

UPDATE August 20, 2021 - Class Action Suit

Hello everyone,

Please join this class action suit with over 700 complaints so far:

<https://liticapital.com/binanceclaim/>

More information on how it all started:

<https://cryptopro.news/8vfcqjGPYuN0kGgV0QYmtf>

Please tell everyone! I have also contacted David Kay, Liti Capital, who is funding the international arbitration, to provide evidence of our cases. But PLEASE do your part and PLEASE go to the first link and submit details on your case.

Thank you.

Best,

Alice

CoinDesk article LIVE:

<https://www.coindesk.com/locked-out-binance-users-accounts-frozen-for-months>

When you add your ticket to the Google Docs, please also check exactly how my account was locked and what steps I took to resolve the issue. I have had a couple dozen of users reach out to me via LinkedIn, Reddit and email to say their accounts were unblocked by following my same steps:

<https://cryptogirljourney.blogspot.com/2021/04/how-it-all-started-binancehell.html>

We have updated the material, we recommend that you read it and add it to social networks and platforms -

<https://scambinance.com/damages-due-to-a-fault-of-binance/128-binance-binanceus-account-blocking-practices-inaccessible-tech-support-asset-theft-on-us-user-balances-binancehell.html>

UPDATE UPDATE - April 28: I am banned from r/Binance for 28 days and Reddit for 3! (Additional updates at the end of this section)

Request: Hello community. This battle for you all (since my ticket has been resolved) has been very very very difficult. If YOU all want YOUR ticket resolved and accounts unlocked, please at least retweet or like the Tweets to Binance....otherwise....I am really close to giving up as I am helping YOU but none of you help yourselves...❤️🙏

lol

Update:

April 26 Consolidated screenshots to exactly how my account was locked and what steps I took to resolve the issue:

<https://cryptogirljourney.blogspot.com/2021/04/how-it-all-started-binancehell.html>

For new tickets: Add them to the bottom. Binance will be fixing them from top down and seems like they are already working through the doc....you just missed out if you added it to the top so please add them to the end!

Got video uploading issues due to the 20MB limit and Binance needing you to record a 10 minute video? HandBrake to convert from any video format to mp4 and by choosing a lower resolution get videos below 20MB quite easily

#BinanceHell

I've consolidated all the reports from Reddit and please share this document and Tweet as much as you can to gain traction and get https://docs.google.com/document/d/1v3NTgJ5ni-R9zpZt_j1BHpCbrnOhXGGcDWJ8vnijXUM/edit# our cases resolved ASAP.

First things first, please ensure:

1. you've tried to resolve the issue yourself and failed to resolve the issue (ie. please double check your charges from your bank/credit card has in fact gone through and Binance is indeed at fault and not your bank)
2. you are fully aware of your issue (ie. missing memo, accidentally transferred funds from your company to personal account and vice versa)
3. you have tried to contact Binance and failed to have your ticket resolved (please have your ticket(s) number(s) ready

If you are adding your case to the document, please follow the formatting.

Also, I have started to TIMESTAMP everyday! Daily, I type in the chat what time and day with a quick update. Then I take a screenshot to document the process as I am on my 3rd ticket now. 3rd or 4th infinite loop.

Please, if you have any personal contacts with news outlets and journalists, please get this doc to them. Together, we can gain Binance's attention.

Please include:

Your Reddit account / Twitter:

Your original post date:

Ticket number:Case ID:

Exchange & Country

Ticket open:

Cheers,

[Alice](#)

I am moving my funds to FTX. I had an issue, submitted a ticket and BAM they actually wrote me back within a couple hours!!!!!! **A person actually wrote me! Not a stupid bot!**

Disclaimer: I do NOT work for Binance. I have my own company and a full time job. I am just someone who trades on Binance and doing my best to help the community so we can all feel confident in investing in cryptocurrency. Will do my best and please all do your part too! The more traction we can get as a group, the better.

Update: May 19, 2021

My account is suspended for no reason. I have not logged into my account for quite some time and when I tried Binance stated it was suspended and I have 48 hours to remove funds. I tried to log on, but because it's been my google authenticator wasn't working. I've attempted to reset the google authenticator but with consistent issues from Binance. Now i'm stuck with no one to talk to, I need my google authenticator reset and I need to understand why my account is suspended. My ticket number is 72593153. My country is USA. Ticket is still open.

Update: April 13, 2021

After outreach to many Binance staff and journalists via Twitter, LinkedIn and email, my ticket has been resolved! (Hence I removed my ticket and issues from the doc).

I am pushing for all the tickets in this doc to be resolved and asking Binance to pay attention to Reddit. I also flagged the fact that a certain employee (we all know who....) is extremely unprofessional and bringing a bad name to Binance.

I will not name the employee at this moment as I do not want him to be bombarded with random tickets. By sharing this doc with him and his colleagues, I hope to help everyone resolve your tickets and get your money back so we can continue trading.

Please continue to update this document if your ticket has been resolved. Please include all info asked for (see above).

We also have traction from a journalist who is looking at this document. Please keep it tidy. Be as clear, direct as possible. I suspect this journalist will reach out to you directly if he needs more info so please include WHO you are (either Reddit or Twitter handle).

Update: April 18, 2021

Heard from Conor Maloney (he wrote on April 16 but I am not social media active and didn't get it till today) that they will be doing a feature soon. PUT YOUR ISSUES IN THE DOC!!!! And follow them on Twitter!

Update: April 20, 2021

Our issues would go live this week. I am running low on spare time to run this Binance Outreach so I have hired 2 assistants. If you can help, please contact me. My outreach message on Reddit to warn others:

Please excuse the copy and pasted message as I am trying to get to as many people as possible before they remove my posts again and again!!!

Hello Community,

Reminder this is our community cases document that I have submitted to a senior employee of Binance to resolve. It appears a few cases are dropping off:

https://docs.google.com/document/d/1v3NTgJ5ni-R9zpZt_j1BHpCbrnOhXGGcDWJ8vnijXUM/edit?usp=sharing

A few quick updates:

- our cases are about to go live with Conor, a Blockchain journalist @Crypto_Briefing
- seems like tickets are still being closed, but someone has been wasting their time putting up N words instead. I am talking over 200 comments of the N word. Someone has a lot of free time. Please, if you see this type of behaviour, flag it or delete it if you already have editor rights
- please email your cases to binance.blocked@gmail.com from now on if you wish to be added to the doc. I have hired 2 assistants to help with the Binance Outreach. Any ideas how to outreach, please email us.

Another personal update:

Although my case was resolved after 8 weeks of over 15 videos of verification and jumping through other unreasonable demands that I am sure you all are aware of. I had a huge scare that after my first withdrawal, after 8 weeks of blockage, the bloody system requested to scan my face again. I thought I was going to be locked up all over again and had serious PTSD.

I am moving my funds to FTX. I had an issue, submitted a ticket and BAM they actually wrote me back within a couple hours!!!!!! A person actually wrote me! Not a stupid bot!

To sign up and get 5% off your trading fees: <https://ftx.com/#a=luckygirl604>. Am hoping this will help cover some of the costs of having to hire 3 assistants with the Binance Outreach.

I hope all of the BinanceHell will be over for everyone soon.

Again, PLEASE help me Tweet the doc, message people on LinkedIn and outreach as much as possible!

Please retweet retweet retweet and monitor the news coming this week re: Binance CS service below:

https://twitter.com/Crypto_Briefing

<https://twitter.com/iWriteCrypto>

https://twitter.com/lucky_girl_604

UPDATE: April 20, 2020 (OPEN LETTER TO BRIAN BROOKS on LINKEDIN and TWITTER)

Thank you and look forward to hearing from you.

Sincerely,

Alice and the Binance User Community

Hello Brian.

First of all, congratulations on your new appointment. I strongly believe with you coming into the cryptocurrency world, it would really help the community. Thank you. As a community, we look forward to working with you.

However, I need to bring it to your attention in some dire situation with both Binance.us and Binance.com.

There are hundreds, if not thousands, of users who have funds stuck since December 2020 and unable to obtain support from Binance.com and Binance.us. Some of us have had to resort to filing complaints with BBB, SEC and etc.

There's even talk of people showing up at your registered office in San Francisco.

Please allocate some time to resolve the issues faced by the community. Any questions, please reach out to me directly or the users.

All of their info and case numbers are on this document:

https://docs.google.com/document/d/1v3NTgJ5ni-R9zpZt_j1BHpCbrnOhXGGcDWJ8vniXUM/edit#UPDATE: April 20: my posts on Reddit keeps getting deleted by Binance (understandable, as I am trying to round up unhappy users), so I will try to post on Twitter with updates too. Please come and help retweet the campaign: https://twitter.com/lucky_girl_604

Update: April 21, I've heard from Binance Australia on Twitter. Have passed the doc to them to investigate again. Please let me know when your case is resolved.

Daily Update: April 22

Good news. Finally able to get CoinDesk to investigate now. Fingers crossed.

Update: April 23

The article is out:

Rebel Group of Locked Account Holders Complain of "Binance Hell"

Please like and retweet: <https://twitter.com/iWriteCrypto/status/1385558228428333056> and https://twitter.com/lucky_girl_604/with_replies

April 27th:

Spoke to Colin Harper of CoinDesk. Our case will be live next week, if not at the end of this week!

17K in assets locked on Binance.US, I cannot withdraw/trading disabled.

Reddit: aalthouser

Binance.us User ID: 53655193

Ticket Number: 624809

Submitted 4/5/2021

Post Date: 4/8/2021

Withdrawal/Trading Disabled:

Please help. I submitted a ticket days ago and need access to my funds immediately. My ticket# is 624809. Can someone please help with this issue?

Everything was working fine until I withdrew ADA and deposited it back same day. I don't see why this would affect my account. I am fully verified. My only other guess is I sometimes use a VPN when making transactions and wonder if that raised a flag. Either way, I cannot wait any longer. I have not heard back from support. **We have a family emergency and I need access to my funds immediately. Please help.**

c. \$45.000 locked in Binance.com (US citizen) No possible way to access it.

Reddit: Cryp-to-Bountiful

Posted: April 14, 2021

Ticket Number: Case ID# 4966056

Exchange and Country: Binance.com, USA

Ticket open: Mar. 30, 2021 (give or take a day)

I understand that US citizens are not allowed to trade on Binance.com. However, I am not allowed to transfer my assets out. I can't even see my account. There is no option for US citizens to set up 2FA. No working chat. No phone #s. No email or physical mail addresses. No existing headquarters. No regulatory authority they are accountable to. It appears they have sealed me off from what is mine tight as a vault.

I would be overjoyed to report back that this has been resolved.

Over 40K USD in assets on binance.com, I can't withdraw either crypto or FIAT due to "risk control".

User: Binance ID 22859062

Reddit: _Ecclesiastes_

Ticket Number: Case ID# 4893513

Posted: This post: April 14, 2021.

Exchange & country: binance.com, Finland

Ticket open: February 20, 2021

I have been unable to withdraw either crypto or FIAT due to “risk control” or “risk management”, it has never been specified what this entails. I have tried very small amounts, but I can’t withdraw anything, I can still trade and deposit though. I was asked to upload a video of myself which I did, and I have uploaded all the necessary bank documents.

I am trying to explain the situation to customer support over and over again but I never get an explanation of why I can’t withdraw and how to solve the situation. Instead I get repetitive and useless responses such as “has your issue been solved yet?” , when it clearly hasn’t.

Customer support is also asking me to do impossible things which the binance website doesn’t support, such as uploading pdf files in the chat function, when the chat does not support such files. I was also asked to make a bank transfer appeal by customer support, I did this and I got an email response saying the appeal was rejected due to “risk control”.

It has been two months since I first asked binance about this issue, I have gotten basically no help in solving the issue, these funds are mine to withdraw by legal right and if this problem persists I will be forced to take legal action which would be a waste of time and money for everyone involved.

Locked out of account. Need to unbind 2FA and have it reset as I got a new phone and lost the old device.

User: Shreddy_Merc

Posted: April 11, 2021

Ticket number: 662147

Exchange & Country: Binance.US, USA

Ticket open: April 11, 2021

Hello,

I have lost my old phone and recently got a new one. The Google authenticator app did not backup my 2FA numbers. I need to unbind the 2FA from my Binance.US account and reset it. Hopefully someone from support can help me get this process started.

Binance deleted my US account without notifying me of the need to transfer assets to Binance.US.

User: wrecked_car

Posted: April 13, 2021

Ticket number: 8634051

Exchange & Country: Binance.com, USA

Ticket open: 3/2/2021

I have lost my account and all my coins without any notification to transfer my account/assets to Binance.US. Please advise :(

[Please help me and upvote I currently have 7 ETH locked by Binance since December: STILL NO ANSWER](#)

User: TheJibs85

Posted: April 6, 2021

Ticket number: 6217921

Exchange: Binance.com

Hi Guys, I am not an English native speaker so please be indulgent.

I logged a ticket in December 2020: ticket number 6217921

I provided ALL documents required. I have been in contact with the online support almost EVERY day since January and every single agent told me it will be resolved in 24-48 hours max.

You are still holding my 7 ETH and I really need this money now.

I tried to contact you on twitter, by emails, by chat and I still get no answer.

The online chat is broken and we all know that, we can't contact them by email either.

[Over \\$200k stuck in Binance.US](#)

User: Ambitious_Resident74

Posted: April 5, 2021

Tickets number: 625034

Exchange: Binance.us

It's been weeks and months and I've gotten no response from Binance.US. I have over \$200k in my portfolio and I am unable to withdrawal to my bank or send to another crypto wallet. Please upvote to get my ticket responded to ASAP. I tried a small test transaction to whitelist approved wallet address as well as my bank account (same account I used to deposit all funds). I have had a Binance.US account for over a year. I am still getting the same "withdrawals suspended due to risk management". I have had my past tickets closed for trying to get help on what additional info they need from me to mitigate risk and no response.

Latest ticket number is #625034

Over \$59,000 at time of writing is somewhere in space

User: Twitter handle is "scottyballs5"

Posted: April 12, 2021

Ticket number: 359634

Exchange: Binance.US

Open ticket since 2/12/2021 (unaddressed)

I have had an open ticket since the middle of February 2021 for over \$59,000 worth of BNB coin. The entire value (99.5 BNB coins) is lost as of writing. BinanceUS has shown no support other than sending an automated email (of now value). I transferred BNB from my Trust Wallet (a wallet now owned by Binance's parent company) to my BinanceUS account. Despite using the correct recipient address (not to be confused with a "Memo ID"), the value has not arrived.

[Binance not Returning my Funds as Agreed](#)

User: No-Opportunity6181

Posted: April 6, 2021

Tickets number: 522812

I have had a case opened with Binance for months now ticket number 522812. Support has agreed that the funds are with Binance and for weeks now the Fiat team have not paid the funds back into my account. My family is going through financial stress due to this. Please could you advise the FIAT team to do the needful. Thanks Irfan

[\[ATTENTION\] - Binance Support!](#)

User: CantLoginHelp

Posted: April 6, 2021

Tickets number: 5221415

Hello members of Binance/Reddit, please help me gain the attention of binance support to recover my account by giving my thread a upvote/comment.

I have made so many requests and have had no luck in obtaining my account. I am left with no other options since no one is responding to my request.

My Binance Support Case ID #5221415

Anyway so on and off for the past 2 and half years I've been trying to regain access to my Binance account, I also lost complete access to my Google Authentication app on the phone.

After going through the process of contacting support to have my 2FA reset, I have done all that is required to reset my 2FA.

I followed the protocols by "Answering Security Questions", I then sent all my photos for "ID Verification" and completed the "Facial Verification" now I've been waiting for a response. Which has been taken far to long.

I have also had my Binance API linked to 3commas and when I view my account in 3commas I can see what coins I have purchased and my account balance but it says API keys are no longer valid or incorrect. Which seems to me that my account has been locked. I have a large sum of money in the account which is why I will not give up. I am not going to have my money stolen from me.

I have also went through the same issue with Bittrex, support tickets were responded to and the problem solved. (Come on binance lets resolve this issue)

I appreciate your help. Thanks for taking the time to read and support my post, It seems to be a common issue with binance so lets hope we can all get our accounts sorted.

[\\$800 stuck on binance](#)

User: MediumHeight7726

Posted: April 7, 2021

Tickets number: 5509183

Hello Binance, is it possible i have any customer service look into this, i have \$800 P2P btc asset frozen and it's been 2 weeks, i run small scale crypto deals and I won't lie this amount is important to me as little as it may seem. Case ID #5509183

Please help upvote.

[Update: u/symbiotic_bnb comment on this person's complaint was: 'It was raised, bud. If you would rather I "unraise" it, I'm sure that can be arranged.']

[Please help. Locked out of my Binance.us account and now banned with no explanation and no response on ticket for 34 days. Ticket #435167.](#)

User: BarkerVisionInc

Posted: March 31, 2021

Ticket number: 435167

Exchange: Binance.us

After several months of using Binance.us with no issues my account was locked in February. I put in a ticket on Feb 25 and have still not received a response. Now when I try to log in it says I'm banned. Please help. I have several assets locked in my Binance account. My ticket # is 435167.

[Please help escalate my http://Binance.US case.](#)

User: Meatsab

Posted: April 5, 2021

Ticket number: 589845

Exchange: Binance.us

Please help escalate my http://Binance.US case. I can't withdraw, I can't deposit money to my financial account. Trading disabled, I Submitted video, bank statements, etc and nothing is been done. I just had A premature baby and my baby needs Formula. I have to buy special formula for preemie baby And I need my money. Please help escalate my case, Trading disabled. I really really need my money to buy preemie formula for my baby please help us. I invested a thousands of dollars hoping I will make profit before I my bay is sue but I went into labor at 32 weeks. Ticket number #589845

[I can't whitdraw since more than 32 days now and I don't know what more to do. #4790469](#)

User: joined-2-beg-binance

Posted: March 29, 2021

Ticket number: 4790469

Exchange:

Hi, I created my Binance account 2017/10/19 I dont know when the whitdrawl funtions were disabled. but on 26/02/2021 i tried to withdraw and got the following error msg "due to risk reasons", since then I start opening email tickets, send them all the info they needed and they close multiple tickets coz they migrate the service to chat support. i keep trying through the support, keep chat open for days, but dont get anything more than a bot response or the following email.

"Hello,

Due to a large number of inquiries, we have unfortunately not yet been able to attend to your query. If the problem still exists, please contact our customer service team within 24 hours from the requesting chat box. Your queue position will remain the same and we will assign a specialist to you with higher priority."

My case ID is: #4790469

[\\$15,000 Locked - BINANCE made me record a video for proof and still rejected me :\(](#)

User: NeptuneOne_ Twitter:@MRobertsMLG

Posted: April 7, 2021

Tickets number: Case ID #70053523 ---- Old ID: #5541274

Exchange: Binance Australia [Binance.com/au]

My name is Matthew. I am a 19 year old Australian who recently invested using Binance.com I went to withdraw my crypto and I was suspended due to apparently "being at risk". Prior to this I was fully verified - license, bank, proof of address. Now I tried to talk to Binance support and they asked to prove it was me and requested I submit a video of me recording my face, Binance deposits and my bank statements. I did this and got rejected. I have around \$18,000 locked in this account and I really need it back into my bank account. I looked at Binance terms of use and read that they can only suspend your withdrawals if they believe there is use of my account by people other than me. I have proved I am the owner of the account by sending my license, photo of my face with license and video recordings of me as previously mentioned - as they requested.

Update: this is how Binance or u/symbiotic_bnb respond to young teenagers in Australia (only 19 year old) whom have lost their hard earned money:



NeptuneOne_ 16 hours ago

My case isn't pending. I got rejected after I did everything they said :)



3



Reply

Give Award

Share

Report

Save



symbiotic_bnb 15 hours ago

It's okay. You know what you've done wrong. Despite what you may think, our team is not *full* of incompetent morons. When you bring your malicious activity to our platform, you will run into issues.



-5



Reply

Give Award

Share

Report

Save



shandulemon 14 hours ago

excuse me but is that how Binance employees talk to customers publicly now?



2



Reply

Give Award

Share

Report

Save



symbiotic_bnb 13 hours ago

To someone partaking in malicious activity on our platform, then whining on social media when their account is restricted? Yup.



1



Reply

Give Award

Share

Report

Save

[I havent been able to login for a week and I'm positive my credentials are correct. Not the first time this as happened . #5579694](#)

User: ian4tge

Posted: April 7, 2021

Ticket number: 5579694

Exchange: US

I haven't had binance very long, I have about 5k worth of assets in there that I would desperately like to move. Whenever i try to login Binance tells me my username or password is incorrect. I know I am entering it correctly because i have done it many times and have it documented in two physical locations. Miraculously my keyring filled in the password and Binance let me in so I changed my password immediately. I test new password. Works. Today I try to login and same issue. Binance does not send me any verification codes via email or text when I request them. But it will email me to say that someone has responded in the chat when nothing has actually happened. Help Me Now.

