM

Welp to twitter then

JA

Jake

12:33:31 AM

probably true but plz dont pull a mercatox. they never, ever, ever keep in touch with people :'(



Stefania

12:33:57 AM

viklys •Core

Last message ... are u male or female admin

What do you think?



Marta

12:34:08 AM

viklys •Core

Last message ... are u male or female admin

...



Wizard Oz

12:34:28 AM

Oh man. I'm going to miss troll box :/



Danny

12:34:35 AM

i dont



The Bomber admin

<https://t.me/bitgrailchannel> (tg://resolve?domain=bitgrailchannel)

12:34:41 AM

Telegram

BitGrail (<https://t.me/bitgrailchannel>)

BitGrail - Official Channel



Danny

12:34:42 AM

too many stupid people asking questions they didnt take 5min to find the answer to



The Bomber admin

12:34:51 AM

The Bomber

<https://t.me/bitgrailchannel>

for future update on telegram

Eric Ray joined the group



Florent

12:35:09 AM

Closing the place where users can watch they are not alone with problems



Stefania

12:35:09 AM

You can check our telegram channel btw



Marta

12:35:10 AM

Done.



André Dutra

12:35:14 AM

Bomber



viklys •Core

12:35:14 AM

Stefania

What do you think?

This was not the answer that u gave when u joined here

**Enry**

Can I open more than 1 ticket?

12:35:15 AM

- be with the same subject
- be with a different theme

It is a question.

**Deeco v.2.0****Marta**

Done.

12:35:19 AM

**Eric Ray**

Hi all. If i want to convert LTC to XRB, do i sell LTC on the XRB market?

12:35:21 AM

**Alexej**

If I want to withdraw and put in the 2FA code (no matter of correct or incorrect!) I just see the loading screen and nothing happens. What do? Thanks!

12:35:30 AM

**Brad**

Is there an issue with XRB deposits to BitGrail wallet after transactions?. :

Your deposit to my BitGrail wallet from my last transaction was 0.0093681 XRB short

12:35:33 AM

**André Dutra**

Itc/xrb - eth/xrb will be continued?

12:35:34 AM

**Florent**

There is a big problem somewhere

12:35:54 AM

**Ermec**

bcc prosdsegning a long time 2rhs + omg bitgrail

12:36:02 AM

- processing* 12:36:13 AM
-  **Florent** 12:36:15 AM
Haching ? Funds stolen ? Be honest
-  **Marvs** 12:36:17 AM
Whats the problem? Will the xrb deposits and btc withdrawals be fine?
- DE **Dennys** 12:36:20 AM
Great work guys till the end. You incentive me and my friends to open a new exchange at Brasil. And I've learned many things waching your actions. TY and good luck to you all.
-  **Aar** 12:36:29 AM
When telegram will be shut down? Tomorrow? Hour?
- DA **Dakota** 12:36:41 AM
WHAT IF PRICE FALLS TO 2K?
- GD **Grey Dragon** 12:36:56 AM
Just wanna ask. Are you admins open for suggestions of which coin to be listed?
-  **ella laela sari** 12:36:59 AM
Dakota
WHAT IF PRICE FALLS TO 2K?
Good
-  **Deeco v.2.0** 12:37:21 AM
Dakota
WHAT IF PRICE FALLS TO 2K?
You bet. This will not gonna happen
-  **Gius** 12:37:26 AM
Dakota

WHAT IF PRICE FALLS TO 2K?
that question will follow me forever



xhænæia

don't close this trollbox.. its very helpful..

12:37:33 AM



Deeco v.2.0

xhænæia

don't close this trollbox.. its very helpful..

12:37:56 AM

They will because of you. Lol.



Gius

USER-35077: what if price falls to 2k?

12:38:07 AM



xhænæia

Deeco v.2.0

They will because of you. Lol.

wth..

12:38:08 AM

WC

Wagner Carrinho

go go go Vini

12:38:14 AM



Deeco v.2.0

xhænæia

wth..

12:38:24 AM



Dann

— Gius
Photo

□ □ □

12:38:28 AM



Alexej

12:38:29 AM

If I want to withdraw and put in the 2FA code (no matter of correct or incorrect!) I just see the loading screen and nothing happens. What do? Thanks!



Enry

Gius
Photo

old

12:38:30 AM



vikls •Core

@santistivaletti @TheBomber @ElGozzo @Elle5 Thanks for all your help till now on this trollbox... Take care... You had done great job.....

12:38:33 AM

FM

FMIMZ

Can a be part of the bit grail team with support?

12:38:39 AM



The Bomber admin

12:38:46 AM

vikls •Core
@santistivaletti @TheBomber @ElGozzo @Elle5 Thanks for al...



