

1. **Me, Nov 20, 2017 at 09:10AM PST:** Hi, i am trying to pay off my account balance of \$34 so i can use my account again but everytime the prompt comes up, i select my bank account and then nothing happens. Whenever i go to the buy/sell page it says to make the payment to reactivate the account.
2. **Me, Nov 25, 2017 at 03:21PM PST:** Hi, i am trying to pay off my account balance of \$34 so i can use my account again but everytime the prompt comes up, i select my bank account and then nothing happens. Whenever i go to the buy/sell page it says to make the payment to reactivate the account.
3. **Me, Nov 30, 2017 at 04:39PM PST:** I sent another ticket in over a week ago. I am simply trying to submit payment for the \$30 that my account is over due for so i can unlock my account. I tried multiple times to do this and it won't work. Please help
4. **CB, Dec 02, 2017 at 07:42PM PST:** Thank you for contacting Coinbase support. Recently, Coinbase has experienced unprecedented levels of website traffic resulting in increased support wait times. The purpose of this notice is to explain how we are prioritizing our responses. We know that being able to access our site is very important to you. It's equally important to us. Thanks for your patience with us as we grow with the digital currency community.
5. **Me, Dec 03, 2017 at 08:56PM PST:** My account is locked because of a balance \$34, i've been trying to pay this off for weeks now but it won't let me. Every time i see the "complete payment" button i click it and nothing happens. Please help i just want to get my BTC off this site...
6. **CB, Dec 03, 2017 at 11:02AM PST:** Hi there, Thank you for contacting Coinbase. I'm very sorry for the recent transfer difficulty. It looks like our system has been attempting to automatically reconcile an unpaid balance on your account. This happens when your account has withdrawn digital currency that was never successfully paid for. At the moment, a bank transfer issue is preventing us from confirming if this overdraft is resolved. Our team is working to resolve this issue as quickly as possible, and I will get back to you with an update as soon as we have further information on your account's status.
7. **Me, Dec 03, 2017 at 02:06PM:** Ok, i can pay the balance if debit card is that's easier i would just like access to my account as soon as possible.
8. **CB, Dec 04, 2017 at 05:11AM PST:** Hello again, Thank you for writing back. Our system detected that you need to settle an outstanding payment and I understand it already started to reconcile the payment. I strongly suggest to patiently wait for the completion of this process since we will not be able to manually override this. I appreciate your understanding on this matter and we will follow up with you as soon as we were able to restore your trading ability.
9. **Me, Dec 04, 2017 at 10:47AM PST:** Ok, it has been like this for weeks though...
10. **CB, Dec 04, 2017 at 11:17AM PST:** Hello again, I understand where you are coming from, however, please understand that we are unable to expedite the process. Kindly extend your patience regarding this matter.
11. **ME, Dec 05, 2017 at 06:48AM:** Is there any sort of time table for when i can expect to have access to my funds? As this has been like this for weeks my confidence in something happening anytime soon isn't very high.
12. **CB, Dec 06, 2017 at 05:06AM PST:** Hello again, I apologize for the confusion. Your purchasing ability is currently restricted due to an outstanding payment of \$34.90. Please select your desired external payment method or deposit digital currency into your Coinbase wallet from an external source to at least the outstanding amount. You can select a payment method using this link: https://www.coinbase.com/payment_required Once the funds are deposited in your wallet, our system will automatically reclaim the owed amount within a short time. If you would like to deposit digital currency, you can find your Coinbase addresses here <https://www.coinbase.com/addresses>
13. **Me, Dec 06, 2017 at 08:17AM PST:** I have been trying to do exactly that for weeks... This issue is not that i can't or won't pay the balance, this issue is that whenever i try to do this, nothing happens. I click complete payment and then nothing happens. I tried to pay in debit card, bank, and the bitcoin that is sitting in my account. Still the the same result. *Screen shot of issue* Now i am seeing that all my BTC

was sent to you apparently? I did not send initiate this transaction and now see that i have no balances in any of my accounts... this is completely unacceptable.