My case ID is: #5579694

[Lost money in Futures through technical bug or manipulation on Binance.com/au = prices not matching trades #4575204](#)

[Posted March 18, 2021 at 21:05 GMT +08]

[Getting "Due to an overwhelming number of inquiries, we have unfortunately not yet been able to attend to your query. If problem still exist, please \(try\) contact us again' After 7 days - Binance AUS\) - still need help!](#) [Posted: Mar 21 2021 14:27 GMT +08]

[Binance Contact Phone Numbers for Complaint Support?](#) [Posted April 4th, 2021 at 22:12 GMT +08]

User: Lowai_Koala

Posted: March 18, 2021 at 21:05 GMT +08

Tickets number: #4575204, #5112293 [Most recent 2]

Exchange: Binance Australia [Binance.com/au]

[Most posts removed by moderators - But links go to details of Issue posted elsewhere]

Hello i lost money, and trying to get both Tech Support, and support about losing money due to technical issue with Binance App. Has anyone else noticed any glitch, or sudden price swings, or prices stated on Binance (Or other crypto exchanges) but where there is no such Market History to show such trades occurred at that price? Or a incorrect PNL/ROE (%Return on Equity) that does not match the last price to entry price calculation, and also a incorrect wallet/account holdings thats also making a issue? For example in my video [attached]

1. There is millisecond price swing between \$18.2 - \$16.8 - \$18.2 (a \$1.40 each way, or a 280 cent, or approximately a 15% price movement in a millisecond).
2. Look at both the Order-book & the Market History (at end of video), you can see there was NO TRADES PERFORMED AT THE PRICE SHOWN ON BINANCE, you can see no such trades performed lower then \$18. And if you look you can see the large quantity of orders /support in the \$18 range that was never filled during that price swing. Why would that not first fill up through the large quantity of bid orders around \$18.10 first instead of just shoot rapidly to \$16.8?

So could this be a technical glitches or issues coming in applications, especially when adding new features? I contacted Binance support on Support Chat feature on both Sat 13 (\$CHR) and Wed 17 (\$ALICE), and prior to that via the email support function [which they closed all]. To date I have NOT got any response or answer from Binance. I've noticed many other people have had the same issues posted online. Support history so far, have said :

"Unfortunately I am not equipped to help you with this issue but please allow me to transfer you to my colleague specialised in handling this type of request....Has Left the Chat", then: "Your case will now be transferred to our tech team - please kindly hold :)...Has Left the Chat". From Saturday 14th email to say customer support email closed down & your support closes, re-open on Friday March 19th March Binance emails me this same line for a number of days:

"Due to an overwhelming number of inquiries, we have unfortunately not been able to attend to your query. If the problem still exists, please contact our customer service again via chat"

I contacted Binance Australia on Twitter and their official Telegram, their CEO and their Chief Compliance Officer (James) all replied in DM on twitter on dates [March 22, March 31, & April 1st] to say they will 'Escalate it to top', but also said *"Without spending too much time on this ...it seems to me like a little lag... Not much else our Binance Australia Team can do"*, and then sent me to Binance's Futures support telegram group that only had Bot.

Since the on March 30 the Bot said 'Dear User does your problem still exist?', a email said we are closing your support request down if you still have a issue then reopen a new support. Then on April 2nd a new CS came on my Binance's Official Support Chat, they also informed me *"I will transfer this conversation to our relevant team for further check and advise"*, I asked this one *"How long should i wait?"* asking them how long to wait i was informed *"It can arrange now. It can be support based on waitlist status. Please wait a moment"*. Then April 3 the Bot said *"Has your issue been solved yet?"*, my answer *"Of course not, as i repeated to all the prior CS staff and Bots"*.

Please someone, a human, that can actually answer me..as these issues have forced me to lose \$1000's of AUD.

Update April 8: I received my first human in the customer service chat support, CS Ray, on April 8th, recognising they know a technical issue and informing me: *"After review of your screenshots & videos, i understand that your trading experience could be affected by the PNL display. ... By taking your continued support into consideration, we would like to provide the VIP upgrade service for one month (could save on fees) Confirm in your reply if you want to proceed"*. On twitter today they also acknowledged & mentioned they are aware of similar malfunctions occur, under periods of high trading load.

Update April 9: Today or last night, i have been blocked by Binance Australia's official twitter & telegram's now after an expression of dissatisfaction mentioning my unattended complaint & lack of human support after a month.

Update April 11: They still have yet to respond to me since April 8 despite acknowledging they are aware of such malfunctions, and have not solve my issue nor refunded me.

[Cannot get into my Binance account and cannot verify my account either with no response help from support!](#)

User: vjdubz888

Posted: April 7, 2021

Ticket number: 5583331

Exchange: Binance.com

I had an account with Binance back in 2017/2018 and when the market went to shit I completely lost hope in crypto and gave up on it. I figured I would just take it as a loss and move on but seeing how the market has been going lately I decided to try and login to my old account to see what the account is worth.

3+ years later, I no longer have the Google Authenticator setup on my old phone and have also since changed my phone number due to security reasons. I've been trying to get access to my old account and can verify it through my email and passport photo only but can't seem to get a hold of anyone to help out. Is anyone else going through this issue?

Secondly, I created a new Binance account in the meantime because I wanted to start trading again. Without realizing that I didn't verify my account, I transferred funds from Coinsquare into Binance but since my new account is not verified I can't do anything and all of the funds are on hold. When I try to go and verify my new account it says the following:

"Sorry, your account verification has been rejected. The reason is: The system detects that you have other verified accounts, please kindly use the verified account to enjoy Binance services.. Please update your materials as requested and use this link to submit again"

I don't know who else is going through this situation or have been through this situation and can give me some advice but I'm definitely not please about it and really wish Binance would respond back sooner than what they quoted. Estimated: >60 mins ... 5+ days later still no response.

Case ID #5583331

2 Tickets:

In one, I deposited BTC, and the blockchain according to binance "forked", and it will not let me withdraw the funds after 6 months of waiting and refusal to address my ticket.

In the second ticket, I mistakenly sent nNEO (wrapped NEO), and they said they would return the funds to my address. They sent my nNEO to the WRONG address, and then they CHARGED me for it.

User pninya

Posted: I am unable to post on reddit because of lack of karma.

Ticket number: 6149159 and 6448322

Exchange: Binance.com

The best response I've gotten is "Is this problem resolved yet?" and after I say "NO", they don't respond. I've had maybe 10 different customer services do pretty much exactly this. Essentially, they've stolen funds from me (if you can't withdraw, that's theft).

I am 19 years old and neither I nor my family can afford the loss of \$10K.

User: MohammadAltaweel

Posted: April 7, 2021

Ticket number: 5583331

Exchange: Binance.com

BIG NOTE: Binance deleted my post immediately and baned me for 7 days and they said "Your case has been escalated. Do not beg for upvotes."

And I didn't get any response after that!

My post

I am 19 years old and neither I nor my family can afford the loss of \$10K. Binance froze my withdrawal function, and after I made the appeal and waited for the "260 hours", the message changed to:

"Please remain patient and your appeal is under review on the top priority."

And when I wanted to contact support, I got a response asking me to repeat the process, and when I clicked on the link, it showed me a message that would last for a second or two, and then it forwarded me to my dashboard.

I managed to take a photo of the message so I can read it (see attached picture) or from here -----

<https://imgur.com/a/5LwJ4ef>

I hope that the second message was wrong, and no, I didn't use someone else's identity!! why I want to use someone else identity??? I am the same sad person guys 😞. my Case ID #5500982.

UPDATE:

They asked me again for the videos which I submitted, and now I should wait another 240 hour.
[Provide us with videos a million times Hahaha!!!!!! : BinanceUSclassaction](#)

Fiat and Spot > Withdraw

Deposit Withdraw

24h Withdrawal Limit: 100 BTC

!

Your appeal is being reviewed and is estimated to be completed in 239 hours. Please wait

Crypto Fiat

How to withdraw?

Address Management »

Coin

BTC Bitcoin

Total balance: 0.00000000 BTC

Withdraw Notice

1. Funds can only be withdrawn from your spot account. To withdraw funds in other accounts, please transfer to your spot account first. [Transfer In](#)

2. When withdrawing to the Binance user's address, the handling fee will be returned to the Current Account by default. [Learn more](#)

3. Do not withdraw directly to a crowdfund or ICO address, as your account will not be credited with tokens from such sales.

Recipient's BTC Address

Transfer network ⓘ

☐

Binance Chain (BNB)
BEP2

Fee: 0.0000039 BTC
≈ \$0.233115

☐

Binance Smart Chain (BSC)
BEP20 (BSC)

Fee: 0.0000039 BTC
≈ \$0.233115

☐

Bitcoin(BTC)

Fee: 0.0005 BTC

BNB/BUSD +7.48 % 501.8958 | BTC/BUSD +0.59 % 59723.99 | ETH/BUSD +1.19 % 2145.73

Online Support 00:28:38

[Reddit please help! ADA gone. 2 months no response from Binance Ticket #308943](#)

User: ThaiTea987
Posted: April 8, 2021
Ticket number: 308943
Exchange: Binance.com

I sent around 1800 ADA to my [Binance.us](https://www.binance.us) account on 2020-12-31. The ADA appears in my deposit history but not in my wallet. I submitted a ticket on Feb 6th. 20 days later on Feb 26th they asked me if my issue had been resolved and they would reply "asap". I told them it hadn't been resolved and I never heard back from them.

Reddit please help. I have no idea what steps to take to find/get access to my ADA. Thank you!! Ticket #308943

[Binance Visa Card - Case ID #5534257 Please upvote so I can get a response :\)](#)

User: iamsue2020

Posted: April 8, 2021

Ticket number: 5534257

Exchange: Binance.com

Hello, So I used my binance visa card for the very first time! I tried to make a purchase and it was immediately declined by the online retailer, but the money has been taken from my account. I had fiat funds to cover the purchase and the retailer accepts visa so I cannot understand why it was blocked going through. I have tried to call the number on the card but it only reaches a voicemail, I have contacted support online but no response yet, Please can I get some support to have my case looked at as I'm afraid to use the card to have further funds taken out but not receive them again, I'm stuck now with funds taken out and cannot make my purchase that I need until the money is redirected back to my account, Would really appreciate assistance, Kind regards.

[30K+ USD stuck on Binance.US with no resolution for a month](#)

User: atljatl

Posted: April 7, 2021

Ticket number: 596216

Exchange: Binance.com

This is regarding ticket #596216 and a deposit I made on March 17th, 2021, and my account being locked.

I had originally received an email a week after the deposit saying my issue would soon be resolved and account would be unlocked, so I responded per the email request. After another 2 weeks and no correspondence from Binance, I created the ticket above. Can someone from the team please communicate with me. All in all, I have been trying to resolve this since the beginning of February. It's becoming absurd.

[Withdrawals have been temporarily disabled due to risk control.](#)

User: OriginalTurboHobbit

Posted: April 7, 2021

Ticket number: 5446714

Exchange: Binance.com



Withdrawals have been temporarily disabled due to risk control.



Basically what the title says. This is STILL happening after 5 weeks. No response/explanation from Binance.com. Case ID #5446714 if someone could possibly have a look?

Not getting the error at the top as per the FAQ with a link to re-verify, just a popup when I try and withdraw to my external wallet:

[I guess I get to join the fun.](#)

User: philter451

Posted: April 6, 2021

Ticket Number: 633009

Exchange: Binance.US

So I had a chargeback because money hadn't cleared transfer on my bank accounts. Oops definitely my mistake. Well now they won't let me deposit money in to my account to be in the positive. The email has a "helpful link" to deposit but it doesn't work either. I can't add new accounts.

Well I thought I could solve the problem by selling some Litecoin and going in to the positive. LOL! They shut off my ability to trade too!!! Wow so I guess they're just going to liquidate whatever the fuck they feel like to get their money despite me willingly trying to give them cash.

I wonder how many days, weeks, or months my crypto will be held hostage by Binance?

48 Hour Edit: My ticket was assigned to Biggs and listed as "solved" but I still cannot withdraw money or crypto, deposit, or trade. My definition of "solved" must be different.

17k locked on binance.us since Feb. 19th

Posted: April 8, 2021

Ticket Number: 403424

Exchange: binance.us

Same issue as others, mine was a \$350 chargeback. I sent the video of myself proving I have control of the account and I'm fully verified on there. The only ticket open is #403424 but I have many tickets marked solved immediately after creating them and they are: #578987 #463631 #481098 #542838 #543529 #579046

Then after over 40 failed deposit attempts I got one to work for \$20. Further proving it's me. I've had the money in my binance USD balance to cover the chargeback since day 1 of it being frozen and also saw \$350 vanish on my last trade.

This is criminal and has set me back in life severely. Why accept deposits if I can't do anything else? Anyway, please get on top of this soon. It's becoming inhumane and it's affecting our ability to prosper.

A mod from binance.com sub reddit got my ticket "pushed up" and i quickly got this response from someone from binance.us 2 days ago but doesn't seem promising.



Galen

2 days ago

Hi there,

Thanks for reaching out to Binance.US support.

I'll forward these documents to our team for further review. I'll let you know once your account has been restored for trading.

[Binance US trading disabled](#)

User: Inevitable3261

Posted: April 9, 2021

Ticket number: [513164](#)

Exchange: Binance.US

Hello, this is jay

My Binance US trading account has been disabled due to "risk management."

It was triggered by a chargeback issue.

I fixed the issue by depositing correct amount of money, but I haven't heard anything from Binance US support team explaining why my account is still disabled.

It's been almost 3 months and I've lost so many trading opportunities.

my last ticket number is [#513164](#)

Please help me.

[Reddit please help! ADA gone. 2 months no response from Binance Ticket #308943](#)

User: ThaiTea987

Posted: April 8, 2021

Ticket number: 308943

Exchange: Binance.US

I sent around 1800 ADA to my [Binance.us](#) account on 2020-12-31. The ADA appears in my deposit history but not in my wallet. I submitted a ticket on Feb 6th. 20 days later on Feb 26th they asked me if my issue had been resolved and they would reply "asap". I told them it hadn't been resolved and I never heard back from them.

Reddit please help. I have no idea what steps to take to find/get access to my ADA. Thank you!! Ticket #308943

[Binance is stealing me Coins!!!!](#)

User: lucasbj

Posted: April 9, 2021

Ticket number: 5458073

Exchange: Binance.com

Hello, I have opened a case number #5458073.

I'm going to show you an example where they are disappearing my Coins. I don't know why but when I put the API on Blockfolio(Only permissions of read) they disappear some coins from my portfolio , I want to get it back because I don't know how this have passed and also to alert the people in this problem . Also 4 days trying to contact the support but I don't receive any help and it disappear more coins than ADA.

[First Buy Second Buy Third Buy Only Withdrawal I have The Balance I have right now](#)

As you can see , it doesn't match the balance I have now . This happened when I connect the API , but in any place says I did a transaction or whatever . Some coins have disappear all the balance I have!! I need help by someone please to try to retrieve my coins . If anyone can help I will appreciate it so much.

[Binance account blocked with more than 15K USD. Case ID #5660335](#)

Today I tried to withdraw some cryptos and it says that I can't for some risk things.

I contacted the support, recorded a video showing my face and repeating what they told me to say.

Still locked, no answer from the support, no news.

Case ID 5660335

Update: 13th Apr 2021: after 5 days, no answers in chat, I keep writing there but without any reply.

[1 month no response from Binance Ticket #4899901](#)

Posted: April 9, 2021

Ticket number: 4899901

Exchange: Binance.com

I've made a transfer to Binance on March 9th 2021 (www.binance.com).

I submitted the proof of deposit to binance and up to now, April 09th, Binance hasn't credited my account.

It's been a month. I've emailed and I am on the chat on a daily basis and no solution is given - their customer service is clueless, they disappeared with my money and in the meanwhile I am missing opportunities.

I am considering hiring a lawyer. Posted on avvo.com but got no answers (I believe the lawyers are aware of Binance's power).

[I am a US Customer on binance.com. Waiting on Senior Agent Case ID #5562419](#)

User: Rs2016gg

Posted: April 7, 2021

Ticket Number: 5562419

Exchange: Binance.com

I have 15k \$ locked in risk control and am stuck at the message "we are giving you a priority transfer to a senior agent".

I have answered all 3 security questions including the 2 videos. I've been through this process once before but the ticket expired. then the new chat 5.0 system came in.

What other options do I have???? This is insane. I wait all day with the chat open on my phone.

[Im putting this everywhere \(risk management issue \)](#)

User: MQ411

Posted: April 9, 2021

Ticket number: 5038551

Exchange: Binance.com

Just fix your customer support system or hire humans to fix our problems!! I cant withdraw my funds because of risk shitty management!! I have been waiting for more than 7 weeksCase ID #5038551

[Please upvote so I can close and transfer Binance US funds - chargeback issue](#)

User: notworriedbutkinda

Posted: April 10, 2021

Ticket number: [608976](#)

Exchange: Binance.US

Ok I'm desperate now :,(

Does anyone know if/how you can close your Binance US account and withdraw all coins/fiat USD to another crypto exchange (not just disable the account)? I've been unable to trade coins and withdraw my USD from my Binance US account for over a month now with no support on my tickets, this reddit (besides other users-thank y'all for keeping me semi sane), twitter, or even IG, and I dont have any more ideas on how to get access to my \$10k+ funds I have there except to transfer the whole thing. :(Tickets: [#608976](#) [#481532](#)

EDIT: I've raised this issue to the BBB

(<https://www.bbb.org/us/ca/san-francisco/profile/cryptocurrency-exchange/binanceus-1116-925674/complaints>) and CFPB

(<https://www.consumerfinance.gov/>) since I've only got dead air on [Binance.US](#)' side thus far, and I also don't think it's legal to freeze account funds with volatile market conditions? Will update either here or new post the results - good or bad. I've noticed some people's posts here with this issue is getting removed by mods? Not sure if that's some bug but I want to believe the reddit mods aren't subduing complaints - in case though I'm gunna screenshot this 4/9/21 11:14PM EST

[My Binance US account disabled for 3 months](#)

User: Inevitable3261

Posted: April 9, 2021

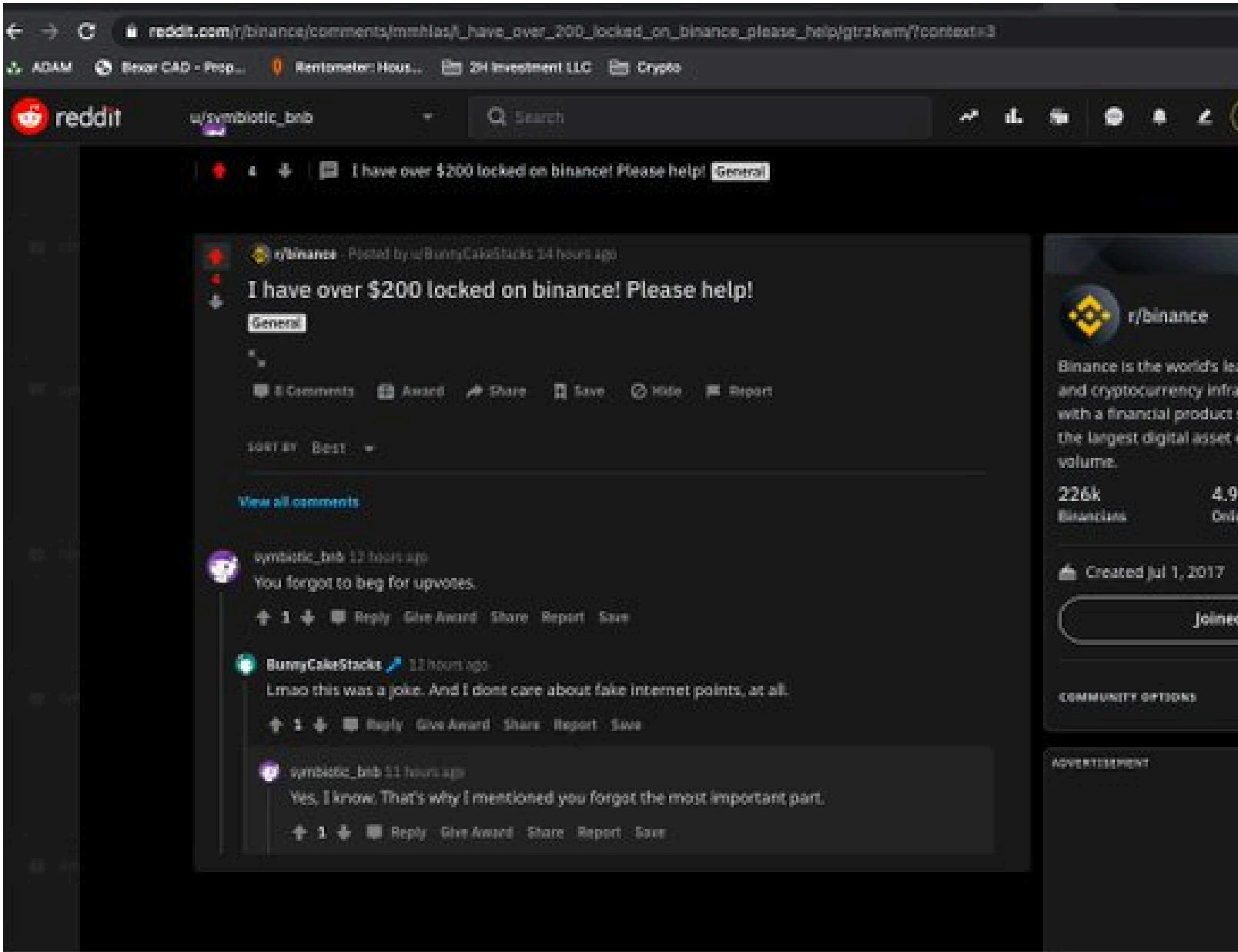
Ticket number: 513164

Exchange: Binance.US

I fixed a chargeback issue by depositing correct amount of money, but I haven't heard anything from Binance US support team explaining why my account is still disabled.