JF Hotte

Go Raiblocks

12:39:05 AM

A

A

Florent

Haching ? Funds stolen ? Be honest

No, no

12:39:12 AM



vikls •Core

The Bomber

12:39:44 AM

Respect to u and your team Only exchange team which gave instant response was Bitgrail and none.....



Deeco v.2.0

viklys •Core

Respect to u and your team Only exchange team which g...

12:40:01 AM



xhænaia

12:40:09 AM

viklys •Core

Respect to u and your team Only exchange team which g...



Ermec

12:40:18 AM

A my bcc prossesing a long time this normal?



Dann

12:40:58 AM

is DEPOSIT or WITHDRAW btc working now?



Marta

12:41:13 AM

viklys •Core

Respect to u and your team Only exchange team which g...

Thank you guys :)



viklys •Core

12:41:22 AM



Marta

12:41:24 AM

Dann

is DEPOSIT or WITHDRAW btc working now?

Yes.

DE

Dennys

12:41:26 AM

Marta

Thank you guys :)

Marta

**Ermec**

A my bcc prossesing a long time this normal?

10 confirmations from blockchain

12:41:31 AM

**Alex**

How do you sync your 2fa

12:42:09 AM

**Marvs****Marta**

Yes.

How about for xrb?

12:42:10 AM

**Marta****Marvs**

How about for xrb?

Xrb transactions work

12:42:24 AM

**Deeco v.2.0****Alex**

How do you sync your 2fa

App settings, then sync

12:42:50 AM

**Marvs****Marta**

Xrb transactions work

Thanks for all admins. I appreciate your work by replying each concern.

12:42:59 AM

**Ermec****Marta**

10 confirmations from blockchain

01/04 21:13:40 BCC 10.90447452 BCC 14oAxjPS81oFzy3...

Processing

12:43:19 AM

Marta



Marvs

Thanks for all admins. I appreciate your work by replying ea...

12:43:26 AM

You are welcome guys!

FM

FMIMZ

12:43:49 AM

Marta

Yes.

Yeah bro. I just did one. Waiting on my hash to appear. Status is pending but you can withdraw!



Matt Holiday

12:43:50 AM

Buy POLL

Brandon Lam joined the group

LJ

Louis John

12:44:09 AM

Elia

Ltc works normally now

So my LTC deposit from 4 days ago has not hit my account yet and is sitting in some random wallet address. Are you guys still dealing with a backlog of those transactions?

FM

FMIMZ

12:44:18 AM

Marvs

How about for xrb?

I just did one for xrb also! Smooth as it should be!



viklys •Core

12:44:41 AM

Bitgrail not only helped Raiblocks it also helped many people to get BTC and encash XRB in fiat



xhænaia

12:44:49 AM

Deeco v.2.0

Allan Hall joined the group

Tam Trà joined the group

FM **FMIMZ** 12:45:07 AM

Thanks for everything admins. Loved working with you guys!
You're the best! Really going to miss you all. Can't I work as support with you guys? :c

 **Deeco v.2.0** 12:45:16 AM
Xrb and btc trns are smooth like body soap.

AH **Allan Hall** 12:45:24 AM

I also was able to deposit BTC without a hitch. took about 30 mins.

Fernando joined the group

Cameron Vincent joined the group

AH **Allan Hall** 12:45:54 AM

Is there a way to zoom in to minute by minute candles or do they keep it to 6h min by design?

 **Cameron Vincent** 12:46:04 AM
Hi all, anyone know how long BCC deposits take?

TT **Tam Trà** 12:46:46 AM

I've sent btc to my account for almost 24 hours but have not been confirmed yet

Biebk joined the group

R joined the group

Dave Kliman joined the group

**Biebk**

What is going on with 2FA

12:47:23 AM

**Dave Kliman**

hello is there an admin?

12:47:26 AM

Alex joined the group

**Cameron Vincent**

12:47:29 AM

Cameron Vincent

Hi all, anyone know how long BCC deposits take?

Don't worry about my question admin, just looked through the page and saw it needs 10 confirms.

**Biebk**

12:47:44 AM

I did it like 5 times, and still says rquires 2 FA for markets.

**Liquid**

12:47:52 AM

Still 0.05 ETH withdrawal fee? \$50 fucking dollars!

GE

Gab Ehcuod

12:48:10 AM

M K

Cool, you got better things to do. Onward and upward!!

FYI my friend just transferred LTC and bought XRB and withdrew to raiwallet all within an hour with no issue

**Deeco v.2.0**

12:48:36 AM

Biebk

I did it like 5 times, and still says rquires 2 FA for markets.

