



Withdrawal Blocked — No Email Response After 06/11, 06/17, 06/20 Discord Tickets and Ticket #14718 (06/30);

10 messages

Владислав Калашников <>
To: support@arkm.com

Thu, Oct 2, 2025 at 12:03 PM

Dear Arkham Support Team,

This is my fourth escalation regarding a persistent withdrawal block on my account and the absence of any direct email response from your team.

Ticket history and status

- 11 Jun 2025 — Discord Ticket #14620 : <https://discord.com/channels/983732336891928638/1382327021492768890> — closed by a moderator with "forwarded to the team," but no email follow-up was received.
- 17 Jun 2025 — Discord Ticket #14663 : <https://discord.com/channels/983732336891928638/1384507767439491195> — closed with the same note, no email follow-up.
- 20 Jun 2025 — Discord Ticket #14677 : <https://discord.com/channels/983732336891928638/1385491499566759956> — again closed with "forwarded," no email follow-up.
- 30 Jun 2025 — Discord Ticket #14718 <https://discord.com/channels/983732336891928638/1389267718896750592> — I was told I would be contacted via email, but I have not received any email or account action since.

Account and contact details

- The issue concerns the account registered under: ...@icloud.com
- This address is a forwarding mailbox; I am writing from a different email. Please reply to both my registered address and this sender address, or confirm the appropriate channel you will use for official correspondence.

Current problem summary

- Withdrawal remains blocked with the error "location not allowed."
- **Funds currently blocked: 0.560400 ETH and 2.984913 USDT.**
- KYC was originally approved; later revoked following a new request for a bank statement. After I provided a bank statement, I received a message that verification cannot proceed, and no further guidance or resolution has been provided.

Requested resolution

- Preferred: Restore my account's verified status and normal functionality.
- Alternative: Enable withdrawal-only mode so I can immediately withdraw 0.560400 ETH and 2.984913 USDT.
- If additional documents are truly required, please provide a named point of contact and a concrete resolution timeline (within 72 hours), along with a precise list of acceptable documents.

Next steps

Given the repeated closures of Discord tickets without any email response or action on my account, I kindly request a direct email reply confirming receipt, assigned case owner, and the next steps within 48 hours.

Thank you for your prompt attention to this matter.

Best regards,

Tom Anderson (Arkham) <support@arkm.com>
Reply-To: Arkham <support@arkm.com>
To: Владислав Калашников

Wed, Oct 8, 2025 at 10:18 PM

Dear Customer,

Thank you for your response. Your account is under review and we will inform you regarding next steps as soon as possible.

Best Regards,
Arkham Team

This email is a service from Arkham. Delivered by Zendesk

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Владислав Калашников
To: Arkham <support@arkm.com>

Thu, Oct 9, 2025 at 12:24 PM

Dear Arkham Team,

Thank you for confirming that my account is under review. However, I must emphasize that this review has been ongoing since **June 20, 2025** — nearly **4 months** without resolution or substantive updates.

Current Timeline:

- June 11, 2025: First support request (Discord ticket #146631)
- June 17, 2025: Second request (Discord ticket #146201)

- June 20, 2025: Account placed "under review" (Discord ticket #146549)
- June 30, 2025: Ticket #14718 with promise of email follow-up
- October 2, 2025: This email escalation
- October 8, 2025: First official email response after 4 months

Key Issues:

1. **Excessive Duration:** A 4-month review period for KYC verification is unreasonable and inconsistent with industry standards (typically 3-7 business days).
2. **Access to My Property:** Per your Terms of Service, "Title to digital assets within your account remains with you at all times." My funds (0.560400 ETH + 2.984913 USDT) are my legal property and should not be indefinitely inaccessible.
3. **Lack of Specificity:** Your response provides no timeline, no explanation of what is being reviewed, and no concrete next steps.

Immediate Requirements:

I require one of the following resolutions **within 7 business days** (by October 18, 2025):

1. **Preferred:** Complete the review and restore full account access with verified status.
2. **Alternative:** Enable withdrawal-only access so I can retrieve my funds while your review continues.
3. **Minimum:** Provide a detailed explanation of:
 - What specifically is being reviewed
 - What additional documentation (if any) is required from me
 - A concrete completion date for the review (not "as soon as possible")
 - Legal basis for the extended hold on my funds

Next Steps if No Resolution:

Given the extended 110+ day delay without resolution, I am now considering sharing my experience with the broader crypto community, including competitors who actively market superior user experiences and faster dispute resolution.
I prefer to resolve this matter directly with Arkham, but the lack of concrete timeline or requirements after nearly 4 months leaves me with limited options.