14. **CB, Dec 06, 2017 at 08:58AM PST:** Hello again, Sorry for the trouble here. Please be advised that you can also pay the outstanding payments by depositing digital currency into your Coinbase wallet from an external source. Thank you for using Coinbase.
15. **Me, Dec 06, 2017 at 10:25AM:** Did you read the email at all? I had to pay \$34 of outstanding balance, i tried paying it multiple times over the course of multiple weeks through every option available (Debit, bank account, AND BTC) but your system simply does nothing after i hit complete payment. Now the 0.03 BTC (worth over \$350) i had in my account was transferred to Coinbase (i did NOT initiate this transfer). So now i don't have any BTC for some reason (the amount i had was worth well over the outstanding balance), and my account is still locked. If you cannot resolve this issue please find someone that can. I'm honestly not sure at this point if this is some sort of scam...
16. **CB, Dec 06, 2017 at 10:44AM PST:** Hi again, Thanks for reaching out. Having investigated the issue with your outstanding payments, I am working with a specialist to address it properly. We will follow-up with you as soon as we have an update. Thank you for your patience.
17. **Me, Dec 11, 2017 at 06:11AM PST:** Any idea when i'll have access to my funds again?
18. **Me, Dec 12, 2017 at 09:04AM PST:** My funds have disappeared for some reason and my account is locked i can't do anything it's been like this for weeks. Please just let me withdraw my funds so i can get them off of this site...
19. **CB, Dec 13, 2017 at 01:34AM PST:** Hello and thank you for contacting us. Our records indicate that you may be writing in to us asking about a cancelled order or the inability to buy digital currency using our platform. Cancellations and account restrictions are applied by our automated software, and sometimes in error. If your account or an order you placed has been negatively affected by this, we sincerely apologize. We definitely want our good customers to be able to buy digital currency with us easily. If you feel that a cancelled order or account restriction was made in error, or you have another issue that needs to be addressed, please reply to this email letting us know.
20. **Me, Dec 13, 2017 at 01:40AM PST:** Yes it is an error. There is no balance on my account and if there is I will gladly pay it. All my funds have disappeared please I would like my funds back and my account unlocked. It has been like this for weeks with no action on your end.
21. **Me, Dec 15, 2017 at 06:51AM PST:** Any update on when i will have access to my account again?
22. **Me, Dec 19, 2017 at 09:53PM PST:** So is it safe to say that i was scammed at this point? You guys sent my bitcoin to yourself without my approval and haven't done or said anything for the past month. I guess I'll have to spread the word... I have plenty of screenshots to show people.
23. **Me, Dec 20, 2017 at 06:15AM PST:** someone sent my BTC to coinbase and it has been like this for weeks, no response from anyone on anyone at coinbase, what is going on?
24. **Me, Dec 27, 2017 at 06:21AM PST:** account has been locked for over a month. all my btc sent to coinbase without my consent for some reason. no one answers any support tickets, what is going?
25. **Me, Dec 28, 2017 at 07:05AM PST:** hello?
26. **CB, Jan 06, 2018 at 06:35AM PST:** Hi there, Thanks for contacting Coinbase Support, and our sincere apologies for the delayed response. We have received a significantly increased number of requests recently, and are working hard to reply as quickly as possible. In many cases, difficulty with many transactions are resolved before we have time to review your account. If you have a question about your digital currency transaction or your Coinbase order, or difficulty with adding or using a payment method, I encourage you to review our support documents for these topics:
<https://support.coinbase.com/customer/en/portal/topics/601112-wallet-services/articles>
<https://support.coinbase.com/customer/en/portal/topics/796531-payment-methods/articles> If your concern has already been resolved, we're happy to hear it. We apologize for the delay in responding, and are working to improve our response times moving forward. If you're still having difficulty, please reply to this email and our team will assist you as quickly as possible.

27. **Me, Feb 27, 2018 at 02:37PM:** Yes can i have my BTC back now?
28. **CB, Mar 4, 2018, 5:18 PM:** Hi there, We noticed that you may have not been able to access your account due to a balance owed to Coinbase. It appears that this restriction may have been placed in error and has now been removed. We are writing to let you know that you are now able to access your account and do not need to make any additional payments. We apologize for the inconvenience this may have caused. Please respond to this email if you have any further questions. Kind Regards, Coinbase Support
29. **Me, Mar 5, 2018, 12:13 AM:** can i have the btc balance back that you guys took from me for no reason? See the long email reply chain for details...
30. **CB, Mar 28, 2018, 3:16 AM:** Hi there, Thanks for contacting Coinbase support, and our apologies for the delay in responding. If your concern has already been addressed, please ignore this email. In most cases, bank transfers to Coinbase for buys and deposits can take up to 3-5 business days to complete, although this can be up to 10 days depending on weekends and holidays. Purchases and deposits are credited once the bank transfer completes to our bank account. If you're missing funds from a buy, sell, withdrawal, or deposit using your linked bank account, and it's been longer than 10 days since you placed your order, please let us know and we'll be happy to assist you further. If you're having difficulty linking a bank account to your Coinbase account using the automatic verification method, you're welcome to try using the deposit verification method by following the instructions found in this support article: <https://support.coinbase.com/customer/en/portal/articles/1148716> If you're inquiring about your buy and sell limits using your linked bank account, you can check your limits at <https://www.coinbase.com/verifications>, and read more about our limits and how to increase them at <https://support.coinbase.com/customer/en/portal/articles/2108820> If the above information doesn't help, or your concern is related to another matter entirely, please let us know by replying directly to this email and we'll be happy to provide additional assistance. Thank you so much for your patience, and for choosing Coinbase!
31. **Me, Mar 28, 2018, 4:26 AM:** No, as stated in the email chain you guys sent my entire BTC balance to yourself without my consent and i haven't heard anything else about it from you in about 4 months now. If you want to give it back that would be cool but i'm not really expecting it back at this point so enjoy.
32. **CB, Apr 5, 2018, 10:32 PM:** Hi _____, Really sorry for the inconvenience this has caused you. It appears on our end that your concern has been escalated to a specialist. We will let you know as soon as we have an update. If you have other information which may help resolving your concern, please let us know.
33. **CB, Apr 6, 2018, 5:11 PM:** Hi, Mr. _____: I apologize for the inconvenience and not more clearly communicating with you along the way. Coinbase collected 0.02900000 BTC (worth \$371.22 USD) from your BTC wallet on December 6th due to an outstanding balance owed at the time. This is a standard practice, but here's how it works: When Coinbase is owed money, it will be collected by our automated system from a customer's account, starting with digital currencies. Whatever balance there is will be paid for in digital currencies to the extent this is possible. After that, money in their USD wallet will be next. Finally, a customer's payment method(s) on file will be billed for anything else owed. Unfortunately, our system claws back the dollar value amount, not the amount of digital currency we gave to you. This process is functioning in the way that it was intended; we claw back the dollar value. However, if the market moved in your favor, we would have clawed back a smaller amount of digital currency. This is the easiest way for our system to recover funds with the lowest fraud risk to ourselves and our customers. I hope this serves to explain how things happened in a clearer way. Thanks,
34. **Me, Apr 6, 2018, 5:38 PM:** Yes and at the time my balance was something like \$40 as i'm sure your records will show you, not the full \$370 worth of BTC that was withdrawn. I only used the pay with BTC method because your other payment methods were not working.
35. **CB:** No further response