Sync

R

R

12:49:10 AM

Are deposits working

David



R
Are deposits working

yes. was able to deposit bcc and ltc

took 2 hours though

12:49:43 AM

JA
Jake

12:49:49 AM

why cant you use ltc or xrb?

Eka | www.onlinebusinessstips.site joined the group

AH
Aaron Hillier

12:51:14 AM

been 2 weeks.. still havnt gotten 2fa email confirmation...
opened ticket 1 week ago, yall should really work on the
essential functionality of website

A

12:52:10 AM



The Bomber 1/5/18

An hyperbolic growth is currently involving Bitgrail. In
order to guarantee the best user experience possible
and maximize the efficiency of the system, the Trollbox
is gonna be suspended.
The team is in constant expansion and the main
support medium remains the ticket. Thanks.

Follow us on Twitter for future update.

David joined the group



Steam Assasin

12:53:46 AM

This is all very well and good but some of us have funds sent to
Bitgrail with no idea when we will see them.

MK
Moses Kishk

12:54:41 AM

By Marta! Thanks for all the help!

JV **Jim V** 12:56:10 AM
the bitgrail site says we can withdraw up to .5 BTC with no account verification, but I can't get even 5 XRB withdrawal to work. says "pending" for 24 hours

Kim Allen-Mersh joined the group

R **R** 12:56:41 AM
Anyone else able to deposit?

JV **Jim V** 12:56:46 AM
marta ^^

 **Cameron Vincent** 12:56:55 AM
R
Anyone else able to deposit?
Yes

 **Anzylon** 12:56:56 AM
Jim V
the bitgrail site says we can withdraw up to .5 BTC with no a...
make sure you confirmed it on email

JV **Jim V** 12:57:06 AM
i did confirm it on email. 100%

R **R** 12:57:11 AM
Which deposit method?

Clément joined the group

A **A** 12:57:28 AM
Steam Assasin
This is all very well and good but some of us have funds sent...
coin? did when? ticket?



Cameron Vincent

R

Which deposit method?

BCC

12:57:45 AM

R

R

12:57:54 AM

Ty

JU

Justin

12:57:59 AM

I'm still missing my ETH deposit from December 12, no smart contract, no ticket response, can I at least get an update?

BW

Britama Wilix

12:58:46 AM

Sir, dont forget to reducing fee eth



Marta

12:59:18 AM

Britama Wilix

Sir, dont forget to reducing fee eth



We'll decrease them

12:59:24 AM

in the future.

edited 12:59:28 AM



Enry

12:59:39 AM

Britama Wilix

Sir, dont forget to reducing fee eth

lol



Marta

12:59:45 AM

Justin

I'm still missing my ETH deposit from December 12, no smar...

Tomorrow will work on ETH issues

Jim V

12:59:54 AM

marta ^^

Hello Jim

Dustin joined the group

BW **Britama Wilix** 1:00:11 AM
Tq for all team

 **Dann** 1:00:21 AM
i do BTC withdrawal just right now, no problem at all.
so fast, just took around 10 minutes.

++Bitgrail

 **Enry** 1:00:29 AM
answer the tickets UwU

JU **Justin** 1:00:39 AM
Marta
Tomorrow will work on ETH issues
That's what has been said since I raised the issue

RV **Rafael Vieira** 1:00:59 AM
XRB on bitgrail is so cheap compared to Kucoin

\$31 x \$44 1:01:11 AM

 **Ermec** 1:01:14 AM
My BCC prossesing a long time i need work plase help me!

Federico joined the group

 **Enry** 1:01:39 AM
Dann
i do BTC withdrawal just right now, no problem at all. so fast, ...
I see people like you who do everything fast and give me envy, I
do not understand why my deposit gets stuck xDDD



Ermec

Withdraws

1:01:41 AM

Ciarán joined the group



Nguyễn Thị Trà My

Why did I buy 113 xrb? Why am I only getting 112,774?

1:02:03 AM

Urbano joined the group



Dann

Enry

I see people like you who do everything fast and give me env...

don't know why.

i almost never got problem with WD / Depo.

1:02:49 AM

before doing them, i always asked here to confirm if everything is OK or there are some issues



Nguyễn Thị Trà My

in my history bought 113 xrb

1:02:53 AM



Liquid

Rafael Vieira

XRB on bitgrail is so cheap compared to Kucoin

Not when you figure in the .20% fee and the hours/days waiting to withdrawal

1:02:58 AM



Mar Alv

Any admin here?

1:03:10 AM

My btc depo still pending for 1 hour

1:03:20 AM

RV

Rafael Vieira

sure

1:03:22 AM



Liquid

1:03:41 AM

Nguyễn Thị Trà My

in my history bought 113 xrb

They charge a .20% fee



Cameron Vincent

1:04:19 AM

Rafael Vieira

sure

Wow didn't realise was active yet. Thanks

MK

Moses Kishk

1:04:20 AM

LET HAVOC RULE



Mar Alv

1:04:41 AM

Who depo btc??

