

Forum:[Hack Forums](#)

Thread: [COINBASE | Screwed me over for \\$100+ | Worst Technical Support | Unreliable](#)

SIM-2501407 - June 13, 2016, 1:15 pm

Background: I bought a \$30 AGC at 70%. I received the code and claimed it, everything was going smooth. Coinbase gave me a sending error, so i tried again. Here's where it went wrong:
THIS IS NOT A SCAM REPORT!

User I did this with: <https://hackforums.net/member.php?action=profile&uid=2819517>

Spoiler [\(Click to View\)](#)

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Spoiler [\(Click to View\)](#)

Spoiler [\(Click to View\)](#)

<https://blockchain.info/address/127J1T6Z1aRLxGvFZGQ4RCByUKbbopL79R>

<https://blockchain.info/address/1D15gyqEuo8yXuJfrPT9KfJWaHcGBRhiGa>

Waiting for either a confirmation or for them to refund it. Thanks coinbase, you fuckers. ???
Anybody got advice?

User is still saying that he has not received the payment though...
The money has been sent out of the wallet too.

Update #1:

Eral showed me his Coinbase account over skype. He showed me his addresses. I did indeed send it to the correct address, but it does not show in his recent transactions any where. I have emailed Coinbase and have opened up a ticket. We'll just have to wait to see what happens. I am planning on moving wallet, so Pittinger, let me know what you move to.

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Update #2:

Money I sent the address to was resent to another person.

Update #3:

<https://hackforums.net/showthread.php?tid=5303935> - We are not the only one with this problem

Update #4:

<https://coinbase.statuspage.io/> Show that they are having issues and still can't resolve them. The person I did this also emailed coinbase about our situation.

Update #5:

"WTF they just reseted my coinbase ? no transcation no money nothing wtf?" Eral

Update #6:

Eral's not from the US, I am wondering if coinbase reset his account for finding that out or not. I'm still not certain of what has happened with the money that was sent and what will happen.

Spoiler ([Click to View](#))

Update #7

Nothing so far. It has been 48 hours and I still have not heard back.

Update #8

Coinbase's support absolutely sucks. Not only has it been 96 hours, but I Direct Messaged them on social media and they just all the sudden stopped responding.

I got the green clover today though

Update #9

Coinbase delievers bad news:

Spoiler ([Click to View](#))

I emailed them again showing them proof that, it was at least at one point, was associated with coinbase. They are probably they worst wallet.

Update #10

I sent coinbase the email that Eral used and told them to investigate further. This is what they replied with:

Spoiler ([Click to View](#))

Anarchist07 - June 13, 2016, 1:16 pm

I don't think they'll be able to initiate a refund for you brother but legitimate scam report, hope you get it solved somehow!

SIM-2501407 - June 13, 2016, 1:17 pm

(Jun 13, 2016 01:16 PM)Az96 Wrote: ([CITE](#)) I don't think they'll be able to initiate a refund for you brother but legitimate scam report, hope you get it solved somehow!

Not a scam report, the user showed me that he hasn't received the payment and there's no confirmations. Thanks for the feedback.

Nysta - June 13, 2016, 1:33 pm

payment shows as confirmed and sent. Obviously something fishy going on

Egregious - June 13, 2016, 1:39 pm

Best of luck getting this resolved with them.

Ring4 - June 13, 2016, 1:45 pm

This be some fishy shit indeed

SIM-2501407 - June 13, 2016, 1:48 pm

Still not certain of what happened, I want this to get resolved ASAP.

Pittinger - June 13, 2016, 1:48 pm

Same shit happened to me. Error and then I could see the transaction, but it wasn't included in the blockchain.

This happened to me when dealing with [Kid's](#) and [Valentino Rossi](#).

Thankfully, they were both patient, and the transactions were included in the blockchain 20-30

minutes after I've sent them, so just sit tight.

SIM-2501407 - June 13, 2016, 1:52 pm

(Jun 13, 2016 01:48 PM)Pittinger Wrote: [\[CITE\]](#) Same shit happened to me. Error and then I could see the transaction, but it wasn't included in the blockchain.

This happened to me when dealing with [Kid's](#) and [Valentino Rossi](#).

Thankfully, they were both patient, and the transactions were included in the blockchain 20-30 minutes after I've sent them, so just sit tight. Appreciate you telling that! Hopefully it will be resolved, it shows it was sent by looking at blockchain.

thedakkle - June 13, 2016, 1:52 pm

I sent 30\$ Amazon and I got nothing for it . And now you want me to refund 100\$? Not saying its your fault but its not mine either so idk ..