my last ticket number is #513164

And this is the type of support one can expect using Binance



[Binance US Support Won't Answer](#)

User: matth33414
Posted: April 9, 2021
Ticket number: 346872
Exchange: Binance.US

My account has been disabled for over 2 months now. I submitted a request the day it started happening. They still haven't given me an answer. I'm extremely disappointed with the customer service. I can't withdraw USD. I can't withdraw crypto. And can't sell crypto. The only thing I can do is deposit. Any help will be greatly appreciated. Thanks

My ticket number is #346872 and #649343

The Nerve This Company Has As They Unlawfully Hold Our Funds is Beyond Me

User : Eliteccmaki

Binance ID : 35141590

Posted: April 10, 2021

Ticket Numbers: #551615, 620968, 617165

Exchange: Binance US

I have been a long time user of binance.us for years with no hitch. Just recently I have been depositing at a heavier volume. Since the beginning of the year I have done 3 \$1000 deposits that were fine. Then on the fourth (same bank account) all of a sudden i get a supposed "chargeback" After a few days of investigation I come to find out that there was no chargeback on my bank's side and binance in fact has collected the money. Even through this process i followed the direction in the q&a section and made another deposit via debit card to make up for what i thought was a charge back. It has now been almost a month, I can't withdraw, I can't trade, I can't sell but I can deposit. Ive sent a video to binance verifying my identity explaining the issue and making a formal request to lift my unwarranted restriction. I'm trying my best here to think the most of this platform considering they have unknowingly forced me from trading out of a coin that has tripled in value but I'd like to take some earnings of the table soon.

[Trading and withdrawals disabled](#)

User: [Cryptoboy1122](#)

Binance ID : 35141590

Posted: April 9, 2021

Ticket Numbers: 605558

Exchange: Binance US

Trading and withdrawals has been disabled on my account due to chargeback issues, I deposited funds to bro g the account to good standing. My ticket # 605558 has no resolution and still no trading access. Can somebody please help!

[Trading disabled due to risk control.](#)

User: beat_psychic

Binance ID : 12632101

Posted: April 9, 2021

Ticket Number: 5613524

Exchange: Binance.com

I recently moved some of my assets to Binance.com to exchange and invest in projects. After a week, I discovered a project that wasn't listed with Binance so I attempted to transfer some of the assets away from the Binance platform. A prompt indicated that the transfer was blocked with the following message: "Withdrawals have been temporarily disabled due to risk control."

I reached out to support who informed me that I must validate identity on the platform as well as produce a video with a short list of criteria. Beyond this, they asked for the IP address, date and time of account creation.

I was told this which would help them expedite the process of unblocking transfers on my account. I complied in full but have not received an update from Binance nor am I able to transfer assets. Upon seeking answers online I discovered this was something many were facing which led me to this consolidated push for help.

For context, I have successfully transferred assets from Binance in the past. So this behavior is new to me.

Buying, selling, and withdraws disabled

User: Never_Trust_Me_

Binance ID : 35246777

Posted: April 10, 2021

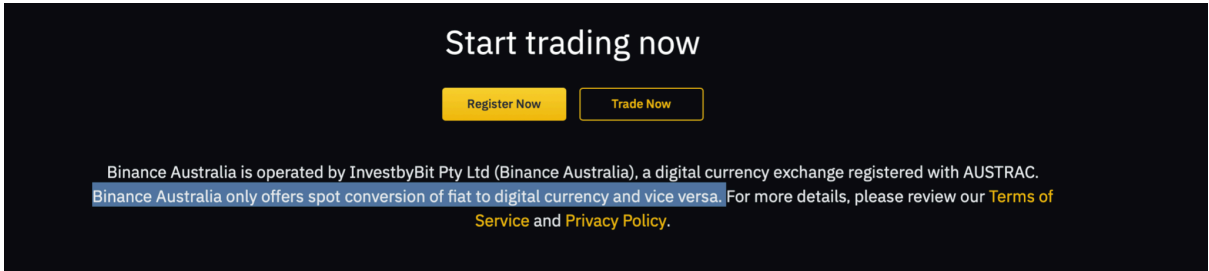
Ticket Number: 585625

I opened a Binance.us account sometime in the spring of 2020 and up until recently I've had no problems and no complaints. According to my transaction records, I had a chargeback on a recurring buy for \$40 that occurred on March 8, 2021. I wasn't informed about this by my bank nor by binance and I didn't see a negative balance on my account but I deposited funds to cover the chargeback, anyways. My account sits, with a positive USD balance and a few thousand worth of assets. I'm unable to buy, sell, or withdraw from my account. Binance customer service has sent a few follow up emails relating to my ticket that i suspect only meant to give the appearance of support. Due to the restrictions on my account, I have missed opportunities to buy and sell as the market dictates, thus costing me money.

Take note of significant changes in Binance Australia Terms (April 9th Updates):

Exchange & Country: [Binance.com/en-au](https://binance.com/en-au) (Australia)

Binance Australia is a separate entity similar to Binance USA - They changed their "Terms of Service", and website in the last few days to now say both "Binance Australia only offers spot conversion of fiat to digital currency and vice versa", and that no legal entity regulates your trading or purchases. The changes shown below:



4. Risk of Purchasing and Holding Digital Currencies

Digital currencies are a high risk asset which requires a heightened level of security precautions by the user. The digital currency market is generally more volatile than traditional financial markets and, as a market that operates 24/7, your assets are constantly appreciating or depreciating in value. This can result in significant gains to your assets, but also significant losses. Since the purchase of digital currency is not akin to purchasing other currencies, where a legal entity such as a government backs the currency, there is no legal entity that regulates digital currencies. Rather, digital currencies rely on blockchain technology to safeguard your assets and their movements. In the event of a crisis, there is no entity that will protect the digital currency market to minimise investor losses.

We are not an Australian Financial Services Licensee and nothing in these terms, the Platform, or any other material published or made available by us (whether in print or online) should not be taken as legal, taxation, or financial product advice. We encourage you to seek your own financial, legal, tax and accounting advice in relation to the purchase and sale of digital currencies.

You should analyse your risk preferences and financial situation carefully before purchasing digital currency.

[It's been weeks and my account is locked for no reason!!](#)

User: Eletronis

Posted: April 11, 2021

Ticket number: 596422

Exchange: Binance.com

I've contacted support but they won't answer my ticket. The market has been moving but my money can't be withdrawn or traded. I can deposit money but I can't do anything with it. I tested that fact by depositing another 100 dollars. My funds are stuck and I can't do anything! Please help!! Upvote for exposure!

My support ticket is #596422.

[Withdrawal and trade disabled](#)

User: capps1829

Posted: April 10, 2021

Ticket number: [651579](#)

Exchange: Binance.US

Hello. I am having trouble with my binance account. My withdrawal, deposit, and trades have been locked. I have done everything they have asked me to do but I still can't withdraw or trade. Can someone please help me?? Ticket # [#651579](#) and ticket# [#651022](#) . Thank you so much for your help.

[Need help converting/withdrawing coins from Binance not Binance US](#)

User: uncthaiyo

Posted: April 10, 2021

Ticket number: 5577885

Exchange: Binance.com

I have tried to contact support twice and its been two days with no response.

Case ID #5577885. I have already moved to binance us and waiting on them to verify docs(been over 24 hrs) I'm just looking to transfer out my larger balance coins so my account is not locked but when I try to withdraw or convert I keep getting the message about being located in the united states- please help.

User: slurpeee76

Posted: TBD

Ticket number: 639557 and 649711

Exchange: Binance.us

I have been trading with Binance US for over a year and had previously been verified with them. On 04/07/2021 I had my mobile phone repaired and later that day I was asked to accept the terms of "Prime Trust" when I tried to make a trade - I was not asked to verify any other part of my identity. Since then, my account has been "pending verification" and I do not have access to my funds. I have submitted two support tickets (639557 and 649711) and my issue has not been resolved - I also emailed to ask if I should be concerned about my account security and did not receive a response.

User: zincfloyd

Posted: April 11, 2021

Ticket Number: Case ID #5469776

Exchange: Binance.com

I have been on Binance.com since 2017 and have always been verified since then. I lost my old phone and foolishly did not back up my Google 2FA recovery code so when I set it up on my replacement phone my Binance.com 2FA was gone.

I then went through the steps to disable 2FA on my account to re-enable, using their facial verification method. I tried the method around 10 times; this was done in different lighting, on desktop app, mobile phone etc., nothing worked and this continues to be the case. I do not want to keep trying in case they lock my account and it becomes completely inaccessible.

I then contacted support on 4th of April, and they estimated a wait time of over 60 minutes. They then eventually replied 2 days later asking for a picture of my ID, me holding my ID and a video of me holding it and stating today's date and that I want to reset 2FA. 2 days later I was told that this would be transferred to a priority agent and I have heard absolutely nothing since. I get emails reminding me to message in the chat as it has been 24h, so that I can keep my position in the queue. I have also tried to DM their twitter (on the 9th - no reply)

I have over 15K USD stuck on Binance with no means of withdrawal. This is an extremely stressful situation, with exams (CPA) and work at the same time.

Hi, my tickets numbers: 531464 and 531477

I have been waiting for help from Binance.us over 2 months. I sent 40 thousand dollars to my binance.us account on February 1, 2021. I forgot to add reference code. I opened a case 2 days later after calling to Prime Trust. They directed me to write to Customer support. On February 8, 2021 I received answer from Chewie that they will send it back so I can include my reference code. On Fe

[Binance.com - Can't withdraw, can't confirm identity](#)

User: izhivko

Ticket number: #5435267

ID: 11566588

Posted: April 11, 2021

Exchange: Binance.com

Hello there, my Case ID is #5435267, I am a US user who didn't know about the changes that happened with binance . com (didn't receive an email). Now I can't confirm my identity and the withdrawal function in my account has been suspended. I sent documents for verification to customer service on March 2, 2021, but haven't heard back. It looks like I might not be the only one.

Binance.com notices that I can't do anything about:

"Your account may be at risk and thus we are temporarily suspending your withdrawals. You may make an appeal to recover your withdrawal function. Appeal now."

"Abnormal withdrawal

There is an abnormal risk in your withdrawal behavior. For the security of your account, you need to pass identity verification to remove withdrawal from the disabled state."

Received a chat update April 17, 2021 and sent videos:

Dear user, thanks for your inquiry and patience. Upon checking, we don't have access to your video links. Kindly adjust the settings.

When you finish it, please leave us a message. We will check as soon as possible.

[Trading and withdrawals disabled](#)

User: Pineapple-Payload

Binance ID : 53681412

Posted: April 11, 2021

Ticket Numbers: 549926/662849

Exchange: Binance US

Trading and withdrawals has been disabled on my account due to chargeback issues, funds have since cleared and account is in good standing. My ticket # 549926 and after almost a month still no resolution. I've since then submitted a new request #662849. Can somebody please help!

User : Boxborough-MA

Posted : April 11, 2021

Ticket Number: 5332690

Exchange : Binance.com

I have binance.com account and having significant amount of coins in binance.com. As Binance.com is not supporting us residents, I tried transferring coins to my relative account as those coins are not available in binance.us. Binance.com has blocked my withdrawals and have been trying to contact Binance.com customer service for the last 2 months, and also provide all required documents still they have not enabled withdrawal. Please help me on this.

14,000 stuck since January

Reddit User: DMTisTRUTH

Ticket Number: 528214

Exchange: Binance.US

At first I was told chargebacks were the cause. Each time I managed to speak with someone however, they gave me a different amount that I "owed". I would pay, ask for proof, and repeat... until they also locked my Deposits. I never received any proof. I did receive a threat that if I didn't pay them in full by week's end they might liquidate my account however. Which happened to my girlfriend with Robinhood LLC (similar reputation for customer service, actually the cause of at least one death). How can I pay when my account is locked? How can I pay when they can't tell me what I owe?

PLEASE HELP

[Account Locked - Trade disabled/Can't withdraw\(Risk Management\) 10k\\$ ~ BINANCE U.S.](#)

User: ChakraMusicGroup

Posted: April 11, 2021

Ticket number: 630424

Exchange: Binance.US

At first I got a charge back notice indicating 900\$ couldn't be charged, which I thought was strange because there was more than enough in my bank to make the transaction. Transactions have been denied in the past so I didn't think too much of it. I tried to pay again via ACH, still denied. My trading account was 900\$ less all of a sudden because of this; so I made the deposit with debit taking the 50\$ hit, but alas I discovered my trading was disabled. That's when I made the 1st ticket: #629558. Afterwards I discovered the denied email was a little different asking for 3 months of bank statements; a video of me with license stating I want my account activated and to send it with subject "deposit appeal" and last 4 of card used if any (even though I've been verified and trading for a month). I provided all of that in my 2nd ticket. 2nd ticket with verification info: #630424

Wanting to still trade I deposited 1000\$ into Coinbase (which I'm already verified and traded here previously with same bank account which is Chime), only to get a message stating it was denied because of a "Suspicious activity warning". Ok, maybe there's something wrong with my Chime account. I called Chime and the agent had no idea what could be the problem and escalated a ticket for me. I really didn't want to make a ticket again since all the replies say explicitly to not do so, so I emailed support@binanceusupport.zendesk.com thinking it would be fruitful (and because I felt this part of the story was important) but it kicked

back an auto response like i just made ticket. 3rd ticket: #653325 Why would Chime all of a sudden view transactions in crypto as suspicious when ive been doing similar amounts to the same place for over a month? And then not know anything about it when i call?

Anyone who trades knows what its like to not have access to your trading acct... trying to figure out how long it would possibly take to get access to my account i discovered this reddit and twitter which is absolutely flooded with horror stories of people not only locked from their money, but also not so much as a response from customer service.

I will call Chime again tomorrow and update this post as it develops.

[Please help unlock my funds!](#)

User: tannerglazed

Posted: April 11, 2021

Ticket number: [642880](#)

Exchange: Binance.com

Please help release my funds. i have about 30 thousand dollars locked in .my account, it's been locked for weeks now with no response. I support your exchange and hold bnb coins and continually use this exchange as my top choice, but with these things happening and my entire account being frozen for nothing, i don't quite understand why this is happening to me. everything was completely fine until ethereum went up quite a bit, now i'm completely blocked from trading and can only deposit, which i had a 500\$ deposit directly taken from me by binance. it disappeared from my balance and only shows my first 500\$ deposit, how did i lose my money if you won't even let me spend it? i'm confused and can't get an answer from anyone, can you please help me???

User: ds111111_d

Posted: April 11, 2021

Ticket number: 620143

Exchange: Binance.com

I have had an open ticket on Binance for weeks, and have heard nothing back. They simply stopped allowing me to withdraw or transfer the Bitcoin and other coins I have in the account. Beyond frustrated with the lack of service, transparency and absolute horrible support.

Ticket number: 5663416/70330345.

Exchange: binance.com

I have ZAR account locked in and need to either withdraw or transfer please.
Thanks.

Binance.US

<support@binanceussupport.zendesk.com>

to me

~~##~~ Please type your reply above this line ~~##~~

Hey Binancian,

Thank you for contacting Binance.US Support.

We've received your request and our friendly support team is reviewing your email, and we'll get back to you as soon as we can. In the meantime, we invite you to check out our FAQ and Social Media channels for more information:

This is what I got from my contact to them in August 2020 re: deactivation of my account. No ticket number because I have to be able to log in to get it, and I can't even log in. All I did was sign up and direct deposit \$2000. And when I returned to do a trade, I was locked out, and have been since August 2020. They sent me an email demanding KYC info and proof of deposit and proof of my bank acct. All complied with but no unlocking yet, after almost nine months.

[Withdrawal pending for over a week, no confirmation email, PLEASE HELP SUPPORT](#)

User: LordOfThing

Posted: April 12, 2021

Ticket number: 633790

Exchange: Binance.US

Tried to withdraw some profits to pay my rent. This failed. Attempted to withdraw again a few days later, still no confirmation email, filed support ticket of which there's no update. Can I at least cancel the pending withdrawal so I can trade with this money? Support ticket is 633790

This keeps happening where I get locked out of my money somehow. Getting ridiculous. Just want to get the withdrawal marked as failed cause it took so long I now have no practical reason to withdraw the funds.

[Order failed: Trading Disabled for over 30 days - Support #671531](#)

User: cuanchai

Posted: April 13, 2021

Ticket number: 671531

Exchange: Binance.US

Order failed: Trading Disabled for over 30 days - Support #671531

I initially had a chargeback due the closure of my bank (AZLO/BBVA being bought and shutdown by PNC). However I cleared the chargeback and even deposited more money. Yet I still cannot buy any crypto using the money I just deposited. Nor I can convert and/or sell any crypto. I also cannot withdraw any of my crypto.

Please see Support #593721 and Support #671531.

[How long does it takes to get the issue resolved?](#)

User: astroprojector

Posted: April 12, 2021

Ticket number: [547284](#)

Exchange: Binance.US

Hey Binance,

I submitted a ticket 3 weeks ago and still there is no reply. How long does it takes to get some kind of response? This is truly horrible. I transferred ETH amount to a wallet address. It failed, but said the amount will be returned. However, the amount was never returned.

You posted that there is new chat support feature available, but it is not available on BinanceUS.

Ticker [#547284](#) in case someone from Binance support reads this.

[Money stuck in account binance.us wont respond](#)

User: SnowDoesStuff

Posted: April 12, 2021

Ticket number: 557880

Exchange: Binance.US

Have been messaging support since March 20th with no response, have over \$2000 in the account I really would like to withdraw in the volatile markets we are in..

ticket number #55788.

[Disabled withdrawals to protect your funds](#)

User: Ok_Copy2272

Posted: April 12, 2021

Ticket number: 5795100

Exchange: Binance.com

After card activation I have this message...Contacted customer support about a day ago but but no answer. Also when trying to put money on my Binance visa I receive this message...

"We have identified suspicious activity on your account and disabled withdrawals to protect your funds. Please contact our support."

Can someone on the binance team help me please.

Kind regards

Case ID #5795100

Funds stuck in Binance, USA user.

User: [TwitchTV SnappyKevin](#)

Posted: 4/04/2011

Ticket number: 5252334

Exchange: Binance.com

Hey guys I've been on Binance since the first BTC boom in 2018 and I just bought crypto at the high and held it. As it started dipping I basically stopped trading for 2-3 years but I guess Binance is banned in USA now? I just logged back on Binance to check on my coins and I received a 14 day notice that they are going to close my account. I have coin and euro in my account; I seem to be able to withdraw the coins to my coinbase but I have coins on Binance that aren't supported.

Super stressed about this money that I guess is stuck in my account. Ticket #5252334 if anyone is able to help.

Are there any forms or appeals I need to fill out before this 14 day period is over? Thanks in advance

**So even after posting various videos confirming my identity, customer support is back to saying "sorry you are only able to withdraw crypto at this time". I don't see why it is so difficult to transfer fiat, its just a bank wire. **

About \$300K (life savings) Stuck - Withdrawals Suspended

User: FinnegantheFigtree

Posted: 4/12/2020

Ticket number: 5560787 5560787 5560787

Exchange: Binance.com

I received a notice that my withdrawals were suspended due to risk control. I have submitted all the verification documents over a week ago but haven't made any legitimate progress. (Just the classic "transfer to senior agent loop.")