RV

Rafael Vieira

1:04:52 AM

Cameron Vincent

Wow didn't realise was active yet. Thanks

o v e r p r i c e d XRB :D so i recommend to buy it on BitGrail, so
cheap compared to kucoin



Nguyễn Thị Trà My

1:04:58 AM

ô

no

1:05:12 AM



Enry

1:05:22 AM

Dann

don't know why. i almost never got problem with WD / Depo. ...

It is assumed that on 29/12 everything was fine when I
deposited, but everything was spoiled when I sent the deposit
and entered maintenance BG and never got my xrb gg

DREAMiners.com joined the group

Haz joined the group

HA **Haz** 1:05:43 AM
is bitgrail deposits slow for anyone else?

 **yobo** 1:05:53 AM
any ETA on eth wallet working?

A **A** 1:05:57 AM
Mar Alv
My btc depo still pending for 1 hour
2 confirmations in the blockchain are needed

 **Nguyễn Thị Trà My** 1:06:01 AM
Charges are included in the amount I purchased

 **Marta** edited 1:06:29 AM
Anon banned

geoff joined the group

 **Marta** 1:06:54 AM

My last ban 1:06:57 AM

HA **Haz** 1:06:58 AM
i got 2 confirmations on blockchain

 **EdoFazlinovic** 1:06:58 AM
Marta ban every guy who talk about other markets

HA **Haz** 1:07:02 AM
but still pending in bitgrail

EdoFazlinovic



Or kick

1:07:03 AM



Enry

Marta

Anon banned

lel

1:07:05 AM



Dann

1:07:20 AM

EdoFazlinovic

Marta ban every guy who talk about other markets

that's good. no FUD here

HA

Haz

1:07:31 AM

A

2 confirmations in the blockchain are needed

i got 2 confirmation in blockchain still pending



EdoFazlinovic

1:07:40 AM

This is Bitgrail chat and only Bitgrail. Keep it nice.



Nguyễn Thị Trà My

1:08:16 AM

Why did I buy 113 xrb? Why am I only getting 112,774?

IZ

Izak

1:08:35 AM

Nguyễn Thị Trà My

Why did I buy 113 xrb? Why am I only getting 112,774?

Trade fee



EdoFazlinovic

1:08:36 AM

Nguyễn Thị Trà My

Why did I buy 113 xrb? Why am I only getting 112,774?

0.20% fee?

HA

Haz

1:09:06 AM

ya



Nguyễn Thị Trà My

It should have counted in the money I bought

1:09:11 AM

HA

Haz

withdrawl is free

1:09:13 AM

so who cares

1:09:14 AM



whitefaceshrimp

The website needs money to run and operate

1:09:51 AM

IZ

Izak

Nguyễn Thị Trà My

It should have counted in the money I bought

1:09:53 AM

What?



Nguyễn Thị Trà My

In my shopping 113, has been included charges

1:09:56 AM



whitefaceshrimp

So fee is normal

1:09:59 AM

The Bomber joined the group

IZ

Izak

Yeah it shows you, it says fee and total

1:10:11 AM



Dann

The Bomber

joined the group

1:10:37 AM



Nguyễn Thị Trà My

but i bought 113 xrb, it only got 112.774

1:10:45 AM

Izak

IZ Because of fees 1:10:52 AM

egano joined the group

HA **Haz** 1:11:01 AM
bitgrail no deposit my shit

whgy 1:11:01 AM

 **Liquid** 1:11:03 AM

whitefaceshrimp

The website needs money to run and operate
At \$50 per withdrawal? It should work much better for that price

HA **Haz** 1:11:04 AM
i got 2 confirmations

PH **Peter Haddoub** 1:11:05 AM
Not a big difference anyway

 **Enry** 1:11:16 AM

in the ticket I'm supposed to put the whole link as well as the ??
Was not it just the Hash? o.o

HA **Haz** 1:11:17 AM
2 confirmations still pending

 **Nguyễn Thị Trà My** 1:11:29 AM
fee 0.00048601 BTC

Anon39 joined the group

 **whitefaceshrimp** 1:11:43 AM
Guys u pays ~10% sales tax

This is super cheap already 1:11:53 AM



Mar Alv

Haz

2 confirmations still pending

I think i got 3

1:11:53 AM



Nguyễn Thị Trà My

1:12:01 AM

was charged, why i still lost xrb



Mar Alv

Haz

2 confirmations still pending

Mine is complete now!!! As in now!!!