I understand compliance requirements, but a 4-month "review" without updates, documentation requests, or timeline constitutes an unreasonable restriction on access to my own property.

I await your prompt response with specific action items.

Best regards

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Владислав Калашников

To: Arkham <support@arkm.com>

Tue, Oct 28, 2025 at 10:36 PM

Dear Arkham Compliance & Support,

Facts up front (for the record):

— Onboarding/KYC was **initially approved**; at onboarding you **did not request a proof of address**, and you enabled deposits. I deposited funds and used the account accordingly.
— Later, my **KYC was revoked** without a cited policy basis or a concrete document checklist. Since **20 June 2025**, withdrawal attempts return **"location not allowed"**.
— Multiple tickets were opened; after a brief exchange around **Oct 8–9**, I received **no actionable path** to resolution. Current balances: **0.560400 ETH** and **2.984913 USDT**.

Your **Exchange Terms** confirm that **title to digital assets in my account remains with me** and is **not Arkham's property**, and that you may **temporarily** suspend withdrawals to **ensure compliance with the Terms or applicable law**. A months-long freeze without a specific, dated plan is irreconcilable with "temporary." Accordingly, either **complete the review and restore functionality**, or enable **withdrawal-only** so I can off-ramp to self-custody while you finish whatever checks you deem necessary. [Arkham Exchange](#)

Your Terms also prohibit access from certain **sanctions-related/prohibited jurisdictions** and prohibit using **VPN/geolocation obfuscation** to conceal location. If your concern is jurisdictional, a **withdrawal-only offboarding** is the minimally intrusive path that honors customer balances while preserving your compliance posture. [Arkham Exchange](#)

On **Apr 18, 2025**, Arkham publicly announced that onboarding was streamlined and **proof of address is no longer required for the majority of users**. That aligns with my initial onboarding experience (no PoA requested). If my case is an exception, provide the **exact policy basis** and a **precise, complete checklist** so I can comply immediately. info@arkm.com

Deliver one of the following by 31 Oct 2025, 23:59 UTC:

1. Written confirmation that the review is complete and my account is fully restored; **or**
2. Written confirmation that **withdrawal-only** access is enabled so I can withdraw **0.560400 ETH + 2.984913 USDT** to my self-custody wallet; **or**
3. The **named case manager** plus a **dated**, step-by-step plan with a specific document checklist.

Failing a substantive response by the deadline, I will **document this case publicly** (with a detailed timeline, screenshots, and on-chain records) and **engage industry stakeholders** — journalists, consumer/transparency advocates, exchange-review outlets, wallet/liquidity partners, and compliance watchdogs — in parallel with formal dispute avenues available under the Agreement and applicable law. Please keep all communications **by email** to maintain an auditable record and avoid silent ticket closures.

I remain ready to cooperate in good faith and to provide any **reasonable** KYC/AML documentation you specify.

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Charles Mackenzie (Arkham) <support@arkm.com>

Wed, Oct 29, 2025 at 12:02 AM

То: Владислав Калашников

Dear Vladislav,

Thank you for reaching out to us.

For the security and privacy of our users, we are only able to discuss account-specific information with the email address that is associated with the account in question. Because you are reaching out to us from a different email address than the one mentioned on the account we need to identify and validate you are the primary holder of the said account.

Can you please provide the following information:

- Full legal name used to sign up and as shown on your ID.
- Last 4 digits on the ID you used to create your Arkham Account
- Proof of Address

Please ensure that the document is issued within the last 90 days. Documents more than 90 days old will NOT be accepted.

Acceptable proof of address documents include:

- Bank statement
- Credit Card statement
- Brokerage statement
- Utility bill (gas, water, or electricity bill)
- Rental/Lease Agreement

To further assist you, we kindly request that you resend your inquiry from the email address registered to your account. Upon receipt of the above information we may require additional documentation.

Best regards,
Arkham Team

This email is a service from Arkham. Delivered by Zendesk

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Владислав Калашников
To: Arkham <support@arkm.com>

Wed, Oct 29, 2025 at 6:01 PM

Dear Arkham Team,

Thank you for your reply. I'm providing the requested verification and a brief clarification about the email address on my account.

Registered account email: ...@icloud.com — this is an Apple iCloud “Hide My Email” **forwarding alias** that receives incoming mail but is not configured for outbound sending in my setup. As a result, I’m replying from a different address while still being able to **receive** messages sent to the registered alias. If needed, please send a **one-time verification code** to the registered alias and I will reply from this address quoting the code to confirm control.