Despite remaining positive, there has been a constant and heightened level of anxiety. At the very least, I'd appreciate an update from Binance.

Will keep updating on my progress here. Thanks!

RESOLVED 4/14/21 - Took less than 4 weeks. 15k stuck and no response, no nothing for weeks!!

User: elmatteo17

Posted: April 13, 2021

Ticket: #597312

Exchange: Binance.us

Chargeback rectified within same day. Account trading and withdrawals stopped. I need access to my 15.3k in assets and fiat.

Thanks!

[No access for 135k various coins on binance.us](#)

User: Usmcwarthog1

Posted: April 10, 2021

TicketNumber: 453387

Ticket opened:02/28/2021

Exchange: Binance.us

I haven't received any withdrawal codes by email since Feb. I cannot withdraw any assets on the phone app. In addition, I cannot log into the website because I am not receiving the email codes for that either.

I JUST WANT TO TRADE AND WITHDRAW AGAIN PLEASE

User: Harlem (on here thatguymelrah)

Posted: April 13, 2021

Ticket Number: 407818

Ticket opened: 02/20/2021

Exchange: Binance US

I had a chargeback and it was resolved quickly. I cannot trade or withdraw. I even have money in my binance account that I deposited in order to trade.

By the way MA'AM I don't know if I did this correctly. Thank you for your help and also for just being nice.

"Suspended due to risk management" — SOLVED

User: scottmcdermo

Ticket number: #659438

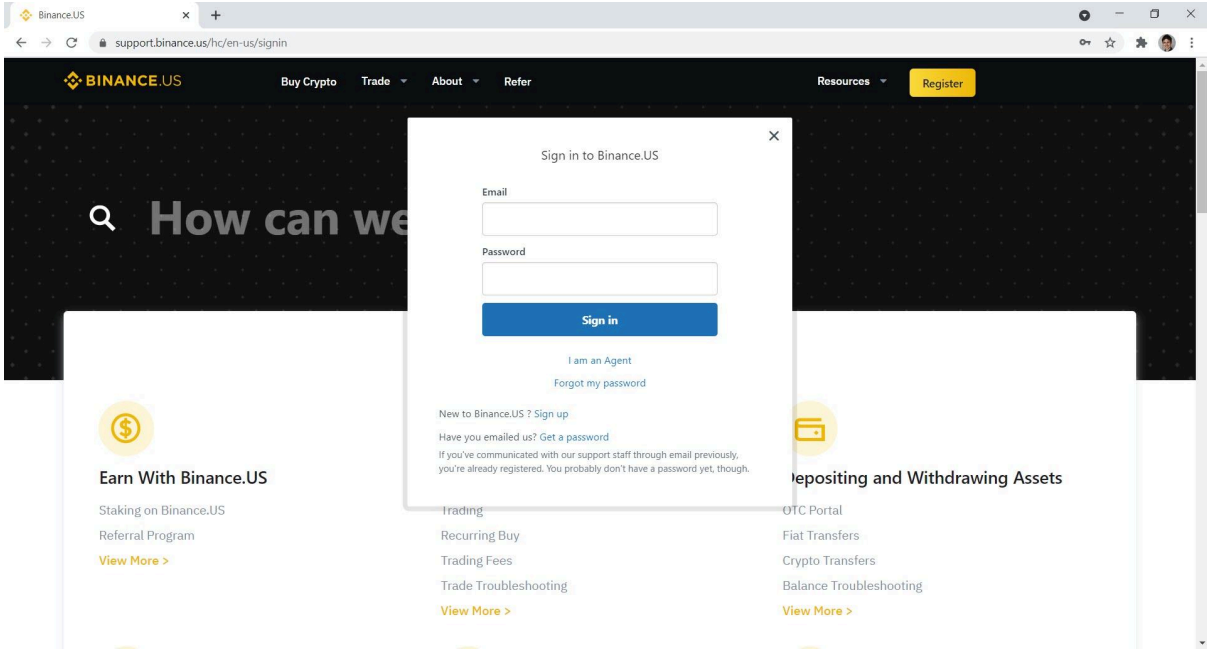
Exchange & Country: Binance.US | USA

Ticket opened:April 11, 2021

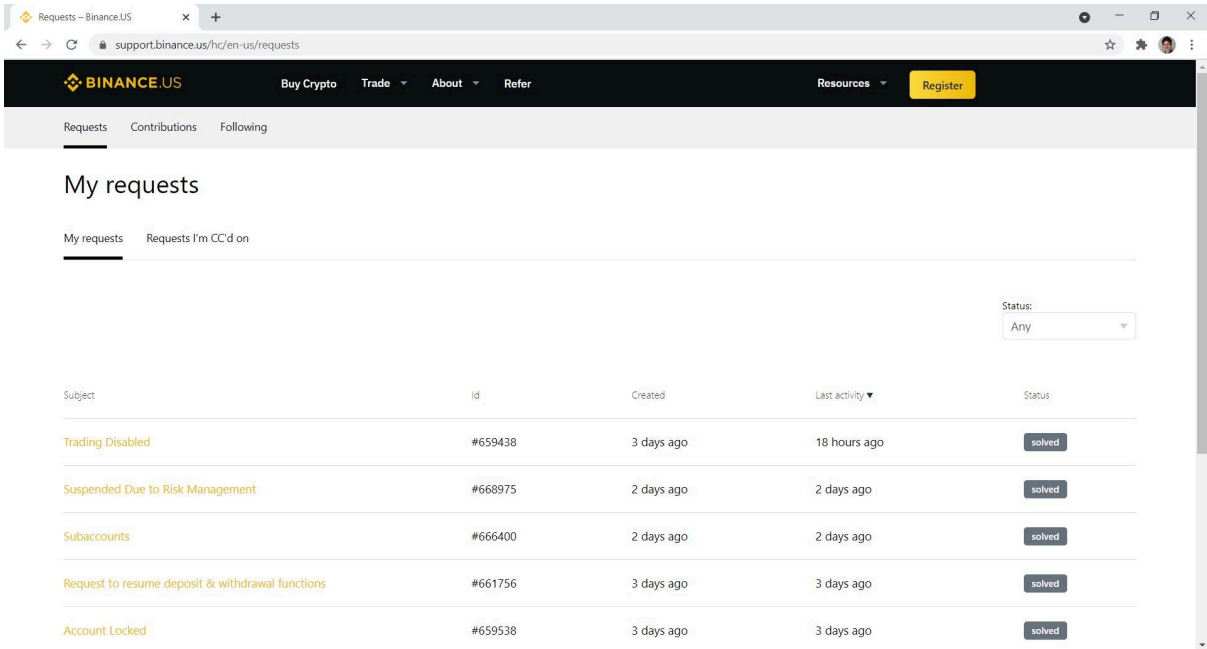
Last contact: 4/13/21

Update: My ticket has been solved!

The only thing I can attribute this to (other than a lot of prayer, lol) is that I created a login for the support site as shown below (which is different than the main binance.us site), so I was able to see which tickets were open and closed.



<https://support.binance.us/hc/en-us/signin/>



I wouldn't be surprised if with hundreds of thousands of tickets, some just get lost in the shuffle, and close by accident. Someone named "Biggs" went through and marked all of my tickets as "solved" (when they weren't), other than my oldest one, I'm assuming in an attempt to consolidate. So there may be an issue where we think our ticket is still open, when it's not. So if you can get to this screen, that might give you some insights. Hope this helps!

P.S. In the future I will not be keeping more than like \$10K in any one account on any given exchange just in case one of them gets hacked or frozen. Makes the accounting harder, but probably worth the reduced risk.

Trading Disabled, Withdrawals Disabled

User: gibberis

Ticket number: #557641

Exchange & Country: Binance.US | USA

Ticket opened: March 20, 2021

Last contact: None

"Trading, withdrawing, account editing all disabled after accepting custodial agreement terms with Prime Trust."

User: wafflesaredun

Ticket Number: #647306

Exchange & Country: Binance.US | USA

Ticket opened: April 8, 2021

Last contact: April 15, 2021

I used a wallet to transfer binance and ethereum coins to the Binance.US exchange. I have been using the trading platform with no issues for almost two months. I ended up selling all coins to USD when I anticipated a correction in the market last week. When I came back to purchase more Binance coins, I was forced to agree to the custodial agreement in order to continue trading. However, once I accepted, my account was put under review and identity verification has been pending for almost two weeks. I was already approved for identity verification before and not sure why selling coins triggers this verification. My funds are frozen and I am looking to continue investing and missing out on multiple opportunities. I was contacted by a representative. They looked at my comments and didn't thoroughly check what was actually wrong with my account. I sent replies but have received no response since then.

[I'm a US Resident blocked from withdrawal from binance.com, I've sent verification but CS no longer responding](#)

User: Mundane-Detail

Your original post date: April 13, 2021

Ticket number: #5159468

Exchange & Country: binance.com & US resident

Ticket open: Feb 2021

I'm a long time user and had an account opened on binance.com a few years ago. Withdrawal was blocked on my account for some reason, and since I'm a US customer I am not able to verify my account as the US is no longer a supported country on binance.com.

I have been in contact with Binance CS for a couple months now. It took over a month alone to figure out what was needed to verify my account. Then, jumping through hoops to meticulously follow verification instructions. Now that I have sent my verification info, it has been another month with no response. I have sent multiple messages for updates with no response.

Can anyone please help with my account? My Case ID is #5159468.

[I just needed a simple 2FA reset on my account and now I've been locked out for half a month now.](#)

User: GreenRag

Your original post date: April 11, 2021

Ticket number: #579231

Exchange & Country: Binance.US | USA

Ticket open: March 24, 2021

I have gotten NO contact whatsoever after the initial bot email telling me I opened a ticket. I simply just want access to my account again. I have also provided all the necessary details in the support ticket as well.

[Are we ever getting our money back?_.](#)

case ID is 5562419

I have had my withdrawal suspended due to risk control for 8 months. I've been contacted by binance that I need to get off the platform on March 26th, as I am a US customer, giving me 14 days to withdrawal. Obviously I can't do that and this situation is ridiculous. It seems that customer support is nonexistent and there is no reason to use binance.com at all. Although my case ID is 5562419 I have been in contact with binance customer service for 4 months (before they started their new system).

How many of you have withdrawals suspended. Have you guys been waiting as long as I have? And is this misery ever going to end?

Accomplished-You88

Poste April 9th

Ticket Number: 667631

I had a chargeback due to a bank error. Always been in good standing. Wired the money to Binance right away and they posted it to my account. Since then, they disabled all trading and withdrawing from my account. There is no phone number, just support

tickets. A quick Google search will show you how well they respond. I have money locked up with them and they will not let me take it off the exchange.

Transferred BNB from BSC wallet to Binance.us BNB wallet. It never got there.

User: Biggworm

Post date: April 13, 2021

Ticket number: 595307

Exchange: Binance.us, and from USA

Ticket Open: Sunday March 28th, 2021 @10:32pm

I transferred bnb from my binance smart chain wallet to my binance.us wallet and the bscscan.com txn hash says success but it never made it into my binance.us bnb wallet. I chose the erc-20 option for the deposit into my binance.us wallet from bsc wallet cause there was not anywhere to put the memo line in the send form on my bsc wallet, so I assumed it had to be sent to my binance.us bnb erc-20 address. So I actually sent the deposit from bep-20(bsc) into my bnb deposit address in binance.us(erc-20) wallet. Therefore no memo attached to tell binance.us which currency wallet to add my deposit to?? I hope they can put it in my bnb wallet or send it back to my bsc wallet. It has to be in there somewhere. Thanks. Hope this works.

Binance.US takes our money but it doesn't let it out!! - RESOLVED

User: eamv_9

Post date: April 12, 2021

Ticket number: #590954, #597653, #650980

Exchange & Country: Binance.US | USA

Ticket Open: March 27th, 2021

Binance.US disabled the ability to make withdrawals due to risk management. I've got 12k stuck and after 3 tickets (#590954, #597653, #650980) the situation has not been resolved. My account is fully verified and the bank account is the same since day 1.

User: adeesbedros

Posted: April 14, 2021

Ticket Number: 5702427

Ticket opened: 03/31/2021

Exchange: Binance.com

It is day 16 and my withdrawal reject review is still not solved. I opened a ticket and an agent told me we will solve it within 48 hours and now 96 hours later and nothing happened. They suspended it due to risk control and I uploaded all necessary videos they asked me to verify it was me. I kept messaging them on reddit, Twitter, instagram, literally everywhere and nothing happed Case id 5702427

User: Professional_Fun_826

Post date: April 3, 2021

Ticket number: #5593735

Exchange & Country: Binance.com EU

Ticket Open: April 3 ,2021.

Hi,

I'm a binance.com user on 3 april 2021 my account has been hacked,email and password has been changed,and I can't acces my account.

User: wormtail101008

Post date: April 15, 2021

Ticket number: #5217611

Zendesk Ticket: 7692253

Exchange & Country: Binance.com/Philippines

Ticket Open: February 13, 2021

Last February 11, 2021, I decided to join binance and decided to invest 100\$ worth of money. After I cashed in 100\$, there was a system failure (Not knowing it was a system failure) and it made my money a total of 600\$ located in my wallet. I was shocked and withdrew the 500USTD at that time.

On that same day, they emailed me and reported that they had system failure and they will take full responsibility for that happened and just asked me to cooperate and return their 500USTD.

And so I did, returned the 500ustd that moment. After returning it, I contacted their zendesk costumer service and got to talk to an agent and senior agent. They said that they would take action with my account within the next 120hrs. After contacting costumer support i've notice that they blocked my account. I cant even withdraw and do anything with my 100\$ investment as I invested it on dogecoin.

Now, I want to change platform cause my friends said binance sucks. Lo and behold, noticed that my account still has the 500USTD from which i returned already. It shows that they just dont do shit with queries. They just give us false promise and assurance.

This is the only platform that has bad costumer support and make investors look like they are hackers and not trustworthy! Please i need my investment on dogecoin. Don't care about the 500USTD i returned it already.

I want to contact them again but they have this 5.0 costumer support and new ticket. Haays

Reddit: Synshadowz

Posted: April 15th, 2021

Ticket Number: Case ID# 5439194

Exchange and Country: Binance.com and USA

Ticket open: around Mar. 23rd, 2021

I invested in Binance.com in January of 2018 as a longer term investment and have not had any activity on the account in over 3 years. I have over \$12,000 currently invested. After recently logging in to check my account, I discovered that Binance.US has been created and use through the USA is considered a breach of their ToS. I have created a Binance.US account and attempted to withdraw my funds to transfer over in an attempt to be compliant. I was able to make a small withdrawal but when attempting to make a larger withdrawal it was blocked for security reasons and the withdrawal function was suspended for "risk control".

This was understandable to protect the account given it had been an extended time between account activity (even though it was done using a 2 factor authorization already). I was then directed to verify the account to have the function unlocked. The "verify" however does not have the U.S.A. as an option, therefore I am required to pick another country which is false and submit my U.S.A. credentials or contact customer support. I elected to use the customer support chat function to get this resolved. I explained my situation and was asked to submit the required documentation with multiple pictures of myself and my personal ID. Me holding the ID and a written message with today's date. I even had to submit a video of myself and show the computer screen with my account trade history in the video. After multiple attempts to get everything they needed I finally was told it was correct and given a message "We are giving you a priority transfer to a senior agent".

I have been waiting for weeks now and have been contacted twice. I was first told it was resolved but the only thing that changed was the locking of my trade function. After another week I was told to go back and use the verify function which I have already explained to them can't be used from the U.S.A. Also, I have already submitted everything to them using the chat attachment.

I continue to wait on them to unlock the ability to withdraw my funds and close my account. The problem is very clear and easy to correct. The feigned ignorance has been incredibly frustrating. Please fix this as soon as possible!

[Issues Logging in](#)

Reddit: WolfwithSword

Post Date: April 16, 2021,

Ticket Number(s): 6876485, 8814896

Exchange and Country: Binance.com, Canada

Ticket Open: February 2, 2021

I added a security key to my account for more security. It worked for the first few logins on the day I added it sometime near the end of January. When I next tried to log into Binance.com, it refused to log me in. After being prompted for the security key and asking for the user-presence button, I pressed the button and nothing happens and the prompt stays up. The key works flawlessly on many other sites.

I initially created a ticket in early February and was asked on Feb 5th to provide a video to show the issue, which I did. Radio silence followed until March 8th when I received an automated email saying my ticket was closed and all support would be done via the live

support chat. So, I went to this support chat and no response, it was busy. Got an email on March 11th that my untitled ticket (created from the support chat I guess) was closed, and surprise surprise, I had to go to the support chat instead... So I did so again, repeated everything, sent screenshots, and now as of April 16th I still have not received a reply... At least that new support ticket hasn't come back as closed, yet, whatever number it is.

I just want to remove the security key from my account (I have other 2FA security measures on it) so I can access my account and actually use Binance and also to get copies of transaction records for tax reasons. It's been over two months since an actual response, not counting automated ones.

Reddit: LanBerto33

Posted: April 16th, 2021

Ticket Number: Case ID# 679348 and 705765

Exchange and Country: Binance.US and USA

Ticket open: April 13 and 15, 2021

I started depositing to and investing with Binance.US in March 2021. I have approx. \$5,000 currently invested. After recently logging in to withdraw crypto, I discovered that deposits were disabled due to "risk management". I then re-linked my bank account, deposited more fiat to the account to assure good standing, and still transactions were disabled "due to risk management". I submitted two tickets (the second ticket with more documentation and the video that they requested) and have not been contacted by the support team. Would like a resolution to this as soon as possible. Thank you-

Reddit: klopjobacid

Ticket Number: Case ID #5938583

Exchange and Country: Binance.com (I'm in the US but signed up for Binance before they restricted US customers)

Ticket open: around April 13

Was told I needed to move my money off the exchange within 2 weeks otherwise I would be locked out, due to the fact that I'm a US customer on binance.com that signed up years ago, before the restrictions, and hadn't logged into my account for years. Told to send evidence to verify identity before I can withdraw, have sent everything, was asked to attach stuff to Google Drive as well as the ticket, which I did. Ended up getting a message afterwards telling me *again* to verify my identity, and was given a link which does nothing but redirect me to the main dashboard page. I was put through to a "senior agent" that did nothing except send that boilerplate response.

Just under 10KUS\$ Locked in Binance.us. Unable to withdraw Crypto or Fiat currencies due to "Risk Control"

Reddit: vespasian76

Ticket Number: 446537

Exchange: Binance.us

Binance ID: 35251835

Ticket Opened: Feb. 27th 2021

There was an overdraft on this account in January. I deposited more than enough to cover the over-draft a few days later. Nevertheless, I am still unable to withdraw my fiat or crypto currencies even though its been more than the 5 day waiting period as per their own policy and process for resolving these types of issues.

The response from Binance had been non-existent for the past two months. No response at all and obviously I'd like to resolve this as soon as possible. Any assistance that can be provided would be immensely appreciated.

Reddit: Fabulous_Day7951

Posted: April 17, 2021

Ticket Number: Case ID# 5811592 #58115925811592

Exchange and Country: Binance,com

Ticket open: April. 13, 2021

I have been struggling to reset my google authentication. Lost my old phone and don't remember the google code. Tried to get it reset since the end of March, but could not get it through. Now could not even get any response from Binance. Don't know what to do. Help!

Oh, I have provided all the documents and videos they have asked.

Ticket #:647425

Binance UID: Maikelly@yahoo.com

Request: Unlock Account After Chargeback Reprocessed

Exchange: BinanceUS

Country: USA

Comments: Trading was disabled on my account in February 2021 due to a \$200 chargeback, which has since been successfully reprocessed. All the tickets I have submitted to BinanceUS Support have been auto-closed without a comment or resolution.

Reddit:monk3y_br3@th

Twitter:@lucero2892

Ticket #:572993 and 600114

Binance UID:52149508

Request: Unlock Account After Chargeback

Exchange: BinanceUS

Country: USA

Comments: Notified on 3/20/21 of a chargeback that supposedly occurred 2/23/21. My notification stated that there would be an allowance of 7 days before the account was disabled, so I deposited the required amount 3/22/21 to avoid interruption. My account was disabled as of the same day.

Support ticket #572993 was opened 3/23/21 and went with no response until 4/7/21 by "Leia". In response, I was requested to send bank statements of all accounts that I fund with, last 4 digits of the debit card I use, and a video of me stating name, date, and that the transactions posted to Binance are not fraudulent. I have not received a response since 4/7/21.