1:12:21 AM



whitefaceshrimp

1:12:22 AM

Yeah the fee was deducted from the xrb u got

IZ

Izak

1:12:28 AM

Nguyễn Thị Trà My

was charged, why i still lost xrb

The fee on the trade

A

A

1:12:28 AM

Nguyễn Thị Trà My

was charged, why i still lost xrb

open a ticket



Saitama

1:12:43 AM

Wow, newbies complaining about fees. Like get over with this.

HA

Haz

1:12:55 AM

Mar Alv

Mine is complete now!!! As in now!!!

same...

mine went through

1:12:58 AM

- only 1 though 1:13:00 AM
-  **Izak** 1:13:01 AM
It's literally like 4 dollars lmao
- For a \$3500 trade 1:13:21 AM
-  **yobo** 1:13:21 AM
this is crypto... fees everywhere. but who cares when we're making so much \$
- like when I first bought XRB on mercatox, i had to pay 10 xrb to withdraw LOL 1:13:35 AM
-  **Izak** 1:13:37 AM
I'm saying don't complain about that
- Yeah fr 1:13:41 AM
-  **Dee Son** 1:13:44 AM
Damn. Why is XRB not affected on that Coinbase FUD. :D Was about to buy more.
-  **Saitama** 1:14:20 AM
Xrb is nonstopable now folks
-  **HA** 1:15:01 AM
xrb about to moon
-  **Saitama** 1:15:06 AM
Expecting it to hit to 100 usd when it launches on the exchange that we all know which I am talking about
-  **Liquid** 1:15:26 AM
Izak
For a \$3500 trade
Mine was .02 ETH fee on 34 xrb. And a .05 ETH fee to withdrawal my ETH. \$70 USD

**yobo**

1:16:14 AM

about to moon? what have we been doing the past month? we're about to go to mars now maybe

**Chris**

1:16:21 AM

i am waiting for my withdrawal now for 36 hrs. still pending. >.<

IZ

Izak

1:16:51 AM

Liquid

Mine was .02 ETH fee on 34 xrb. And a .05 ETH fee to withdraw...

I don't see how it could be a .02ETH fee for a market order

And that withdrawal fee of .05 would be annoying I feel you there 1:17:19 AM

**DREAMiners.com**

1:17:27 AM

Admin, when I go for verification and click send there is an orange memo that all files need to be send and cannot send on all browsers, is it possible via email instead?

**Ermeç**

1:18:16 AM

My withdrawn Bch proccesing a long time please i need help
Bitgrail

**DREAMiners.com**

1:18:48 AM

Open a Ticket Bot

howto

1:19:00 AM

IZ

Izak

1:19:22 AM

Are BTC deposits going through fine rn?

LP

Lil Pump

1:24:16 AM

has anyone gotten a support ticket answered?

**Daniel Vitorino**

1:24:21 AM

Want to know it too



DREAMiners.com

1:24:56 AM

ok, looks I found the answer above, need to resize <1mb

A changed group name to «**BitGrail Trollbox - BETA TESTI**»



DREAMiners.com

1:25:47 AM

I would suggest moving eventually from telegram to discord

JV

Jim V

1:26:28 AM

@thebomber, please see PM



Daniel Vitorino

1:27:05 AM

Is btc deposit working?

A

A

1:27:11 AM

Daniel Vitorino

Is btc deposit working?

yes

XA

Xan

1:27:25 AM

Admin, is the minimum XRB purchase still 10Xrb?

JV

Jim V

1:27:52 AM

has anyone been able to successfully withdraw any XRB

LP

Lil Pump

1:28:15 AM

admin, how far behind are you on answering support tickets? I have had money in limbo for days and days now and I need it fixed soon.

MA

Mohammed Ahmed

1:28:39 AM

Hello sir

I have big problem in bitgrail

Do u can help me please

Alexandre Da Costa

AC Support still there ? I'm having coins disappearing at each trade. 1:30:04 AM

 **Ermec** 1:31:31 AM
Please b bitgrail my withdrawal from Bitcoin cash this is taking too long to release it I need to work

 **KIYY | Gagal jadi sultan** 1:31:45 AM
What is the minimum deposit xrb now for the new account

 **juan carlos** 1:31:48 AM
Who helps me? I want to verify my account and it asks me for the photo of my identification and a photo where I leave with my identification but when I give it to save it tells me that the format of the image has to be jpg, png and the images have that format and it gives me error I really do not understand

 **KIYY | Gagal jadi sultan** 1:32:00 AM
KIYY | Gagal jadi sultan
What is the minimum deposit xrb now for the new account
Please answer

 **Dee Son** 1:32:09 AM
Is there any minimum buy order on XRB?

AC **Alexandre Da Costa** 1:32:16 AM
aumento ?