Identity details (as requested):

- **Full legal name:** Vladislav Kalashnikov
- **Last 4 digits of the ID used at onboarding:** 1712
- **Proof of Address:** Attached **utility bill** for my apartment in **Rostov-on-Don**, issued within the last 90 days, showing my name and address

Facts for the record:

- My **KYC was initially approved**; no Proof of Address was requested at onboarding, and **deposits were enabled and accepted**.
- Later, my **KYC was revoked** without a cited policy basis or checklist. Since **20 June 2025**, any withdrawal attempt returns **“location not allowed.”**
- Current balances: **0.560400 ETH** and **2.984913 USDT**.

In your **Exchange Terms**, Arkham states that **title to digital assets in my account remains with me**, and that Arkham may **temporarily** suspend withdrawals to ensure compliance. A months-long freeze without a dated plan is difficult to reconcile with “temporary.” Accordingly, I respectfully request that you either **complete the review and restore access**, or, at minimum, enable **withdrawal-only offboarding** so I can transfer my **0.560400 ETH + 2.984913 USDT** to my self-custody wallet while you maintain your compliance posture. If your concern is jurisdictional, withdrawal-only offboarding is the minimally intrusive, policy-consistent solution.

If you require anything additional, please provide a **specific policy basis** and a **precise document checklist** so I can comply immediately.

Please confirm by 31 Oct 2025, 23:59 UTC one of the following:

- (A) Review completed and full functionality restored; **or**
 (B) **Withdrawal-only** enabled so I can withdraw **0.560400 ETH + 2.984913 USDT**; **or**
 (C) Named case manager plus a **dated**, step-by-step plan (with any further documents specified).

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То: Владислав Калашников

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Fri, Oct 31, 2025 at 12:53 PM

2. I will provide a **self-custody address** I solely control and **cryptographically sign** a message from it ("I, Vladislav Kalashnikov, own this wallet for Arkham offboarding").

3. If needed, **whitelist** the address; I will pass any single live KYC check strictly for offboarding (not for restoring trading).
4. If you require **Travel-Rule-style fields** for the transfer, please specify the minimal set; I will supply what is necessary for compliance.
5. I confirm I will **not** use VPN/geolocation obfuscation and will **not** access the Services from a non-permitted jurisdiction; I am requesting **one-time offboarding only**, consistent with your **Eligibility** section.

Requested by 5 November 2025, 23:59 UTC:

- (A) Enable **withdrawal-only** so I can transfer **0.560400 ETH + 2.984913 USDT** to my self-custody wallet; **or**
(B) Provide a **dated, step-by-step offboarding plan** (with any minimal remaining requirements); **or**
(C) Provide a **written legal/policy rationale** why **withdrawal-only offboarding** is unavailable under your Terms.

Absent a substantive response by the deadline, I will **publish a full timeline** (with documentation and on-chain evidence) and **engage industry stakeholders**—reputable journalists, consumer/transparency advocates, exchange-review outlets, wallet/liquidity partners, and compliance observers—together with any dispute-resolution avenues contemplated by your Agreement.

Please keep all communications **by email** for auditability.

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Владислав Калашников

Thu, Nov 6, 2025 at 11:09 AM

To: Arkham <support@arkm.com>

Dear Arkham Compliance & Support,

There has been **no substantive reply** to my prior notice requesting **withdrawal-only offboarding**. This is a **final reminder**.

Facts on the record (concise):

- **KYC initially approved** at registration (Jan 2025); **no PoA requested; deposits accepted**.
- Since **20 June 2025** withdrawals return **"location not allowed."** Balances: **0.560400 ETH + 2.984913 USDT**.
- I acknowledge your **Eligibility** rules and **do not** seek restoration of trading from a non-permitted jurisdiction. I seek a **one-time withdrawal-only offboarding** consistent with your Terms (where **title to digital assets remains with the user** and withdrawal holds are **temporary** for compliance).
- Registered email on file is an iCloud forwarding alias (...@icloud.com). If needed, send a **one-time code** to that alias; I will immediately reply quoting it from this thread.

Industry practice / my research: In sanctions-driven jurisdiction changes, reputable platforms have **not** retained balances indefinitely for **non-sanctioned individuals** solely due to residency; the norm is **withdrawal-only** or **time-boxed withdrawals** (e.g., Binance → withdrawal-only for affected accounts; Kraken and Blockchain.com allowed withdrawals under EU measures). If Arkham's position differs, **confirm it in writing**.