Support ticket #600114 was opened 03/30/21 and closed immediately by "biggs".

Reddit Account: deltaromeo17

Ticked Opened: April 7, 2021

Ticket number: 636453

Exchange & Country: BinanceUS / USA

Ticket status: OPEN as of May 8, 2021

BinanceUS Account ID: 52231635

Comments: I am still experiencing issues with trading (11 days elapsed) and the issue has not been resolved. Upon attempting to trade on the mobile app and browser, I receive an error which displays in a popup message stating, 'Order failed: Trading disabled.'

I recently experienced a chargeback of \$100.00 USD and have successfully deposited two \$100.00 USD deposits to clear that chargeback.

[Withdrawals suspended due to risk management - Case ID #5729997](#)

Reddit: tharude

Ticket Number: 5729997

Exchange: Binance.com

Binance ID: 20267227

Ticket Opened: Apr. 11th 2021

Ticket Status: **RESOLVED - April 26th 2021**

I am a fully verified member since Jan 2018th, as it states in my dashboard. I never had any issues with this exchange since. My funds were blocked out of the blue, without any explanation given, besides of the "Withdrawals suspended due to risk management" nonsense popup when trying to withdraw. No further explanation on why or what caused this. I haven't done anything illegal or against the Binance usage policy.

Lost a week of my life (not to speak about the capital losses) in being bullshitted with useless questions by the so-called "Support". At the end, my persistence led to an absurd requirement, to complete all of the KYC yet again with all of my already verified data (I am already a verified member). ID's, selfies, absurd video to make and words to say and what not. (Expecting for some support dude to pop behind my shoulder out of nowhere and ask for my wife's bra size)

All this for a week of time already. Now, after i've sent all the data requested (yet again) they just said "Wait 24-48h. We are giving you a priority transfer to a senior agent " and vanished. Completely stopped responding. No reaction on their side at all.

Since the video they've requested is huge, I've uploaded it to my Gdrive and shared the link with them and started monitoring the file access. The file was never accessed by anyone but me since the time it was uploaded, which makes me think that no one is really doing anything on their side.

Additionally, I have tested all of their support channels. No response in any of them. Complete silence. No queue positioning, no queue depth, nothing...

Withdrawals suspended for more than 2 weeks!? Lost my job,i need my savings please

Reddit Account: hkenji94

Ticked Opened: April 12, 2021

Ticket number: 5838336

Exchange & Country: Binance.com / arg

Ticket status: Open

BinanceUS Account ID: 42319602

Comments: I got the error saying "We have identified suspicious activity on your account and disabled withdrawals to protect your funds, please contact support" I've been waiting for days for a senior agent and can't withdraw any crypto.

Reddit Account: Agrus

Ticked Opened: February 1st, 2021

Ticket number: sent them an email and messaged on twitter

Exchange & Country: Binance.com / Lithuania

Ticket status: Closed

Binance Account ID: 28600653

Comments: Forgot to input the routing number when sending 600\$ to Binance. Sent an email to their support and got a response in a couple of days without any requests for further info (account ID, etc.), but they assured me that it could take upwards to a 1-1.5 months for the funds to show up in my account, however that never happened. After making countless responses to their tweets asking for help, at 9th of April I messaged them explaining my issue again, they haven't even seen the message.

Reddit Account: TayZaak

Ticked Opened: Two weeks ago

Ticket number: 70320034 and other tickets, they are closing my tickets without answering.

Exchange & Country: Binance.com / France

Ticket status: Open

Binance Account ID: 81317614

Comments:It's been two weeks i'm trying to order my Binance Card. When I click on "Order Your Binance Card", it opens a menu "Account Verification". And I have to click on "Send SMS" to get my SMS Verification Code, BUT here is the problem, it says "This account is already linked to a phone number". I'm not able to get an sms code.

Reddit Account: Cdbag

Ticket Opened: 4/5/2021

Ticket Number: 625211

Exchange & Country: Binance.US - US

Ticket Status: Open

Binance Account ID: 52917529

Comments: I sent BNB to the ERC 20 address on binance and it's not showing in my balance. I believe it said I would be able to send BNB to this address and after I sent it, it is not showing on binance. It was not sent cross chain and was sent from a metamask wallet on the binance smart chain. TXID is included in my ticket.

Reddit Account: moondragon

Request: Reactivate 2FA

Ticket Opened: 1/31/21 updated: 4/7/21

Ticket Number: 641364

Exchange & Country: Binance.US - US

Ticket Status: Open

Binance Account ID: n/a

Comments: I lost 2FA on January 8. I have had 3 tickets closed since then with no change in my status. I have had no account access since January 8. I have requested manual verification, but can't get past the AI customer service. I can not log into my account past the 2FA and can not access my Binance ID. I have uploaded all documents but have not had any help with removing the existing 2FA and reinstating a new one.

Reddit Account: LNate93

Request: Reactivate trading on Account

Ticket Opened: 3/05/21

Ticket Number: 477224

Exchange & Country: Binance.US - US

Ticket Status: Open

Binance Account ID: 52404114

Comments: I had a chargeback on a deposit I made, and as soon as I was alerted and immediately rectified the balance. Trading and withdrawals were disabled though. I've made multiple attempts to contact customer support and rectify the issue to no avail.

Reddit Account: KawaiiBird03

Request: Reactivate trading on Account

Ticket Opened: 3/15/21

Ticket Number: 532853

Exchange & Country: Binance.US - US

Ticket Status: Open

Binance Account ID: 53660816

Comments: I had a chargeback on a deposit I made but wasn't aware of it. Trading and withdrawals were disabled. I've made multiple attempts to contact customer support and rectify the issue to no avail. I've sent in a video of proof of who I am like asked. I've made another deposit covering the chargeback. Account is still locked from trading and withdrawals. Please assist. Thank you for your time.

[Withdrawals suspended due to risk management - Case ID #5804230](#)

Reddit Account: BNB_Hodler

Request: Unlock withdraw on Account

Ticket Opened: 4/11/21

Ticket Number: 5804230

Exchange & Country: Binance.com

Ticket Status: Open

Binance UID: 37679240



Withdrawals have been temporarily
disabled due to risk control.



It's a corp account. We need the money to pay employees. It is beyond the due date already. There was no indication of this being disabled. Everything works normally when withdrawing, including receiving email code, until the last step.

Through the support ticket, we have submitted all required documents and videos. The ticket ended up in this stage:



Thank you so much for this. Please allow me to transfer this to our team for them to review the requirements that you sent. Thank you.

We are giving you a priority transfer to a senior agent

Now we are left in the cold, and there is no indication of when this will be resolved. The last withdrawal of this account was March 17, so we do not know when this account was locked since then. I don't understand why this is happening to us, and Binance did not say anything so far.

Reddit Account: brehick1992

Request: Need telephone number updated in order to access account/ locked out

Ticket Opened: 2 weeks ago

Ticket Number: 671412

Exchange & Country: Binance.US - US

Ticket Status: Open

Binance Account ID: n/a Cant access account so I don't know

Binance email: biszybizziebre@yahoo.com

Hello,

I got a new number and when I try to access my binance account I cannot because the site asks me to verify my phone number which I can't. Now I am stuck. I have been emailing, tweeting and trying to contact customer support for 2 weeks now. This is such a simple thing to fix yet its taking so long. Please expedite! I keep getting this email:

Hello,

Thank you for contacting our team! We've received your request [#671412](#).

Thank you for your patience! We know you were awaiting account verification and wanted to reach out to help you get through it. To speed up your verification and ensure you make it through, here's what you need to do:

1. First and foremost, update your Binance.US app with the latest release (version 2.3.2).
2. Submit driver's license for faster verification.
3. Upload a PDF Bank Statement that was issued within 90 days and matches your address.

The team is working to get you up and happy trading as quickly as possible.

For additional details regarding our Basic Verification process, please refer to our support page here: <https://binanceusl.ink/basic>

If you've been waiting 15 or more business days, please fill out this form: <https://binanceusl.ink/verification>

Respectfully,

Binance.US Support Team

Yet the support team still hasn't fixed the problem and tells users to not submit any new tickets. If we cannot submit new tickets then what are we supposed to do as concerned customers/users? I have sent copies of my Id, bank statements and a video of myself with my documents and still haven't gotten an answer or help.

Thanks to whomever put this together at least someone is trying to rectify this chaos.

Reddit Account: cupcakesunnyday1

Request: Need binance to freeze the criminal that stole my crypto and return all my crypto back.

Ticket Opened: 2 weeks ago

Ticket Number: 6022184

Exchange & Country: Binance.com

Ticket Status: Open

Binance Account ID: Not a binance user. My crypto was stolen by criminals via a fraud/scam and they are using binance to launder and keep the crypto.

Binance email: -

Binance has FAILED it's anti money laundering policies and is helping facilitate crime. The police has contacted binance but binance is ignoring each request and doesn't want to help. I have heard zero responses. This is completely unprofessional and my entire life savings is at risk. All because binance failed it's KYC and AML and is letting international criminal organizations use its platform. I have included pages worth of detail in the letter I sent to support. I want ALL the crypto that was scammed/defrauded returned as soon as possible. I will go to the financial ombudsman and regulator to complain otherwise.

Reddit - TheYoooper21

Original Post - https://www.reddit.com/r/binance/comments/mlad3u/account_trading_withdraw_locked_for_months/

Ticket Number - [#544925](#)

Exchange/Country - Binance.us / United States

Ticket Open - I have multiple, the first was Feb 23 2021

I had an Issue with a Chargeback about 4 months ago. Long story short after about 2 months and 3 messages back and forth i got it paid and now about a month and a half later my trading is still disabled. Can't do anything with any of my crypto but i can deposit money into the account. Which i have extra funds in just in case something was wrong. Been waiting for a long time now to get this solved. Thank you

Reddit Account: Kudje7

Request: Reactivate trading on Account

Ticket Opened: 4/7/2021

Ticket Number: 679296

Exchange & Country: Binance.US - US

Ticket Status: Open

Binance Account ID: 53431440

Comments: I had a chargeback on a deposit I made but wasn't aware of it. Trading and withdrawals were disabled. I've made multiple attempts to contact customer support and rectify the issue to no avail. I've send in video of proof of who I am like asked. I'm getting an error message from Binance anytime I try to make another deposit.. Account is still locked from trading and withdrawals. Please assist. Thank you for your time.

Reddit Account: johnkyle4

Ticket Number: 762132

Ticket Status: Says "Solved" but I still can't buy - so OPEN

Exchange & Country: Binance.US - US

Deposit Failed Alert - 2021-04-18 18:53:20(UTC)

I was fully verified and purchasing crypto for a few weeks and around 4/15 my purchases were failing. I followed the instructions in the email sent to me. Please fix this problem and/or update me on the status ASAP. Thank you.

Reddit Account : [Employment_Prize](#)

Ticket Number #608705

Ticket status OPEN

Exchange & Country: Binance.US - US

Binance Account 53476108

Transferred bnb to binance.us and due to missing tag.meme never showed up. Got confirmation

email that it was sent to the tech team and will show in my account after the fees, but its been 10 days since that communication and still not in my account. Ticket has been open for 20 days.

Reddit Account : [_condoriano](#)

Case ID: #70100165

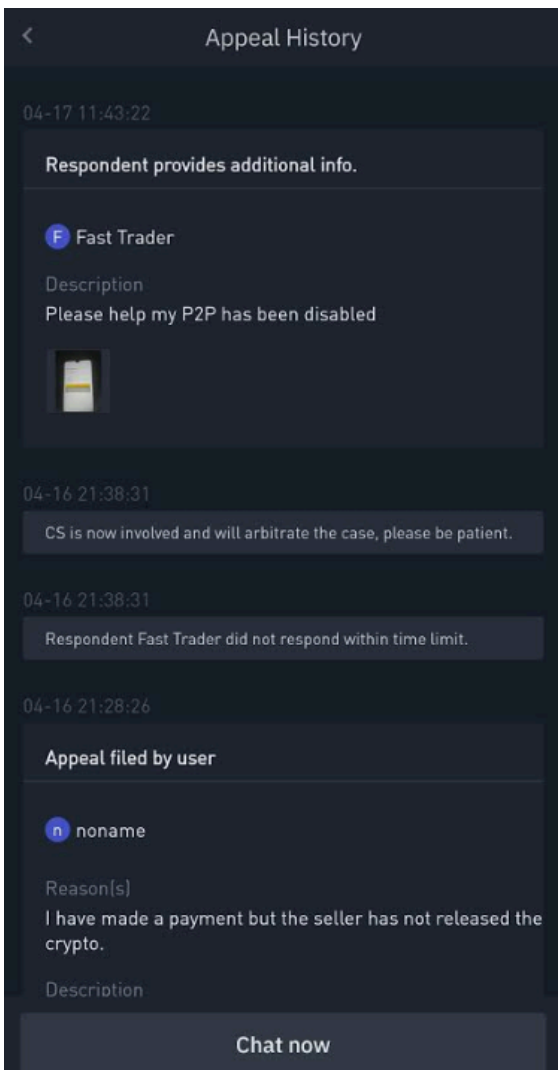
Ticket status: PENDING Appeal

Order Number: 20216358269705486336

Pending Days: 5 days

Exchange & Country: Binance.com

I have made a payment but the seller has not released the crypto.



Binance.US BNB Deposit Missing Since April 5th 2021

Reddit: skumar345

Posted: April 5, 2021

Ticket Number: Case ID# 624312

Exchange and Country: Binance.com, USA

Ticket open: April 05, 2021 00:25

I have deposited 29BNB's from Metamask wallet to Binance BNB wallet over ERC20 deposit. Its been some time that i dont see the deposit reflected in the Binance Wallet. The transaction is successful not deposit has not been received.

Could you please help me get the deposit in the Binance Wallet.

Thanks,

Sanal

Reddit account / Twitter: Kyx | @ArgenisKRO

Your original post date: Mon, Feb 22, 5:27 AM

Ticket number: #498354

Exchange & Country Ticket open: Binance.US, USA

I misplaced my phone and I lost access to my 2FA app. I was unable to log into Binance.US. I reached out and actually got a response and was told to provide more information to verify myself. I provided all the information asked for and I just haven't received a message back in about 2 months.

If someone could just check my ticket and disable my 2FA so I may activate it with my brand new phone.

Thank you.

Your Reddit account / Twitter: u/BrogaineFoam

Ticket number: 689766

Exchange & Country Ticket open: Binance.US, USA

I submitted a ticket over two weeks ago about my account being locked and no longer being able to trade due to a charge back. I paid the chargeback and I still can't sell/buy or withdraw coins or dollars. I can deposit but I can not access my funds or invest.

Please help resolve this issue as I want to use this platform.

Thanks.

Cannot transfer crypto from Spot wallet to P2P wallet

Reddit Account: j0eyyyyy-u

Ticket Opened: April 19, 2021

Ticket number: #70252602

Exchange & Country: [Binance.com](https://binance.com) App (Android) - Vietnam

Ticket status: Open

I wanted to transfer 40 USDT from Spot to P2P wallet but cannot (it's just a small amount but still got stucked). The message was shown up is "We have identified suspicious activity on your account and disabled withdrawals to protect your funds. Please contact our support"

I also raised my case to the CS but got no response from them. This is the third time Binance makes me upset.

The first was their security when the scammer can use my wallet address to transfer the fund externally. The second was I could not trade on the P2P market. And this time I cannot transfer crypto from Spot to P2P. I was thinking Binance is a legit exchange with

good customer support back then (I used Binance since Sep 2020, their customer service was quite good at that time but now it's gone). Very bad user experience.

WITHDRAWAL SUSPENDED DUE TO RISK MANAGEMENT - resolved

Your Reddit account / Twitter: baggajasmol

Your original post date: 04/18/2021

Ticket number: Case ID: 765195, 650670, 229305, 129951

Exchange & Country: BINANCE.US-- USA

Ticket open: Binance account ID: 765195, 650670, 229305, 129951

700K STUCK, BEEN EMAILING SINCE LAST 4 MONTHS. NO RESPONSE SINCE LAST 1 MONTH.

I AM FULLY VERIFIED AND HAVE BEEN USING BINANCE FOR MORE THAN A YEAR.

EVERYTIME I TRY TO MAKE A WITHDRAWAL, GIVES ME AN ERROR "WITHDRAWAL SUSPENDED DUE TO RISK MANAGEMENT"

IN THE LAST EMAIL THEY SEND A LINK AND TOLD ME TO UPLOAD ALL THE DOCUMENTS.

UPLOADED: BANK STATEMENTS, VIDEO WITH PASSPORT, PASSPORT PICS, 2019 TAX DOCUMENTS.

SINCE LAST 1 MONTH OF THE UPLOAD NO ONE RESPONDS BACK TO EMAILS.

WITHDRAWALS STILL SUSPENDED.!!!

PLEASE HELP. MY LIFE SAVINGS AT STAKE!

Trading Disabled - Unable to Trade or Withdraw Crypto and Fiat

Your Reddit account / Twitter: Waste-Pattern

Your original post date: January 13, 2021

Ticket number: Case ID: 199779/206803/299189/413379/563574/652355/761089

Exchange & Country: Binance.US

Ticket open: Binance account ID: 35268832

On January 12, 2021 I initiated a \$XX,XXXX wire transfer from my personal bank account to Binance.US (PRIME TRUST LLC) for deposit into my account. Shortly after the first transaction my account was disabled with no notification or reason as to why there was a discrepancy. I was as a result have been unable to buy, sell, trade or withdraw both fiat and crypto currencies since after the first transaction initiated on January 12, 2021. This includes withdrawing the money deposited to the institution back into my own account

from which it was originally sent. I have had several smaller deposits and had funds prior to the wire transfer on Jan 12. After waiting a day to perhaps allow the wire transfer to settle, I opened my first ticket attempting to resolve this matter on January 13, 2021 - ticket number 196813 Here are the following subsequent tickets attempting to seek resolution:

January 14, 2021 - ticket number 199779

January 19, 2021 - ticket number 206803

February 5, 2021 - ticket number 299189

February 21, 2021 - ticket number 413379

March 21, 2021 - ticket number 563574

I was finally given a canned response for a request of info from Galen at binance.us support that my account was suspended due to security measures - (a PAID wire transfer from my personal bank) and in order to unlock my account I had to validate bank account ownership. I complied and sent the information that was on February 5, 2020 Two tickets were opened after I sent the requested information with no movement so I opened more and heard back on February 23, 2021 to send essentially the same information that was already sent. So I complied and sent again later that evening on the 23. It is now a month later since I have sent the validation information, twice and I am still unable to buy/sell/trade or withdraw from my binance funds. Whenever an attempt is made to conduct an action I am met with Trading Disabled error and am unable to proceed.

Reddit user: u/lawyertrader

Date: 4/19/21

Ticket numbers: 512462, 611044, 691202

Exchange: Binance.US

Hello,

I have been prevented from doing anything with my holdings in Binance.US since late February/early March. My holdings are currently worth \$152,534. I can't withdraw. I can't sell. I can't buy. When I try to withdraw crypto it says "Withdrawals suspended due to risk management." When I try to buy or sell it says "Order failed: Trading disabled." I am holding a large amount of dogecoin (DOGE) and I need to sell some because I don't believe it's current price will hold up. I stand to lose out on tens of thousands of dollars. Their customer support will not answer my ticket requests. I don't know why this happened. I still have \$1,500 in cash in the account, so it is not a chargeback issue like others are dealing with. I feel like they have locked my holdings up for no reason, and are refusing to fix it. This is an absolute nightmare!

Help! Binance account with 2FA hacked???

Reddit User: Brailleviewer

Ticket No: 4799924, 5683351, 5733297

Since November 2020

Exchange: Binance.com

I need some help! I was unable to login to my account with binance because Google 2FA was not working correctly. After talking with a CS rep and sending them my passport, DL and video of me with my IDs (in order to get my Google 2FA reset), they told me that I AM NOT THE REGISTERED USER ON MY ACCOUNT!!! I think that means my account was hacked, no idea how someone

got through Google 2FA, as I've never had a lost phone or anything of the sort, and very careful with everything I do. Anyways, it sounds like binance no longer wants to talk to me since they think I'm not the registered user, as they are no longer responding to my requests for help. Totally crazy, as my e-mail account (user account) basically matches my real name. How can I get them to disable the account while this gets worked out and actually talk to a person that does not send me boilerplate copy and paste answers to what is a real problem?!?!?!?

Ticket numbers 372302 and 602227 Binance US

My order number is 12821e94a4c144199005f5d

Reddit Nettysue58 twitter malekmusick

Below is a small amount of correspondence that I have sent to Binance US.