AA **Andrews Alves** 1:32:55 AM
Admin, me ajude, está com algum problema para efetuar saque XRB ?

 **juan carlos** 1:33:44 AM
Who helps me? I want to verify my account and it asks me for the photo of my identification and a photo where I leave with my identification but when I give it to save it tells me that the format

of the image has to be jpg, png and the images have that format
and it gives me error I really do not understand

- DA **Daniel** 1:33:46 AM
If ETH withdrawals are broken then there should have been a warning. I withdrew 150+ ETH a couple of days ago and it's still "pending", hasn't appeared on the blockchain yet. There was no warning that ETH withdrawals (not deposits) were broken and there's no way for me to cancel the withdrawal, my funds are in limbo and I need access to them
- BE **Behor** 1:34:21 AM
Xrb is going up to 40 \$ tomorrow
-  **juan carlos** 1:34:23 AM
mercatox
- BE **Behor** 1:34:31 AM
Lots of news comming
- Be calm 1:34:35 AM
- Hodl 1:34:38 AM
-  **EdoFazlinovic** 1:34:57 AM
juan carlos
Who helps me? I want to verify my account and it asks me fo...
1 mbs and Jpeg.
-  **Alrxander Boes** 1:35:24 AM
Does XRB continue to rise or fall again?
-  **EdoFazlinovic** 1:35:32 AM
Daniel
If ETH withdrawals are broken then there should have been a...
You submitted support ticket?

- SG **Stephan Galea** 1:35:41 AM
@Behor XRB will hit 90usd according to my calculations eventually
-  **DREAMiners.com** 1:35:43 AM
I uploaded <1mb each and jpg but still see the orange error
-  **EdoFazlinovic** 1:35:48 AM
Alrxander Boes
Does XRB continue to rise or fall again?
Rise to 300\$. It's great tech. Google little about it.
- I have twitter acc with 3.6k followers and i twit about it all the time. 1:36:05 AM
-  **KIYY | Gagal jadi sultan** 1:36:12 AM
What is the minimum deposit xrb now for the new account????
- BE **Behor** 1:36:18 AM
300\$ is in long term
-  **EdoFazlinovic** 1:36:39 AM
Behor
300\$ is in long term
Trust me, when xrb rebrand to Nano, it will become much better.
- BE **Behor** 1:36:47 AM
But be sure is rising now
-  **AllenCrypto** 1:36:55 AM
anyone tried withdrawing XRB to Kucoin yet?
-  **EdoFazlinovic** 1:37:26 AM
AllenCrypto
anyone tried withdrawing XRB to Kucoin yet?
Don't talk about other markets. You have XRB chat for that.



Matt Holiday

Clearpoll is mooning

1:37:30 AM

BE

Behor

Target 40 - 45\$ on the very short term

1:37:34 AM



Matt Holiday

POLL

1:37:35 AM



EdoFazlinovic

Behor

Target 40 - 45\$ on the very short term

edited 1:38:00 AM

Target 100\$ on short therm. XRB is piece of great tech.

Epecially when DADI + Nano come =)



Saitama

HODL

1:39:27 AM

Nighty night

1:39:36 AM

MS

MSS

Any ETA for ETH deposit fix yet?

1:40:29 AM

TH

Taylor House

I'd love to buy some for the 100\$ train if my ETH would even register. At this point I would just like to see a pending so I know I didn't just throw my money away

1:41:51 AM

MSS

Any ETA for ETH deposit fix yet?

1:44:49 AM

Nope. It sucks but all we can do is wait and cry as we watch XRB rise

BE

Beto

oi

1:45:44 AM

Rafael Pontes



oi

1:47:21 AM

WC

Wagner Carrinho

1:49:37 AM

oi



Wellington Alvarenga

1:50:47 AM

Kk

Hi

1:50:57 AM

SA

Saimon Aquino

1:51:09 AM

Br

WC

Wagner Carrinho

1:51:27 AM

br



Rafael Pontes

1:51:39 AM

br

AL

Ali

1:51:56 AM

Are btc deposits working fine?



Dee Son

1:52:24 AM

Is there any minimum buy order for XRB?

BE

Beto

1:53:16 AM

My withdraw if processing more than 3 hours, can someone
please give me a support?



Dee Son

1:53:39 AM

So you can't buy 10 XRBs?

WC

Wagner Carrinho

1:54:06 AM

no, 10.000

Beto

BE is there any admin here? 1:54:27 AM

The Bomber changed group name to «**BitGrail**»

 **Dee Son** 1:55:04 AM

Wagner Carrinho

no, 10.000

Oh thanks. Is it divisible by 10? Like 10 20 30 buy order only? Or you can buy 13 pieces?

