

Hello Gate.io support.

On Feb 25th I attempted to withdraw two TXs totaling 8,794.2255 GRIN from Gate.io to my Niffler wallet.

They were Hedwig TXs. They were pending for 3 days so I cancelled the TXs. They never went back into my Gate.io account. I've tried to contact live chat support over a dozen times. They just keep telling us to wait for block confirmation or to please check back later. I have written a couple tickets as well. They keep closing our tickets as solved but nothing has been solved.

Emails received:

April 12th

Hi Dear:

Grin wallet is under maintenance, you can check whether slatepacks address is supported after reopens.

Best regards

Gate.io

----Gate.io Support ----

April 13th

Hi Dear:

Grin wallet is under maintenance, you can check whether slatepacks address is supported after reopens.

Best regards

Gate.io

----Gate.io Support ----

Tickets received:

2021-03-19

Dear User,

It has been handed over to you for processing, the block return confirmation failure mark will be returned to the account, it will take a little longer, please be patient and wait, pay attention to check the withdrawal status

Please let us know if you have any question.

Thank you for choosing Gate.io.

Best Regards,

Gate.io Team

2021-04-20

Dear User,

Sent, waiting for block confirmation.

Please wait a moment.

Please let us know if you have any question.

Thank you for choosing Gate.io.

Best Regards,

Gate.io Team

No further answers

They say let us know if you have any more questions, but I ask the questions and they don't respond again.

Gate ANN Post

The April 12th email tells me to check if Slatepack is supported but 2021-03-04 Gate released an announcement blog saying it was already supported:

<https://www.gateio.pro/en/article/19663>

Can anyone help me?

It's now been about 60 days since cancelling the TXs and nothing is appearing in my Gate.io balance.

Support just keeps telling me to be patient and that the coins are not lost.

I think maybe Gate.io tech support thinks the GRIN is supposed to show in my wallet. If a Hedwig TX was cancelled is there a way to resend the same TX using Slatepack or some way to get this GRIN to send to our wallet?

Or can I please have the GRIN credited to my account?

I don't know what to do so I made a couple Reddit posts and have been contacting Gate.io on Twitter. Still no help.

https://www.reddit.com/r/grincoin/comments/mq36tb/gateio_grin_issue_can_anyone_help/

https://www.reddit.com/r/grincoin/comments/mvaona/grin_transfer_issue/

https://twitter.com/gate_io/status/1384774328701505540

Appreciate any help anyone can give!!

UID : 1082815

Ticket numbers:

322614

295053

224730

260308

Order Numbers:

9829905

9822970

TX Hashes

<https://2891545728735174.v1.hedwig.imda0fba37-3222-49ea-b9b6-39df3e26ac4c>

<https://9676413056148256.v1.hedwig.im3ad7a514-411c-44ec-95d8-0ae997bdeb10>

Slatepack address:

grin1afunejdqr4qlzhxausw0s6z3zt9rzyqx562tmtvffrz7e9rzq4asgt45ym