They have continued to neglect my request to Please open my account back up so I can get the money they have stolen from me. It's been weeks and still nothing. I have done everything they have asked of me and Nothing. Please Help!!!

BINANCE ACCOUNT SUSPENDED

Reddit username: AlixdaFelix

[Binance.com](#) (from Vietnam)

Case id #5756625

I asked a question about a security vulnerability on smartphone that one can take advantage of if can access smartphone and if Binance app is running in the background (since when reopened the app doesn't require password, same with google authenticator, never require password/finger/faceID). Customer support didn't understand that the situation is HYPOTHETICAL so suspended my trading. Then sent it to a senior agent, and then no reply ever since. All of my 50k\$ worth of assets are frozen for an unknown period just because I ask a constructive question. Please help!!!

MONEY WITHDRAWN FROM BANK NOT SHOWING ON BINANCE

Reddit account: xkonsta1

Your original post date: 07/ 04 /2021

Case ID: 5554028

Binance.com

Opened 07/04/ 21

Did my first card deposit. It shows that the transaction failed and unsuccessful but the amount has been deducted from my bank account which I called to verify that it has been deducted.

I contacted support and all I receive is automated messages with an appeal form that I submitted 3 times but keeps getting rejected after providing all documents, bank statements and proof.

Your Reddit account: crabsintrees

Case ID: [#793771](#), [#741866](#), [#900149](#), [#976970](#), #1090046

Exchange & Country: Binance.US, USA

Ticket open: [April 16, 2021], [Apr 19, 2021], [Apr 24, 2021], [Apr 30, 2021], [May 6, 2021]

Description: My account is locked, and I need to make a deposit to cover 2 failed transactions. I have the money in my account to cover the charges (simply used too many transfers from my savings this month), but I'm waiting on my Deposit Appeal to be answered so that I know I'm clear to deposit via a different method and my account won't remain locked.

Edit 4/24: I made a deposit totaling \$764 out of the expected \$760. Well, really I paid \$800 something, but I guess \$30 in fees isn't bad compared to losing a chunk of my portfolio...

Fingers crossed my account gets unlocked asap! Thank you to everyone helping with this document, and just helping out in the community in general :)

Thank you for your time and patience,

-Elijah

UPDATE (Apr 29, 2021): My account is still locked. I will be creating another ticket tomorrow if I am still unable to use my account. This is ridiculous... The transfer has long since been confirmed, and time is up on the "withdraw as cash or crypto in ___ days". This waiting game is killing me.

UPDATE (May 9, 2021): Withdrawals have been enabled for my account, but trading is still unavailable. Maybe the reports I filed with the BBB and CFPB did something...

Update (May 27, 2021): Finally, trading has been re-enabled, and I have access to my funds again. Thank you to everyone involved in helping :)

Reddit name: /operation9

Ticket number: 885607

Binance.us site, Live in USA

I've been trading in and out of USD/cryptos for months on binance.us and years on the original site. Suddenly during major dip two days ago, on 4/22 at 23:15, I couldn't buy/sell/withdrawl on the app. Tells me verification pending. (I've BEEN verified on my dashboard for some time) I ran to my Laptop, by the time I go it up I lost a few hundred more dollars. I sold into USD. After selling into USD, I've been unable to do ANYTHING. Each time I try to buy another crypto to transfer out, or withdrawal

my USD,. It just tell me verification pending, both on the app and both of my PC's, with no option to upload more documents. I got an email to upload more proof, and when I click the link it goes back to "account pending". With no option to upload anything additional . This message has been there for months but I've been able to operate normally. Then during a sharp dip everything is disabled... Very frustrating.

Tickets Auto-Marked as "SOLVED", Account Locked

Reddit account/Twitter: FrenchFantom / @aplayner

Your original post date: February 19, 2021

Case ID: #401053

BinanceUS

Hey everyone, hoping someone can save me here. I have quite a bit of money locked up (trading, withdrawal, deposit lock) on my Binance US account due to an incorrect "bounce" that happened in my ACH deposit. I tried to deposit again to fill this amount, and even have the sum of the amount "owed" in Fiat (USD) on my Binance US account.

I'm simply trying to get this lock removed so I can keep using the app and have access to my money. I've provided identity verification through an ID, a video, as well as proof of bank ownership, but my tickets keep getting AUTOMATICALLY marked as "solved" despite no response from support.

Any suggestions are welcome, I really don't know what else to do at this point. Would really appreciate a mod escalating this, and thanks for your time. Ticket ID: #557066

Roughly 4000 USD in assets on Binance.com and Can't Withdraw (Resolved 28 April)

Binance ID: 19512556

Reddit: aardevan

Case ID: #70039149

Posted: 20 April 2021

Exchange: binance.com

Ticket open: 16 April 2021

I have had an account with Binance since January 2018. My account was not verified as the Binance website states one can withdraw up to 2 BTC a day without verification. On the 15 of April 2021 I attempted to withdraw 539.55989 NEAR to my wallet and the withdrawal was Rejected. Now if I try withdraw, I am greeted with an Abnormal withdrawal message and then asked to verify. As my ID documents are not supported by the automated system, I opened a Support Case with Binance. I have since provided everything asked of me including videos to Binance Senior Support. It has now been over 24 hours and I have received no further feedback from Binance. When this issue is resolved I will make certain to let everybody know and update this message. I will appreciate it if anybody from Binance may expedite the removal of the block on my Withdrawals'. Thank You.

Your Reddit account / Twitter: RiddimRandy (Reddit) - resolved April 21

Your original post date: April 19th 2021 reply to Binance customer support statement via reddit

Ticket number: 566212/ 572838

Case ID: N/A

Exchange & Country Binance US United States

Ticket open: March 26th

Binance account ID: 52265526

Ticket number 588212 open since March 26th with Binance US, my account was locked due to a failed chargeback ACH out of my checking account. I cleared the chargeback by depositing via debit card several weeks ago but my trading and withdrawals are still locked.

1. <https://www.reddit.com/user/cryptobigxyz> - resolved Apri

2. 18/04/21

3. Case Id: 70254024

4. Binance.com (India)

5. User ID: 93814985

Withdrawal Restricted Due to risk and verification not happening

My dad opened binance while VPN was on and the account is restricted. I tried to fix and I wrote my identity details to verify the account but it said I already have a verified account use that acc upount.

Now I cannot withdraw funds from this account because it says due to risk control they have temporarily disabled it and I cannot re-verify from starting as well because its not letting me. I have manually submitted all documents of my dad via chat 3days ago and they said they will send it to the relevant team and if they find it good they will enable it. I have no words from them ever since. They don't reply either. I have 100k USD stuck and it's huge money for me it's my dad's lifetime savings almost.

Please help in either verifying the account so I can withdraw or if not merge my accounts

Bruno Gorgatti @BCGorgatti - RESOLVED on 4/27/2021 - original ticket 03/23/2021

·2h

Can I get some Customer support in Binance US to look into my account. It has been frozen for over a month? your support ticket is #570150

Twitter: @RealLoud5

Reddit account / Twitter: Reddit Account: Longjumping_ice3103 Twitter: @RealLoud5

Original post date: Original Issue March, posted several times in April

Ticket number: Case ID: #627617 #656354, #716171, #642011 are all my open unresolved tickets involving the same issue that has never been resolved.

Exchange & Country Binance.US USA

Ticket open: Binance account ID: Ticket's open: #627617 #656354, #716171, #642011 Binance ID: 53800387

Real-Loud <https://twitter.com/RealLoud5>

@RealLoud5 Please help me. My account has been locked for well over a week. I have done everything #BinanceUSHelp has asked for and my account is still locked. I am unable to withdraw, trade, buy or do anything. Please HELP ME!!! My first Support ticket is #656354, then 716171. 1 more.

level 1

trapped in cryptos.

Longjumping_Ice_3103

1 point · 3 days ago

Same issue here. \$25,000 trapped in Binance.US

. They have not responded and my account is still locked "due to risk management". Is there a solution that anyone knows about? I need this fixed.

Exchange & Country: Binance.us | US

Account: williamshufeldt@gmail.com

Support ticket: #216020

Ticken Open: January 21, 2021

I am trying to re-enable trading/withdrawals on my account. A bank chargeback had caused a negative USD balance, but I remedied this with a deposit. Support said once remedied, respond to the ticket, and they can re-enable me. However, support has ignored me for months. All my funds on the exchange have been locked up.

Twitter @Miller86753099

Reddit username Avenge978

Ticket number: 677500/990572

Funds are locked and cannot access 11K. In Binance.us Emails get nowhere. Open 10 days now with one junk automated response. This is my family's money that they have a hold on for no good reason.

Hey Binancian,

Your support ticket is #677500. We are working through a high volume of customer inquiries. Our dedicated support team is answering all queries in the order received and one of our representatives will respond to you as they are able. DO NOT create additional tickets as it will push you further back in the queue, leading to longer wait times.

Feel free to read our FAQ and follow us on social media for the latest product updates and announcements:

- FAQ: <https://support.binance.us/hc/en-us>

- Twitter: <https://binanceusl.ink/twitter>

- Instagram: <https://binanceusl.ink/instagram>

Please note that our support emails are sent through a 3rd party (ZenDesk) so they will not include your anti-phishing code.

We look forward to assisting you!

Binance.US Support Team

****Update**** 4/25

Aayla (Binance.US)

Apr 25, 2021, 11:35 PDT

We have now let our Finance Department know to restore your trading ability, and your account will be unlocked very soon. Please touch back if you're not unlocked within 5 business days.

Thank you,

Customer Support

[Binance.US](https://binance.us)

****Update 5/1****

Still cannot access any funds in my account. Put in a second ticket 990572. Next email/call is to congressman/congresswoman.

****Update 5/5****

Kai (Binance.US)

May 5, 2021, 11:59 PDT

Thank you for contacting Binance.US customer support. We acknowledged that you've settled the outstanding balance. We are pleased to inform you that your trading and withdrawals have been restored.

Thank you,

Customer Support

Binance.US

5/6*****STILL NOT FIXED*****

Reddit: ba__baracuss

Post date: April 1st

https://www.reddit.com/r/binance/comments/m99m98/withdrawals_and_risk_control/gt2bgq/?context=3

Ticket number: Case ID #4798864

Exchange: Binance.com

Account ID: User ID:18130305

Withdrawals have been temporarily suspended due to risk control' message first appeared April 1st 2021. Uploaded required videos, rejected on April 20th for low video resolution. cannot submit high resolution with 20mb file size limit.

Twitter: @KolamSebin

Exchange & Country: Binance.US

Ticket open date: March 11

Ticket: #506668

Tried to access my account and I am not able to, it's been over a month from Binance.US and it's frustrating because I am losing money and no updates.

Hey Binancian,

Your support ticket is #506668. We are working through a high volume of customer inquiries. Our dedicated support team is answering all queries in the order received and one of our representatives will respond to you as they are able. DO NOT create additional tickets as it will push you further back in the queue, leading to longer wait times.

Twitter Account: Ga_Raised18

Ticket date opened: Feb 21

Exchange: Binance.US

I've been locked out of my account for a while now. Bought a new phone and lost my 2FA code. I've put in several tickets but the most recent is #680161 also have # 635373. I've reverified and sent all the documents they asked for and still no response.

Hey Binancian,

Your support ticket is #680161. We are working through a high volume of customer inquiries. Our dedicated support team is answering all queries in the order received and one of our representatives will respond to you as they are able. DO NOT create additional tickets as it will push you further back in the queue, leading to longer wait times.

Feel free to read our FAQ and follow us on social media for the latest product updates and announcements:

- FAQ: <https://support.binance.us/hc/en-us>
- Twitter: <https://binanceusl.ink/twitter>
- Instagram: <https://binanceusl.ink/instagram>

Please note that our support emails are sent through a 3rd party (ZenDesk) so they will not include your anti-phishing code.

We look forward to assisting you!

Binance.US Support Team

Here are some great articles that may help:

Exchange & Country:: Binance.US

Twitter:: Kongpancake9

Reddit:: u/fightok

Ticket open date:: March 9th 2021;

Ticket #498617

Account:: toneykon@gmail.com

Issue:: phone broke, could not access account due to 2FA. Submitted all three items asked for. NO RESPONSE
30DAYS++

Exchange & Country: Binance.US

Ticket open date: April 16th 2021

Ticket: #734804

I am fully verified on Binance.US and have been for months. I have 2FA enabled. I sold five figures of crypto recently for USD - everything went fine, until I went to withdraw USD to my bank account. ACH/Wire - doesn't matter. Blocked. I've submitted a ticket about the issue and only received an automated reply. Absolutely unacceptable.

Reddit account / Twitter: arcy24

Your original post date: 4/22/21

Ticket number: 70535571

Case ID: 70535571

Exchange & Country: US

Ticket open: 4/19/21

Called Binance Customer Service issue on making crypto withdrawals. After several attempts and exchanges of Information to validate my identity, my account is still locked to conduct any transactions.

Reddit account: JWvdM

Your original post date: 22-4-2021

Ticket number: #5768469

Exchange & Country: Binance.com, Netherlands

Ticket open: 11-4-2021

I am restricted from withdrawals and have a trading limit.

I started a support chat and I was told that my account was partially locked because of security reasons and I needed to do a verification with video's.

So I did that but couldn't upload the files because of the 20mb file limit so I shared a link with OneDrive but they couldn't open it. They asked for a Google Drive link so I did that but after that they uplifted my chat to a senior support and i haven't heard since than.

After I week a posted a message in a Binance weekly support post on Reddit on which I had a reply that they will look into it.

After that I had a message on binance support saying only; thank you for your patience and we will look into it.

Twitter username; @itz_hismaeel

Original post date ; 04/22/2021

Ticket number/ Case ID ; 803617/ 70448714

Exchange & Country ; Binance.com Nigeria

Ticket open ; 04/20/2021

I tried selling my btc asset in P2p wallet but the order was canceled by system and my asset stuck in order and not reflecting in available balance but frozen asset . Over \$800 worth bitcoin.

~~Reddit - llynnh916~~

~~Post Date - 4/22/21~~

~~Ticket Number - 436439~~

~~Exchange - Binance US (USA)~~

~~Ticket Open - 2/25/21~~

~~Summary:~~

~~BNB deposit not credited to account. Same address and Memo as previous deposits (pictures below). Trx ID showed complete now trx removed from bsc scan. 2 cs reps Han and Biggs promised to return funds and have not heard from them since.~~

Your Reddit account / Twitter: BasedZetsu (Reddit) @Zetsu_Otsutsuki (Twitter)

Your original post date: April, 22 2021

Ticket number: #749242

Case ID: 54145901

Exchange & Country: Binance.US, USA

Ticket open: April 17 2021

Description: Just need my 2 Factor Authentication reset to receive code to new phone number. Can't access my funds. No help from customer service.

Your Reddit account / Twitter: swagner352

Case ID: 70162682

Exchange & Country: Binance.com, USA

Ticket open: April 17, 2021

Description:

I have been trying for several weeks now to get in contact with someone from Binance to discuss an issue I am having (I've tried LinkedIn, customer support, Twitter) and have heard nothing.

I created an account in early 2018 before [Binance.US](#) existed. I bought ~\$500 to \$1,000 in BNB at the time, and then stopped monitoring the account closely in late 2018. I had not attempted to access it again until a few weeks ago, where I found that I now have close to \$14k in my account. Decided now would be a good time to sell some of it, so initially I withdrew .1 BNB to ensure the BNB was being transferred to the correct wallet (there are so many warnings saying your cryptos could be lost if you don't follow the correct steps, just wanted to make sure it went through). It did successfully go through. When I tried to withdraw a larger amount (around 5 BNB), I got a notice that said 'There is an abnormal risk in your withdrawal behavior. For the security of your account, you need to pass identity verification to remove withdrawal from the disabled state.' I am not able to verify my identity as I am currently in the US.

After doing some more research, I found out that US people were banned from Binance in late 2020, and US people with accounts were sent emails saying they had 14 (or 90 not really sure) days to transfer funds before they would be locked out of their accounts. I never received an email so I'm not sure how I would have known I needed to do that as I was not closely following the account at the time.

Reddit account: enderwiggins2005

Ticket number: 409308

Exchange & Country: US

Ticket open: 2/19/21

Account is locked for no reason, only way to contact them is through CFPB, after sending in the requested video to unlock account no response from the team

User : otunba 999

Posted : April 23

Ticket number: 70473439

Exchange and country : binance app , Nigeria

Ticket open : 23/04/2021

I transferred Bitcoin from my spot wallet to my P2P wallet on the 20th of this month, I tried to trade it that same day but the buyer didn't make payment so the trade got cancelled then I tried to sell it through another trade but the system is showing me that I have no Bitcoin In my P2P wallet but it's showing in my portfolio that I have Bitcoin in my P2P wallet

Twitter: @JimTrenzel

Your original post date: 4/17/21

Ticket number: 745439

Exchange & Country: US

Ticket open: 4/17/21

I did advanced verification on my account on 4/5/21. It was verified from 4/5/21 - 4/16/21, now all the sudden it says verification is pending and I can't trade, withdraw, or deposit because it says my verification is pending. I have created a ticket with no response, I have DMed on twitter with no response, and I have posted on twitter with no response to binance.us support.

Reddit user = happylifehappydude

Ticket number = 70340332

Case ID #70340332 - Can't withdraw \$7k - "Withdrawals have been temporarily disabled due to risk control. " : binance (reddit.com)

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Can't withdraw \$7k - "Withdrawals have been temporarily disabled due to risk control. "

Hello binance can u help to fix my account ? out of nowhere suddenly my account got the "Withdrawals have been temporarily disabled due to risk control. " warning when i tried to withdraw my coins

My account has always been fine, why is it suddenly like that ? please help

thanks

rudy

Your Reddit account : wadofo

Your original post date: Early March, 2021

Ticket number:Case ID:Case ID #70645350, several others

Exchange & Country: Binance, Ghana

Ticket open: 4/20/2021

Description: My 2FA stopped working in March and then after several tries my account got locked. It is possible one of my futures trades got a margin call which may have led to the account being locked, I'm not sure if that's what it was. The account was re-enabled today 4/23 but the 2FA is still not working. The bigger issue is Binance gave me 3days beginning 4/23/2021 to liquidate my account or lose it forever while I still cannot access my account due to the dysfunctional 2FA. Reason they gave for this ultimatum is that the country of Ghana is not supported. I need to close my two trades and move my funds out.

Thank you for bringing attention to Binance's anti-customer service.

-Willie

Your Reddit account / Twitter: purpleyams4ever / @CforevaCl

Your original post date: April 15, 2021

Ticket number:Case ID: #857230

Exchange & Country BinanceUS, USA

Ticket open: April 22, 2021

My account is locked and trading is disabled

I got an email April 15th saying that I had several chargebacks which resulted in my account being in negative balance. The email (which was a form email) said that if I didn't deposit enough fiat to cover the charges, my crypto would be liquidated to cover the costs. It was my fault there was a chargeback (I was unaware that a check I had deposited had a stop payment in it, resulting in my checking account being in negative balance.) By the time I got the email on April 15th, however, I had more than enough in my account to cover the chargeback. I tried to deposit more fiat via ACH, and it did not work. After several failed attempts to deposit fiat, I was able to cover the charges by depositing fiat via debit card. The next day, April 16, I checked my account, and it seemed that Binance had already deducted the new deposits (the \$700+ or so I had deposited were no longer showing up in the US dollar portion). I thought that my account would be on its way to being restored, as the FAQ in the "Help" section says that after depositing fiat after a chargeback, it can take up to five days to restore trading on the account. So I waited. I also emailed the zendesk email address (deposits @ binancesupport. Zendesk. com), the one they tell you to email if you have questions. I think I sent two unanswered emails to them, before I gave up and finally started searching what to do about Binance customer service online. I finally submitted a ticket yesterday. I should have done it last week, but since the FAQ said it would be restored within five days, I didn't think there was a reason for me to clog the ticket pipeline. Thanks again for your help Alice and Steve!

Case ID #70645350

CryptoJoe23

Your original post date: 4/17/21

Ticket number: #752571

Exchange & Country: US

Ticket open: 4/17/21

I purchased 10,000 usdt on April 17th. My transaction has been pending ever since and I never received a confirmation email. I've sent multiple emails and haven't heard anything back. Please help!

Giovanni Gorgatti

Can I get some Customer support in Binance US to look into my account. It has been frozen for over two weeks? your support ticket is #685886

My account is locked on Binance.US, I cannot withdraw - Please Help! .