 **The Bomber** admin 1:55:24 AM

Sorry guys, we need to ban all users to close this group

1:55:37 AM

 **Cameron Vincent** 1:55:46 AM

The Bomber

Sorry guys, we need to ban all users to close this group

Is there a new group

 **Paul Alexander** 1:56:10 AM

The Bomber

You're the man. Thank you for all of your hard work!!

BE **Beto** 1:56:23 AM
why are you guys closing?? will it be a new one?

A **Beto** 1:56:47 AM

why are you guys closing?? will it be a new one?

bitgrail is not closing

 **Dee Son** 1:56:54 AM

Guys, can I buy 13 XRBs? Or is it divisible by 10?

- A **A** 1:56:55 AM
this chat is closing
- BE **Beto** 1:56:56 AM
The telegran bro
- will it be a new one?\ 1:57:02 AM
- im having problem with my Bcc and no one if helpin me :(1:57:28 AM
-  **víkings •Core** 1:58:07 AM
@TheBomber kindly update the channel image
-  **Cameron Vincent** 1:58:34 AM
Beto
im having problem with my Bcc and no one if helpin me :(
What problem, 10 confirmations and it will go through
- BE **Beto** 1:58:57 AM
Its procssing, and was never sent to the block
- CP **Cassio porthus** 1:59:04 AM
my withdraw pending for 3 days ago
- BE **Beto** 1:59:05 AM
processing on bitgrail
- Can we speak inbox bro? 1:59:25 AM
- AA **A A** 1:59:37 AM
-  **Cameron Vincent** 2:00:00 AM
Beto
Can we speak inbox bro?
Click history and you should see a box titled details which will have your transaction

**Dee Son**

2:00:04 AM

Guys, can I buy 13 XRBs just to start off and wait for a dip? Or you can only buy XRBs divisible by 10? Thank you.

BE

Beto

2:00:32 AM

On stats is processing more than 3 hours

**Enry**

2:02:31 AM

Beto

On stats is processing more than 3 hours

do not complain, I've been waiting 6 days for a deposit

The Bomber changed group name to «**RipGrail (Trollbox)**»

**Cameron Vincent**

2:03:09 AM

Enry

do not complain, I've been waiting 6 days for a deposit

That is ridiculous, what did you deposit?

BW

Britama Wilix

2:03:16 AM

Bye2 :v

**Alrxander Boes**

2:03:26 AM

???

**Marvs**

2:03:27 AM

Btc withdrawal okay?

**Alrxander Boes**

2:03:33 AM

Wars this

Waths

2:03:38 AM

**The Bomber** admin

2:03:39 AM

guys use tickets for support

- we are goind to close this chat 2:03:45 AM
-  **Enry** 2:03:50 AM
Cameron Vincent
That is ridiculous, what did you deposit?
- xrb :u
- Bye 2:03:52 AM
-  **Alrxander Boes** 2:03:52 AM
No
-  **The Bomber** admin 2:03:55 AM
we need to focus on tickets to fix all users issue
- RW **Russell Wang** 2:04:04 AM
Why is it called ripgrail?
-  **vikλs •Core** 2:04:07 AM
The Bomber
we need to focus on tickets to fix all users issue
- +1
-  **The Bomber** admin 2:04:15 AM
Russell Wang
Why is it called ripgrail?
becase trollbox will die
-  **Enry** 2:04:16 AM
The Bomber
we need to focus on tickets to fix all users issue
yeah!!
- RW **Russell Wang** 2:04:23 AM
The Bomber
because trollbox will die

:<



Stefania

bye guys

2:04:24 AM



vikls •Core

Join Official Bitgrail Channel @bitgrailchannel

2:04:28 AM



The Bomber admin

vikls •Core

Join Official Bitgrail Channel @bitgrailchannel

2:04:38 AM

Nope

this is the channel

2:04:41 AM

<https://t.me/BitGrail> (tg://resolve?domain=BitGrail)

2:04:42 AM

Telegram

BitGrail

(<https://t.me/BitGrail>)



(<https://t.me/BitGrail>)

BitGrail official channel

same lisk as trollbox

2:04:48 AM



vikls •Core

Opps

2:04:48 AM



Enry

@TheBomber your personal signature is scary

2:04:58 AM



Stefania

Enry

@TheBomber your personal signature is scary

2:05:19 AM

It's a movie quote



The Bomber admin

Enry

@TheBomber your personal signature is scary

2:05:20 AM

is Batman



vikls •Core

The Bomber

<https://t.me/BitGrail>

2:05:32 AM

Changed ?