Requested action (fast path)

Please **enable withdrawal-only** and provide the exact steps **by 7 November 2025, 12:00 UTC**:

1. Open a **24-hour withdrawal window** and **whitelist** my self-custody address.
2. I will immediately provide the address (and can **cryptographically sign** a message from it to prove ownership).
3. If you require a brief **live KYC check**, state them; I will comply **for offboarding only**.

If you decline, provide a **written legal/policy rationale** explaining why **withdrawal-only offboarding** is unavailable under your own Terms.

Absent a substantive response by the above time, I will **publish a full timeline** (with records and on-chain evidence) and **engage industry stakeholders** (press, consumer/transparency advocates, review outlets, and compliance observers), in parallel with dispute-resolution avenues contemplated by your Agreement. Please keep all communications **by email** for auditability.

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Владислав Калашников

Tue, Nov 11, 2025 at 7:51 PM

To: Arkham <support@arkm.com>

Dear Arkham Compliance & Support,

This is my **final closing notice**.

Irreducible facts (for the record)

- I **completed KYC using a Russian passport** at registration in **January 2025**. There were **no objections**, I had **full platform functionality**, and my **deposit was accepted**. At onboarding you **did not request Proof of Address (PoA)** — aligning with your **April 18, 2025** announcement that PoA **"is no longer required for the majority of users."**
- I **relocated to Armenia in early 2022 and resided there through March 2025**. I **returned to Russia in March 2025 due to a serious illness of a close family member**. I **cannot now produce Armenian PoA (≤90 days)** — which does not change the facts that (i) **PoA was not required at onboarding**, and (ii) you **accepted my deposit**.
- Since **20 June 2025**, each withdrawal attempt returns **"location not allowed."** Current balances: **0.560400 ETH and 2.984913 USDT**.
- I **do not** seek restoration of trading from a non-permitted jurisdiction. I request a **one-time, withdrawal-only offboarding** to a self-custody wallet I own.

Your ToS vs. your current posture

Your **Exchange Terms** state that **"title to digital assets in your account remains with you"** and that Arkham may suspend withdrawals **temporarily** to ensure compliance. "Temporary" cannot reasonably be interpreted as **open-ended retention** of a customer's balance **solely** due to current residency — particularly when **no PoA was required at onboarding and deposits were accepted**. The proportionate, policy-consistent remedy is **withdrawal-only offboarding** to my self-custody wallet. I acknowledge your **Eligibility** clause (you do **not** permit onboarding from certain jurisdictions, incl. **Russia**, and you **prohibit VPN/geolocation obfuscation**). Accordingly, I request **offboarding only**, not ongoing access.

Industry baseline (my deep research)

Across sanctions-driven jurisdiction changes, reputable exchanges have **not** retained balances indefinitely for **non-sanctioned individuals solely** due to residency; instead they implemented **withdrawal-only** or **time-boxed withdrawals** for affected cohorts (e.g., **Binance** → withdrawal-only under EU measures; **Kraken** → restrictions with **withdrawals allowed**; **Blockchain.com** → **withdraw by deadline** notices). Arkham's refusal to offer a comparable, proportionate remedy would place you **below observable industry practice**.

Final execution path (do this now)

1. **Name a case manager** and open a **24-hour withdrawal window**.
2. I will provide a **self-custody address** I solely control and **cryptographically sign** a message from it to prove ownership.

3. If needed, **whitelist** the address and conduct **one live KYC check strictly for offboarding** (not for restoring trading).
4. If you require **minimal Travel-Rule fields**, state them; I will comply **for offboarding only**.
5. I confirm I will **not** use VPN/geo-obfuscation and will **not** access Services from a non-permitted jurisdiction.

Final 24-hour window

Provide **by 13 November 2025, 23:59 UTC** one of the following:

- (A) Enable **withdrawal-only** so I can transfer **0.560400 ETH + 2.984913 USDT** to my self-custody wallet; **or**
(B) A **dated, step-by-step offboarding plan** with any minimal remaining requirements; **or**
(C) A **written legal/policy rationale** explaining why **withdrawal-only** is unavailable under your Terms.

Preservation & disclosure

Consider this a **preservation notice**: preserve **all** KYC files, IP/geo logs, access logs, tickets, internal notes/decisions, and policy versions relevant to my account. Absent (A) or (B) within the stated window, I will **publish a full, documented timeline** (emails, tickets, and on-chain evidence) and **engage industry stakeholders** (press, consumer/transparency advocates, exchange-review outlets, wallet/liquidity partners, and compliance observers) in parallel with the dispute-resolution avenues contemplated by your Agreement. Please keep all communications **by email** for auditability.

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