Redditt username: Safe_Biscotti_5829

Twitter: lynn Hutchison12

Binance.US - User ID: 53274264

LAST opened Ticket Number: **#669645**

Submitted 4/12/2021

Post Date here: 4/23/2021

Problem: Withdrawal Disabled: system keeps giving me "withdrawals suspended due to risk management"

I noticed this problem end of March, and I submitted several tickets for this same issue, starting March 29, and each time adding a bit more information, until on this last ticket **#669645** where I have added all supporting documents, ID, and a recorded video of me holding my ID and reading a statement from an email that I received from Binance.US.

I have been fully verified by Binance.US.

I have whitelisted the withdrawal link.

I have also activated all of your security features on my account.

I live and work in TENNESSEE - which is a state where Binance.US is allowed.

Please see my info that I sent when I registered my account.

IMPORTANT to NOTE: I live and work in Memphis TN, but until recently, I have ALWAYS used VPN while accessing Binance.US. When I look in Binance.US summary of my IP addresses, I see that you have me listed with a New York IP address many times which may be the reason why my account was flagged and blocked by Binance.US for withdrawals. I use 2 VPN accounts. Since I

figured this might be the reason, I have stopped using VPN while logging into Binance.US (with the hopes that it would open my account), but that didn't solve the withdrawals blocking problem. I always use a laptop so now you will see logins in my account from a Memphis TN web IP address.

Please see attached on the Ticket #669645:

- Copy of my Tennessee Driver's License
- Copy of a bill, you can see the date on it with my name and address on the bill.
- Finally – I have added a VIDEO of me holding my ID up and reading the statement provided in an email I got from Binance.US which I thought was peculiar and so I didn't pay much attention to it until I tried to withdraw and saw that my account had been blocked.
- I also attached a copy of the email I received from Binance with the statement you requested I read.
- I think it is very important to state here that I tried reaching out to several relevant Binance.US personnel through their Binance.US emails they listed on LinkedIn. I also tried posting tweets on the Binance.US Twitter account, along with opening tickets, but all resulting in NO response.
- Also, I think I have been pegged to a listing of inquiries from New York (due to using VPN), because whenever I added a ticket for this problem I always received a bot email thanking me for my interest but that Binance.US is not available in New York yet.

At this point in time, I am very afraid that unless someone picks up my ticket through this group, that I will be permanently locked out from any customer service until, and if, you open access to New York, since I am pretty sure that my ID and email address have been added and pegged to that group.

Please help to resolve the problem, and once you are inside the ticket **#669645** you will see all of my personal details, contact, and relevant info.

Thank you,

Lynn

Reddit User name = Valuable_Bluebird_34

Twitter = voyaging_mind

Binance.us Ticket number = #894403

Binance.us user ID = 35271769

Exchange = Binance.us

Post date = 4/24/2021

My account was suspended after I sold my position with hopes of buying down lower. Now I lost my position and my money is all in fiat that I cant touch. I completed account basic verification but my account still remains pending. I have opened support tickets before and just never got a response. I'm really concerned please help! And Thank you

I will like every binance tweet I see, and delete every negative comment I've said. As well as close my CFPB complaint and BBB complaint if thats what it takes. All I ask for is my account be activated. Time is of the essence. As for now I have nothing but time and I will continue to fight for what I believe is right regardless if my money is in limbo. I did like a couple Binance.us tweets to show good faith.

Reddit User name-- Wakanda34

Binance.us Complaint number--#893165

Binance.us user Id--35020296

Exchange---Binance.us

On 4/23/21 binance.us would no longer allow me to buy, sell, or withdraw saying i first needed to verify my account. This after using their service for over a year as a verified user. I now have \$300,000 on this platform i cant withdraw. I was able to buy and withdraw crypto the past 2 weeks everyday with no problem. I have been slowly removing all funds from this exchange so to have a issue all of a sudden is concerning. I reached out on twitter and received no explanation. I filed a complaint with the needed documentation but account is still saying pending. No explanation just stopped me from being able to use my money after weeks of daily transactions. I have also filed a complaint with the cfpb. Any help would be appreciated. I read on twitter this happened to many people on the same day. Shady behavior and i don't think its a stretch to call it criminal. Again your help is appreciated.

Reddit User: [JllMathematician2755](#)

Exchange: Binance.US

Ticket Number: #896591

Binance.US User ID: #53398541

I've been trading on binance.us for months now using the USD pair after depositing crypto from another exchange to my account. I have not gone through the verification process as I had zero intentions of withdrawing cash to my bank account through Binance and could trade freely without verification. I planned on withdrawing my crypto using the \$5,000 USD withdrawal limit in chunks to another exchange that is already linked to my bank since I've heard numerous complaints about Binance's cash withdrawal process.

As I've said, I've managed to trade freely for months now - I even made some trades on 4/22/2021 with no issue. On 4/23/2021, I attempted to place a buy order and received a message that I need to be verified in order to place orders on the exchange. There was no warning in advance or any type of notification/message that this restriction will occur. I am now locked out of all my cash on the exchange and have been forced to send my drivers license and bank statement. Now I will have to wait potentially months in order to access my funds that have been virtually locked with absolutely no warning. Please allow us to return to trading.

Binance.com

Case ID #5229913

Hi. I cannot withdraw. It shows message withdrawals suspended due to risk management. I am trying to withdraw for more than 4 weeks euro coins to my bank account via sepa. The same happens when I try to withdraw bitcoin to my trust wallet. I ve passed all verification process. I provided all information requested at support, selfie and video but my case

hasn't been resolved. Please do something and raise the case to enable withdrawal. More than 2000 € stuck in there. Can you help with this issue?

Binance.com

CASE ID #70596798

Your Reddit account / Twitter: ali932

Case opened : April 22nd

Hi,
I have 4 missing deposits and I think I know the reason why they didn't get credited to my account. I think my bank's mobile app doesn't add the reference code so now i have 39,100 usd missing and i can't do much about it and am losing money daily now it's frustrating

I have attached all the missing transactions in the cs chat

Funny thing my brother had a 100\$ stuck and he got his issue resolved in one day

I have been transferred to a senior agent and that was more than two days ago please help.

Twitter: gordydotcom

Binance.us User ID: 53192920

Ticket Number: 444340

Submitted 2/26/21

Post Date: 4/24/2021

350 BNB transferred from Binance.com to Binance.us. TXN shows as successful, BNB never arrived in binance.us account. Over \$175k vanished at current prices. Used exact same info for previously successfully transfers. Posted 10+ times to twitter, all ignored. Received e-mail from Biggs 3 weeks ago, nothing since. ID verification taking 3+ weeks. Have additional funds trapped at binance.com, but can't transfer for fear that same fate of lost coins awaits.

<https://explorer.binance.org/tx/896065892EAF6C42556850A8F63BDB30608C642C178E516B1B9CFDDF60BBCAA1>

Reddit name: /operation9

Ticket number: 885607

Binance.us site, Live in USA

I've been trading in and out of USD/cryptos for months on binance.us and years on the original site. Suddenly during major dip two days ago, on 4/22 at 23:15, I couldn't buy/sell/withdrawl on the app. Tells me verification pending. (I've BEEN verified on my dashboard for some time) I ran to my Laptop, by the time I go it up I lost a few hundred more dollars. I sold into USD. After selling into USD, I've been unable to do ANYTHING. Each time I try to buy another crypto to transfer out, or withdrawal my USD,. It just tell me verification pending, both on the app and both of my PC's, with no option to upload more documents. I got an email to upload more proof, and when I click the link it goes back to "account pending". With no option to upload anything additional . This message has been there for months but I've been able to operate normally. Then during a sharp dip everything is disabled... Very frustrating.

Reddit account: Pristine_Body_6279

Binance.com Greece

Case ID #5229913

Date original submitted: 23/03/2021

Hi. After you enabled withdrawal function yesterday I applied for two withdrawals which are at processing stage. But the third today shows message withdrawals suspended due to risk management again! So help me with the issue which is again unresolved. Thank you.

Reddit account: pristine_body_6279

Date: 22/04/2021

Case ID #5229913

Binance.com Greece

The problem is after I applied for 2 withdrawals that are at processing stage the third shows message withdrawals suspended due to risk management again! Please help me with the issue. Thank you that you resolved it once but it seems that I have the same issue again.

Reddit account: Pristine_Body_6279

Binance.com Greece

Case ID #5229913

Date original submitted: 23/03/2021

Hi. After you enabled withdrawal function yesterday I applied for two withdrawals which are at processing stage. But the third today shows message withdrawals suspended due to risk management again! So help me with the issue which is again unresolved. Thank you.

Reddit account: **philosofree53**

Binance.com

Ticket submitted April 19th, 2021

Ticket #70596275

I am a US resident, trying to move my funds OFF binance.com, and onto binance.us. It says my account is permanently closed because I'm a US resident. ***The account is over \$10,000--virtually all of my money. This is a catastrophic loss for me!!***

I'm happy to move OFF binance.com and only trade on binance.us (in accordance with the rules), but I can't access the account to withdraw. I have submitted multiple tickets, no responses.

Binance.US: Account missing money from deposits and can not trade

Twitter Account: looking4cover

Binance.us

Ticket #906160

Ticket submitted: 24/04/2021

Hello,

The system flagged me for a chargeback when I did not initiate one and my bank account said the amount was debited. I am owed 10k in deposits and my account is locked down from trading even though the system owes me money. I would like to be able to trade immediately and get my deposit money into the system.

Also, I can't access the ticket on the system and check its progress

Binance.com

Ticket #906160

Ticket submitted: 24/04/2021

Hello,

The system flagged me for a chargeback when I did not initiate one and my bank account said the amount was debited. I am owed 10k in deposits and my account is locked down from trading even though the system owes me money. I would like to be able to trade immediately and get my deposit money into the system.

Also, I can't access the ticket on the system and check its progress

RESOLVED

Twitter: @michael_088

Binance.com (UK user)

Ticket #5971050

Ticket submitted 12/04/2021

Resolved? - YES 04 05 21

Same 'risk management' shutdown on my account withdrawals. No response in 2 weeks to video upload with UK passport etc.

Binance.com

Reddit user name: Free-general9365

Ticket ID #70013904

Ticket submitted: 16/4/2021 but that is my 3rd ticket, 1st was opened on 20/3/2021.

Withdrawal function disabled due risk control.

They asked me to send them proof infos and videos.

Videos were sent via google drive, as agent told me to do, because they have more than 20MB

I sent it to them 2 times because i sent them infos first and then videos which is not right order.

After that they put me to senior agent and no reply since 21/4/2021.

Please help me solve my case.

Thank you

Have 17k stuck at Binance.us. They have held up a 10k & 7k wire in back to back days. No deposit to my account & no return. They said it is held because its from my company account but approved an identical wire 2 days before with all the same identical info. I cant believe this company is allowed to do this.

Reddit: Remarkable_Concept54

Original post: 4/24/21

Ticket #s: 887406 & 887425

Tickets submission date(s): 4/23/216

Binance.us

Reddit: Saxony98. Twitter: Saxony2k

Original post: 4/21/21

Ticket number: #877426 and submitted on 4/21/21

Exchange: Binance.us

I deposited 25 bnb from my trustwallet into binance us and forgot to put a memo. Have been ghosted by support on twitter and reddit for a week.

Twitter: RickLeeofSBC

Original post date: 4/26/2021

Ticket Number: 679155

User ID (referral): 52304698

Exchange and Country: Binance.US, USA

Ticket open: 4/13/2021

I've been trading for 3+ months and then out of nowhere I can't trade because I need Identity Verification all of a sudden? Sent ID photo but still says pending.

Submitted a ticket 2 weeks ago and haven't heard back.

Have over \$30k stuck!

Twitter: gnawhnehpets

Reddit: kellyridge

Ticket Number: 886068

User ID (referral): 52371741

Exchange and Country: Binance.US, USA

Ticket open: 4/23/2021

Basic verification was successful (Jan 7), initial advanced verification was unsuccessful (Feb 24). Resubmitted photo in early April. This entire time I have been able to deposit/withdraw/trade with no issues. Woke up April 23

unable to trade. Sent a tweet out to @BinanceUShelp on April 26 and they responded to my ticket within a couple hours. Agent said I should be able to trade despite being under review for identity verification. I still could not trade USD pairs so I asked for a follow-up and was told USD pair trading is not allowed. Only trading with stablecoins are allowed. I'm still early in the review process so I will wait and see how Binance responds.

Reddit: hummvee4

Ticket Number: 706759

Exchange and Country: Binance.US, USA

Ticket open: 4/15/2021

Unable to access account due to 2FA lockout. My old phone with Google Authenticator broke and I'm unable to log in. Reached out for support on 4/15/21 and sent in all requested docs including ID, video, and selfie, but haven't heard a peep from customer support and unable to access any of my funds.

Reddit: /SaintMichaelsJustice

Twitter: @SaintSolutions

Your original post date: I started submitting tickets on 1/28/21

Ticket number: Case ID: 542156, 697364, 597128, 242316 (4 tickets across 2 separate emails)

Exchange & Country: Binance.us, USA

Ticket open: 542156

I've already begun creating my own timeline of events for legal reasons and intend to starting filing complaints by the end of the week.

Blue text references correspondence from my first email i tried to create an account with and the orange text is the second email. They are currently holding almost 20k of my money and I cannot gain access to it.

Timeline of events

1/28/21 10:18PM PST – I registered for a Binance.us account and was instructed to complete the basic verification so I would be ready to trade. I was having a very hard time completing this as the verification system does not work very well and my personal photo and proof of ID were not accepted.

1/28/21 11:21PM PST – After an hour of attempts, I submitted by first support ticket (**#242316**), to which Binance.us support responded requesting further documentation in the form of my Driver's License, a personal photo of me holding my license, documentation showing Proof of Address, and a photo of my Social Security card. At this point in time, I decided that I was not going to send in that information.

1/31/21 12:04AM PST – I received an email from Binance.us customer support asking if I still needed help with my Binance account. I would say this is the end of what I would consider to be prompt/good customer service.

2/25/21 – 1:43PM PST – Nearly a month later I decided that I wanted to try again and I started the verification process with the same results.

3/11/21 – 2:04AM PST – Exactly 2 weeks later I received an email stating my verification was unsuccessful.

3/15/21 – 8:16AM PST – I decided to try and create an account with an alternate email to see if I had better luck with the process.

3/18/21 – 9:02AM PST – registration seemed to be going well this time around so I went ahead and funded my Binance.us account with 19,770 DAI and converted it to USD in Binance.us.

3/29/21 – 9:36AM PST – I submitted my first support ticket with my new email (second overall); ticket **#597128** and received a response to my request asking for more information. I replied stating that I had already sent my driver's license and utility bill and attached a copy of my most recent bank statement per their request.

4/1/21 – 10:31AM PST – I sent a follow up email to customer support explaining how I believed part of the problem with my registration may have been the fact that I tried registering with a different email address earlier in the year, and the SSN provided was creating a conflict because the system was stating that the SSN already existed (**ticket #542156**). I gave emails for both accounts in an attempt to help quickly resolve the issue.

4/15/21 – 10:16AM PST – After two weeks of not hearing anything from customer service I submitted yet another ticket with the first email address I tried using to create an account (ticket **#697364**) and received confirmation it was successfully sent in.

4/21/21 – 9:56PM PST – I received an email from customer service rep "Mace" about my account claiming they could not manually verify my account until I had initiated my verification. I had already sent in all supporting documents confirming my identity and initiated my verification several times and already had wired roughly \$20k into my Binance.us account by this time.

4/22/21 – I sent a follow up email stating that I disabled my first account with my first email due to the SSN conflict and my inability to verify my account. I was hoping that would rectify the issue and allow me to complete the verification process so I could withdraw funds from Binance.us if I needed to. It's now been over a month since my funds were deposited and I have been unable to withdraw them. I also posted my ticket number on their twitter account so that my issue could be "escalated."

4/22/21 – I received an email response from customer service stating that they were "unable to locate the email address or UID associated with my account" and to contact Binance.com's customer service when I very clearly have an account with Binance.us. I replied immediately with screenshots of my login page showing my user ID and balance.

4/25/21 – I sent a follow up email with a screenshot of what happens when I try to verify my account and provided all of my personal information in the email. I also again explained that I felt the conflict was because of an old Binance.us account which I had already disabled.

At the time of this post (4/27/21 11:51PM PST) I have not heard back from Binance.us customer support. I contacted the Binance.us support team via their twitter account (private message) again on 4/27/21 asking for assistance rectifying the issue.

I've also made a video of myself logging into my account showing my UID and balance as proof should they attempt to completely disable it. Right now I can API into Binance.us and trade but I cannot make any withdrawals whatsoever.

I'm going to be submitting complaints with the CFPB, FTC, AG, SEC and as many other regulatory agencies as I can, and will be posting it on their twitter feed and mine. I'm also going to post the above timeline in a blog post I'm writing now about how awful they are.

Apr. 28 2021

My withdrawal function on binance.us has been 'suspended due to risk management' with no explanation for months now. I have submitted tickets and when they do get back they only reply 'we are sorry to hear that. If you are still having problems send another request'. This is so shitty. My ticket is (**#951062**) Please please please help me

Cannot withdraw USD from binance us, issue unresolved for weeks

Reddit: TheRealDaMuffin
Posted: April 19, 2021
Ticket #: 474612
Exchange: Binance.us - USA

Quick Facts

Date: Initial transaction was on March 4, 2021. Many other attempts since then have also been unsuccessful.
Amount of money: I am unable to access \$1347.08 USD.
Nature of dispute: I cannot withdraw any money via ACH from their platform to my bank, and receive errors when I try to do so.
Help from business: I have attempted to get help via their email ticketing system, as they have no other official way to resolve issues or contact them. I have never received any communication that tried to help resolve my issue. Since March 12, It received any communication at all.

Explanation of events/issue

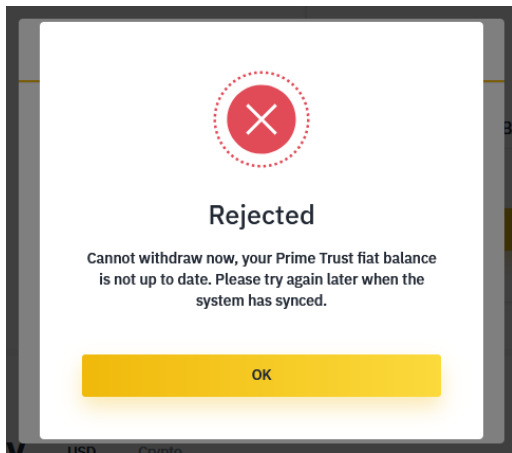
On March 4, 2021, I attempted to transfer money via ACH from my binance.us account to my bank. The amount of the transfer was \$1000 USD. The total amount that I am unable to access is \$1347.08 USD. I previously deposited USD to binance.us to use for cryptocurrency purchases, then later converted the cryptocurrency back into USD on the platform. The March 4 transaction of \$1000 somehow "failed," according to binance.us and shown in the image named "failed_transaction_2021_03_04." I was provided with no further information about why this happened. After that transaction failed, I have tried numerous times across multiple days and weeks to do another transaction via ACH. A separate but consistent issue now occurs every time I attempt a withdrawal. As shown in the image named "withdrawal_rejected," I get a message that says "Cannot withdraw now, your Prime Trust fiat balance is not up to date. Please try again later when the system has synced." I get no further information and trying again later never works. I have tried multiple different amounts for my withdrawal with the same result. After the initial first transaction failure, I contacted binance.us support. I did this via their email ticketing system. I received an email stating that they had received my request, and that my ticket number is #474612. Later that day, they sent another email stating that they were working through a high volume of requests, and they are sorry for the delay. Then, on March 12, I received another email saying they noticed I had not yet received a solution. They said to let them know if I still need assistance, so I responded to the email saying I did still need my issue resolved. I have not ever received any response in any way from binance.us that attempts to resolve my issue. Since March 12, I have not received any communication from them at all. What I want from binance.us is to transfer my money (USD) off of their exchange via ACH and into my bank.

Recent Withdrawal History

USD Crypto

[Didn't receive email?](#) [View all](#)

Date	Coin	Amount	Status	Information
2021-03-04 20:22:27	USD	1000.00	Failed	To: [redacted] ACH



Unable to Withdraw

Reddit: scottmcdermo

Posted: April 26, 2021

Case ID: #918278

Exchange: Binance.US

Email: scottmcdermo@gmail.com

User ID: 53315427

My <http://binance.us> account is not allowing me to withdraw any funds as either USD or cryptocurrencies. All withdrawals are still "awaiting approval." Many thanks! Case ID #918278

UNABLE TO RESET 2FA

Reddit: Teo1098

Posted: April 30, 2021

Exchange: Binance.US

Ticket [#763047](#) and [#663692](#) these are for the same issue.