The Bomber admin

vikls •Core

Changed ?

2:05:38 AM

yes



vikls •Core

Ok...

2:05:42 AM



Enry

2:05:51 AM



vikls •Core

The Bomber

yes

2:05:54 AM

Update the image plz



The Bomber admin

2:05:54 AM

Enry

@TheBomber your personal signature is scary

<https://www.youtube.com/watch?v=mKEsxMlyIwY>

(<https://www.youtube.com/watch?v=mKEsxMlyIwY>)

YouTube

Die a hero or become the villain - Batman The Dark Knight (<https://www.youtube.com/watch?v=mKEsxMlyIwY>)

Ending of Batman The Dark Knight - Batman takes ownership for Dent's acts as he wants Gotham to believe dent was a hero rather than a villain. The hero Gotha...



(<https://www.youtube.com/watch?v=mKEsxMlyIwY>)



Alrxander Boes

2:05:58 AM

you can not bring it why do not you ask the user ????????? that would be really a joke



Bruno Maciel

2:06:01 AM

<https://twitter.com/bomberfrancy/status/948973265690783747>
(<https://twitter.com/bomberfrancy/status/948973265690783747>)



vikls •Core

2:06:05 AM

<https://t.me/BitGrail> (tg://resolve?domain=BitGrail)

A

A

2:06:28 AM



Enry

2:06:51 AM

The Bomber

<https://www.youtube.com/watch?v=mKEsxMlyIwY>

How quickly did you get ready? okok

- XA **Xan** 2:06:53 AM
How long does it take for funds to get transferred to my bitgrail account?
- OM **Operando Moedas** 2:07:35 AM
having problems with bcc withdraw?
-  **Alrxander Boes** 2:07:59 AM
Alrxander Boes:
you can not bring it why do not you ask the user ????????? that would be really a joke
- BE **Beto** 2:08:02 AM
Yes
-  **vikles •Core** 2:08:03 AM
Official Bitgrail Channel <https://t.me/BitGrail> (tg://resolve?domain=BitGrail)
-  **The Bomber** admin 2:08:03 AM
Operando Moedas
having problems with bcc withdraw?
no
- BE **Beto** 2:08:06 AM
i need a help :(
- FA **Francis Jay Alamban** 2:09:45 AM
Sell now site is down -_- fund might be gone
-  **Tyler Saremi** 2:13:41 AM
Hahaha everyone relax
Don't sell this stuff it's going to grow 2:13:53 AM
Just wait a little bit for other exchanges to carry xrb as well and activity will go back to normal 2:14:30 AM

GA **Gary** 2:20:32 AM
ADMIN: I have a stuck transaction because of an invalid address.
Can anything be done or are the coins lost?

The Bomber invited BitGrailBot

AN **Anon** 2:27:58 AM
are LTC withdrawals still working?

AA **Anh Anh** 2:30:01 AM
why the troll box name is ripgrail????

TP **thuy phuong** 2:31:30 AM

The Bomber changed group name to «**BitGrail Trollbox Closed**»

 **The Bomber** admin 2:37:57 AM
Ok guys, this trollbox is officially closed.

An hyperbolic growth is currently involving Bitgrail. In order to guarantee the best user experience possible and maximize the efficiency of the system, the Trollbox is gonna be suspended. The team is in constant expansion and the main support medium remains the ticket. Thanks.

Follow us for future update on:
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(<https://twitter.com/BitGrail>)
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(<https://twitter.com/BitGrail>)

The latest Tweets from BitGrail Exchange (@BitGrail).
Cryptocurrency exchange. \$BTC, \$BCC, \$BTG, \$CFT, \$DOGE,
\$ETH, \$LSK, \$LTC, \$XRB

Sorry for massive ban, but Telegram doesn't allow us to delete this group. Only groups <1000 users can be deleted 2:41:13 AM

So, we set our bot to ban all users to allow us to delete this chat 2:41:44 AM

Ok guys, this trollbox is officially closed. 2:47:40 AM

An hyperbolic growth is currently involving Bitgrail. In order to guarantee the best user experience possible and maximize the efficiency of the system, the Trollbox is gonna be suspended. The team is in constant expansion and the main support medium remains the ticket. Thanks.

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Sorry for massive ban, but Telegram doesn't allow us to delete this group. Only groups <1000 users can be deleted

So, we set our bot to ban all users to allow us to delete this chat

Twitter

BitGrail Exchange (@BitGrail) | Twitter

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The latest Tweets from BitGrail Exchange (@BitGrail).

Cryptocurrency exchange. \$BTC, \$BCC, \$BTG, \$CFT, \$DOGE,
\$ETH, \$LSK, \$LTC, \$XRB