Email: teo.konuralp@gmail.com

Summary: My phone crapped out and I lost my 2FA for Binance.us. I requested a reset and received the automated email to send a video and pics, which I did. I have not received a peep since. I've been locked out of my account for weeks. I have no access to over 30K in crypto.

—
Unable to Withdraw

Unable to Withdraw

Your original post date: 4/23/2021

Ticket number:Case ID: 918297

Exchange & Country: Binance.us - usa

Ticket open: 4/23/2021

Twitter:<https://twitter.com/one2it5>

Randomly i got KYC verification from binance.us was already verified with them lost out on roughly 2.9k USD-3.2k USD profit, made a ticket heard no reply got a reply on twitter they said they would forward it to someone they forwarded it they replied then said they will forward it again so really no help there back at square one of waiting been waiting since 4/22/2021, the information they ask for really doesn't make much since i don't mind KYC but i can open a bank account without my i.d so not really sure what's the purpose of that, Name, address, and maybe your social number would make more since and a easier process but guess it doesn't matter for the customer, find it weird that they preach crypto is financial freedom yet seems to be exact opposite "at least at binance.us" never once had an issue with other exchanges or banks to each their own customers don't seem to matter as much as we think at this company all though coinbase has outrageous fees never once seen them do something like that. now i must wait and wait.

Trading disabled after my bank returned 1 transaction out of 4.

Your original post date: 5/1/2021

Ticket number:Case ID: 958924 and or 973959

Exchange & Country: Binance.us - usa

Ticket open: 4/20/2021

Twitter: none

Email: brandonhellebuyck@gmail.com

Binance.us user id:54469430

I though ach would be faster then debit/credit card. So i tried a ach transaction. I was looking for 1 \$250 transaction to buy BNB. The issue is it said try again later but in reality all 4 times i tried it went through. So i guess no matter what kind of error i get i will not try again until i know it dis not go thru. Being I only wanted 1 transaction. Which i used my debit card to do after it saying try again later 4 times. This all happened on 4/17/21 or 4/18/21. On Tuesday 4/20/21 all 4 ACH transactions show up in my account. I had my bank return 1 transaction. As the 4th one overdrew my account. Up until you recieved the returned transaction i was still able to trade and do whatever. The whole time there was more then \$250 in fiat and .5 BNB to cover the returned transaction. However you decided to do it. You took the \$250 which is fine. That is what i owed. Since then my trading is not only disabled. I cannot do anything with any of the crypto or USD i had before this ever happened. I have money sitting there that I cannot do anything with. I dont feel i should owe any fees for the returned transaction. As 4 transactions should have never been put through my account. As it said try again later multiple times. Had it not said that i would have done the 1 transaction i wanted and have been done.

Binance.us

Ticket: 756627 or 1075784

Ticket Open: April 18 2021

XLM stuck. Added address + memo. Details added in my ticket

Binance.us

Ticket: 1004811 5/3/2021

Unable to get into my account on my mac , and no SMS verification to reset password

Ticket: 1131937 5/8/2021

Unable to get into my account, and no SMS verification to reset password on, now on my phone

Binance.us

Ticket# 1018047 5/4/2021

Twitter @fo_paid

They allowed me to sell my crypto for USD but cannot buy crypto or transfer USD

Awaiting Verification since 4/16/21 All documents sent multiple times and they still will not verify my account.

Zendesk = No support

\$100K stuck cannot purchase coins or transfer \$\$ out.

Filed complaint with BBB on 5/10/21

BAM Trading Services Inc.

One Letterman Drive,

Building C Suite C3-800

San Francisco, Califo

Original post date:

Ticket number:Case ID:

Exchange & Country

Ticket open:

Unable to Withdraw

Your original post date: 5/11/21

Ticket number:Case ID: 274096 or 853858

Exchange & Country: Binance.us - usa

Ticket open: 1/31/2021

Twitter: none

Email: roger_shek1@hotmail.com

Binance.us user id: 52159831

I deposited \$2000 into my binance account. The funds came through and I was able to trade with them. After I closed my bank account linked to binance, I had a charge-back on binance for the \$2000. Now my binance account is locked for trading and withdrawals. It has been over 5 months of multiple submitted tickets that are closed and "solved" with no response at all from customer service.

BNB disappear after being transferred from Trustwallet to Binance.US account

Ticket number:Case ID: 496543

Exchange & Country: Binance.us - usa

Ticket open: 3/09/2021

Twitter: none

Email: xuxxx679@gmail.com

Binance.us user id: 53054583

I sent about 5.16 BNB from my trust wallet to my Binance. US account without a memo. At that time, it showed that the transfer succeeded, however, my Binance,US account never received it. I submitted a ticket right after this but it has been two months and no one helped me solve it.

Withdawal Suspended due to Risk Management

email-joelsreynolds@gmail.com

Binance US User ID-53471843

USA

Reddit-roundpotato-7062

twitter-@JoelRey04783975

Original ticket April 18, 2021 (793760)

Ticket numbers-1181244, 998094, 983806, 959432, 912069, 793760

I have been locked out of my binance account for almost a month after a chargeback which was resolved the same day. Submitted multiple tickets with no response. I have 25 thousand dollars in crypto/USD in the account with no access. I also sent KYC information including a picture of my ID, video of me holding an ID with a note saying to reinstate my account, and address verification statement. I have received no response from anyone at Binance despite multiple tickets and attempts on twitter, reddit, facebook, etc. Please help!

*Resolved, they replied my Twitter -HELP!!!! **Binance.US is holding my crypto and not responding my tickets for a month now.***

*They send an email saying my account is enabled while I've tried to withdrawal my crypto many times, showing **withdrawal suspended due to risk management.** And they never respond my tickets!NEVER!*

Email: dylchan1977@gmail.com

Binance US user ID: 54092761

Binance.US ticket number: #1272516

#1132397

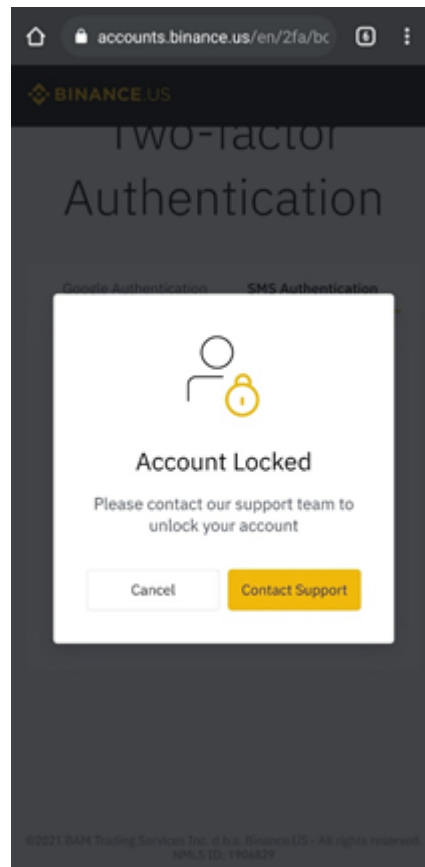
#1056325

=====


I SELF-LOCKED my BinanceUS account containing over 45K in crypto because I lost access to my Google Authenticator App and suspected someone may have changed it. Later, I realized I mistakenly uninstalled/reinstalled my Google Authenticator application and placed the following tickets to have both my account reactivated and my 2FA reset:

- April 29, 2021, I placed ticket# 924625 for my lost authenticator to have it reset, received an email requesting self identification items, and submitted all required items to support@binanceussupport.zendesk.com via email. Currently, the status shows up in my request queue for ticket# 924625 as "open".
- May 17, 2021, I got an email from Marty of BinanceUS [support+id964625@binanceussupport.zendesk.com] for ticket# 924625 stating apologies and my ticket was escalated to another team. There have been no further responses from BinanceUS as of June 1, 2021.
- May 19, 2021, I placed ticket 1300052 to have the Authenticator removed from my account. The ticket reads as solved but remains unresolved.
- May 21, 2021, I placed ticket# 1333232 to unlock/reactivate my account. May 21, 2021, I got an email response requesting me to submit a selfie holding my ID, a written statement on paper with the current date dd/mm/yyyy, "BinanceUS Reactivate My Account" with my email. Last, they wanted my registered address, proof of address, and to attach my ID. I submitted all of the above replying back to support@binanceussupport.zendesk.com.

Still, I received no action from BinanceUS to reactivate my account nor allow me to register my new Google Authenticator. I get the same account locked message upon logging in with username, password, and authenticating with SMS:



- May 21, 2021, I submitted a complaint to CFPB:



Consumer Financial
Protection Bureau


[Submit a Complaint](#)

[All complaints](#)

210521-6622186

[Print complaint](#)

OPEN

 **Submitted**

STATUS
Submitted to the CFPB on
5/21/2021

PRODUCT
Money transfer, virtual
currency, or money service

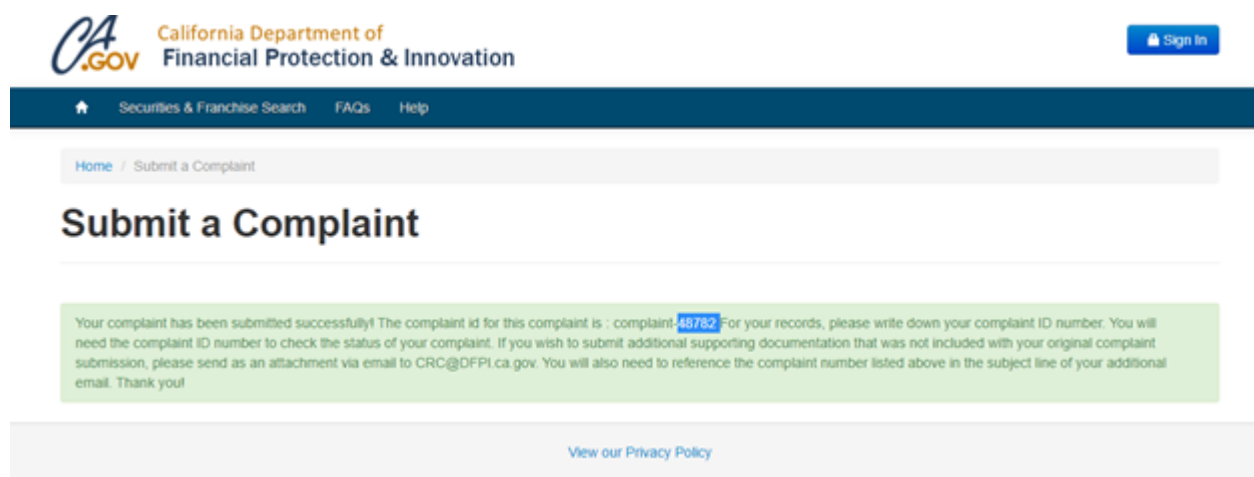
We received your complaint. Thank you.

We will review your complaint. Depending on what we find, we will typically:

- Send your complaint to the company for a response; or
- Send your complaint to another state or federal agency, or help you get in touch with your state or local consumer protection office; or
- Let you know if we need more information to continue our work.

The status of ticket# 1333232 reads as "solved" while I remain without access to my account as of June 1, 2021. I have sent emails to all tickets and got no human responses from BinanceUS. Instead, I got automated responses. Ticket# 964625 and 1299637 remain with an "open" status.

- On May 24th, I got another email requesting me to submit a selfie holding my ID, a written statement on paper with the current date dd/mm/yyyy, "BinanceUS Reactivate My Account" with my email. Last, they wanted my registered address, proof of address, and to attach my ID. I submitted all of the above back to [support@binanceussupport.zendesk.com]. Still, no action taken by BinanceUS to reactivate my account nor register my new Google Authenticator.
- June 1, 2021, I filed a complaint-48782 with California Department Financial Protection & Innovation.



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#Objectives: Immediately, I demand my BinanceUS account to become unlocked and fully reactivated; reset my 2FA so I may add my new Google Authenticator to continue 2FA security, and to regain full access back to my crypto for trading, creating APIs, deposits, and withdrawals. Furthermore, I demand an email sent to me indicating my account remains reactivated and I have the option to add my new Google Authenticator back to my BinanceUS account.

Your Reddit account: ProfessorInvestor21m

Twitter: sgcrypto [@sgtcryptastic]

Your original post date: May 24, 2021 on Twitter

Ticket numbers with false solved status:

1300052, 1333232,

Ticket numbers with open status: 964625, 1299637

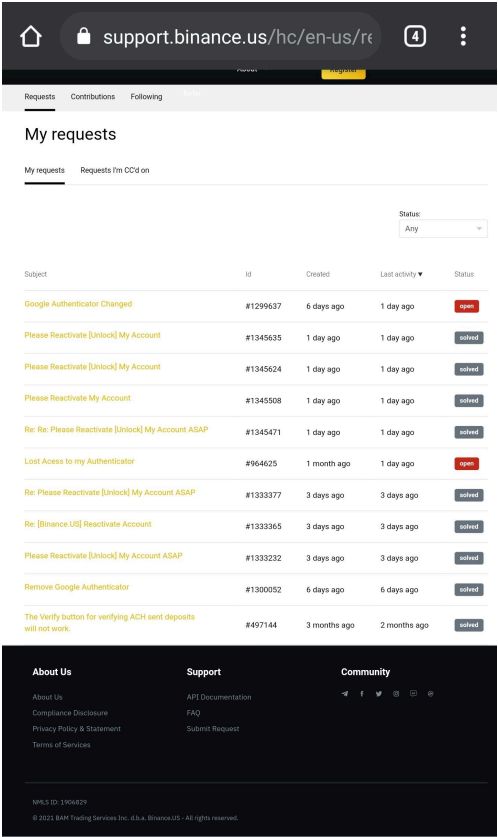
Exchange & Country: BinanceUS United States of America

CFPB Complaint submitted: 210521-6622186

BBB complaint submitted: 15490552

Tickets opened: April 29, 2021, May 18, 2021, May 19, 2021, May 21, 2021

Here are my tickets. NOTE: Some were merged by the system. Noticeall are falsely "solved" except the 2 that remained opened and the initial ticket# 497144.



Recovering Binance-Pegged USD-T

Ticket number/Case ID: #651412

Followup ticket number: #1402706

Exchange & Country: Binance.us - usa

Ticket open: 4/9/2021 (Marked closed, but nothing received)

Twitter: none

Email: business.keeleecoolie@gmail.com

Accidentally sent BEP20 USD-T to ERC20 address which turned out to actually be a BEP20 address owned by Binance. The address can be viewed on BscScan with the correct amount shown. Submitted a ticket 2 months ago for asset recovery. Received an email 1 month later regarding the processing fee and consent to the process, which I provided immediately. Then, 2 weeks later, I received another email stating that my ticket was sent to the “clearance department”. The case has since been marked "solved", but I have not received anything, nor has the BTC fee been withdrawn.

Is this normal? I don't know how long the process takes, but marking it as "solved" before it's actually resolved is confusing.

Ticket number/Case ID: #1370193

Followup ticket number: #1378402

Exchange & Country: Binance.us - usa

Ticket open: 5/26/2021

Reddit:

Email: nfahmed11@gmail.com

I have my funds locked. I get a message saying withdrawals suspended due to risk management. I have sent all the videos they want and whatever requirements they have and still have not received a response. I even deposited more money into the account to make sure everything is balanced but nothing. I cannot withdraw anything. I sent all the videos they asked for and tried to deposit through wire and re-adding my bank information and it won't go through. I currently have 1000\$ stuck in limbo somewhere because it was wired from my bank to binance but never returned or showing up on my binance account.

Withdrawal Suspended due to Risk Management

Email - jeremynlewis@gmail.com

Binance.US USA

Reddit-

Original ticket May 21, 2021 (1328103)

Ticket numbers- 1357701,1435760

My account has chargebacks that were never deposited, even though the funds were in my account. I sent a video as well as a pdf with my current bank statement. I also have removed and

Re-added my bank account multiple times so I can deposit the funds to cover the chargebacks, but

Deposit is suspended and I can't put my account in good standing.

Your Reddit account: peahix

Your original post date: 6/17/21

Ticket number:Case ID: #73680490

Exchange & Country: Binance.com / USA

Ticket open: 6/17/21

I had been accessing Binance.com via the iPhone app without issue for the past couple of years. Logging in only involved a simple face recognition. Yesterday I tapped on the app and was asked to login manually, which I tried to do, but then got a message saying that US accounts were being cancelled and I had 48 hours to transfer my crypto to Binance.us. This is the FIRST TIME I've been notified about any such thing. I managed to create a Binance.us account, but now I can't login to my Binance.com account to initiate the transfer, either on my phone or on my desktop. I type in my username (email) and password, then I'm put on a verification page where I'm asking for a code sent to me via email, and a google authenticator code. No matter how many times I request the email code, it never arrives in my inbox (or my spam folder), and I no longer have the google authenticator code since I got a new phone in late 2020. When I click on "reset security verification," I get an error saying "the request has expired. please try again" and then I'm booted back to the login page. I opened a chat support case and explained all this, and provided all the requested info and files (ie the video with me holding my driver's license) and now I'm getting no response at all. All I want to do is transfer my crypto OUT of binance.com, but I can't do that if I can't login to my account. HELP!

UPDATE 6/24/21: After lots of back and forth, I managed to get binance.com to unfreeze my account and allow me to withdraw all of my assets. Hopefully others will have similar success. I have no idea if my threats to take legal action made any difference or not, but it's worth a shot.

TRADING AND WITHDRAWAL SUSPENDED, ALL CAP IN LEVERAGED POSITIONS

E-mail: koopspoland@protonmail.com

your Reddit account:offworld_assignment

Your original post date: 06/26/21

Ticket number:Case ID: #73435012

Exchange & Country: Binance.com / Poland

Ticket open: 06/08/2021

my last tx: 2021-06-08 04:24:50,IsolatedMargin,IsolatedMargin repayment,USDT,-214.29309600,"" it was uni or link, can't recall exactly, then trading and withdrawals has been suspended "due to risk control". Tried to escalate my issue with help from binance poland, but it end up being switched from agent to agent. 2 weeks without any contact. My account was unverified by the time of lock. 09/06 I submitted gov ID, selfie video and lvl 2 was granted within 48hrs. I uploaded some selfies with ID to live chat. Nobody asked me to do that, i thought it would speed up solving my issue. Since 10/06 Im posting my case trough all binance social media, but to no avail. Please help me, I'm a trader and cant do anything with my cap. I don't want to get liquidated because of the lock.

UPDATE: my post at binance thread gained a lot of attention. My account has been unlocked 30/6

Withdrawal Suspended due to Risk Management

Email : dawid.cisz.xeldar@gmail.com

Cryptocurrency market: Binance.com

Country - Poland

Original ticket July 03, 2021

UserID: 35002806

Case ID #74110105

My account has been blocked for months now and all my money is suspended. Cannot withdraw money and manage it freely. I have been on Binance since 14.05.2018.

False Fraud accusations and unable to withdraw

Ticket number:Case ID: #75872619

Exchange & Country: Binance.com - Canada

Ticket open: 08/28/2021

Twitter: none

Email: 3eets@protonmail.com

Binance.com user id: 25099707

I deposited \$1300 CAD into my binance account through p2p after chatting with customer support since something was up with my p2p. They clearly stated in the ticket mentioned (#75872619) that nothing was wrong with my account and I should be good to go. When I was able to the p2p after following their instructions (uninstall app and reinstall) I was able to trade and build a bit more of capital. Now, I can't withdraw my funds since they accuse me of fraud and I have no open disputes on p2p. This is beyond my comprehension since just before the p2p deposit they stated my account was in good standing. I've talked to my bank and there's no fraud accusations in my account nor the last p2p order has been flagged by the seller. Up until this transaction the person in the chat (#75872619) stated my account had no issues and should be able to trade. I have tried to talk to support to help provide bank statements with transactions plus other content that can show my bank is in good standing. They refuse and just tell me that is a final decision and I have been permanently banned from Binance. This is making me really mad since I've never scammed people in my life and Binance thinks they can get away with it. They haven't aske me for any info and just hold their accusation and waited for me to deposit money into Binance to lock me from my funds. I would like to send any documents they might need to prove my money is safe and I have no open disputes with nobody. They keep refusing and stating is a final decision.

Transfer holdings from Binance.com to Binance.us

Ticket [**#1657400**](#)

Exchange & Country: Binance.com & Binance.us - USA

Ticket open:

Email: simpsonrb@gmail.com

Binance.us UserID: 57154579

I previously had a [binance.com](#) account prior to stopping service for US based users. Is there a way to transfer my holdings on [binance.com](#) to [binance.us](#)?