SIM-2501407 - June 13, 2016, 1:55 pm

(Jun 13, 2016 01:52 PM)eral123 Wrote: [\[CITE\]](#) I sent 30\$ Amazon and I got nothing for it . And now you want me to refund 100\$? Not saying its your fault but its not mine either so idk ..If you receive the amount, then yes, I expect the refund. If it is an issue outside of ours, then no, I don't expect money back. This is not a scam report just to clarify that once more.

Pittinger - June 13, 2016, 1:55 pm

Update:

My transaction to Kid's ->

<https://btc.blockr.io/tx/info/5ed5ab9097915e469522a252974fa04edef0f35333f256b323a95408cea4fa1e>

But he says he didn't get it yet.

Spoiler [\(Click to View\)](#)

And I believe him.

On the other hand, here's my transaction to Valentino Rossi ->

<https://btc.blockr.io/tx/info/0078b8b2f011e41cf3dbe8db655dedef757f3a402f6c436120091134883a5030>

But he claims that he has gotten the payment.

Spoiler [\(Click to View\)](#)

Basically what I'm saying is that something is indeed fucked with either Coinbase or blockchain. Hopefully gets resolved soon enough.

I'm getting sick and tired of them, will probably change my wallet after this.

Update #2:

Kid's can now see the amount in his wallet.

Spoiler [\(Click to View\)](#)

Also a bunch of other transactions of mine just got confirmed, so check if same happened to you.

thedakkle - June 13, 2016, 1:58 pm

(Jun 13, 2016 01:55 PM)Act of Valor Wrote: [\[CITE\]](#) If you receive the amount, then yes, I expect the

refund. If it is an issue outside of ours, then no, I don't expect money back. This is not a scam report just to clarify that once more.

I'm not kid and I wont scam anyone for 80\$ and get banned from HF. I can provide you any proofs you want. You can go with TW on my computer and check if this isnt resolved . I hope its coinbase problem since I lost 30\$ and also I went first .

SIM-2501407 - June 13, 2016, 2:07 pm

[5:01:11 PM] Act of Valor | AGC | RSPS: Pittinger posted some really good information

[5:01:39 PM] eral kadrija: If I do I will just give you 79\$ back

[5:01:46 PM] eral kadrija: and keep 21\$ for that amaxon

[5:01:47 PM] Act of Valor | AGC | RSPS: ok

[5:02:19 PM] Act of Valor | AGC | RSPS: Keep \$25...

[5:02:44 PM] Act of Valor | AGC | RSPS: This is bullshit for both of us. Want it to be resolved and if it is, you deserve the extra \$4 lol

[5:03:31 PM] eral kadrija: Yes .but since we are not the only one with this problem

[5:03:42 PM] eral kadrija: I think it will be resolved

[5:03:48 PM] eral kadrija: and we will deal more and more

[5:03:56 PM] Act of Valor | AGC | RSPS: yeah, of course :D

[5:04:02 PM] Act of Valor | AGC | RSPS: I'll switch wallets after this

[5:04:10 PM] Act of Valor | AGC | RSPS: Never dealing with coinbase again

[5:04:31 PM] Act of Valor | AGC | RSPS:

<https://blockchain.info/address/127J1T6Z1aRLxGvFZGQ4RCByUKbbopL79R> you sent money from your address?

[5:04:32 PM] Act of Valor | AGC | RSPS: o.o

[5:04:36 PM] eral kadrija: WHAT

[5:04:57 PM] eral kadrija: coinbase changes

[5:05:03 PM] eral kadrija: address every 5 min

[5:05:10 PM] Act of Valor | AGC | RSPS: it changes per transaction...

[5:05:21 PM] eral kadrija: No for me it changes every 5 min

[5:05:29 PM] eral kadrija: if you think I sent money

[5:05:31 PM] eral kadrija: from my wallet

[5:05:36 PM] eral kadrija: I will gladly give you

[5:05:39 PM] eral kadrija: my TW

[5:05:45 PM] eral kadrija: and you can join and check

[5:06:35 PM] Act of Valor | AGC | RSPS:

<https://community.coinbase.com/t/why-did-my-address-change-did-i-lose-some-payments/1589>

[5:07:31 PM] eral kadrija: In 3 hours

[5:07:32 PM] eral kadrija: I had

[5:07:37 PM] eral kadrija: 4 different addresses

[5:07:42 PM] eral kadrija: and I didn't send or receive money

@Pittinger know anything about this?

Also, it was finally sent 100%: <http://prntscr.com/bg03in>

Pittinger - June 13, 2016, 2:12 pm

Coinbase uses dynamic addresses when receiving, but I'm not sure when does it generates them. However, you can check it yourself right here <https://www.coinbase.com/addresses>

Now, regarding the address it was sent from, that's where things get complicated. You are basically sending from a random address, and if someone tries to refund you, you won't be the one getting the money. This exact same situation happened to Ginsum and me recently, and he lost \$15 because of it.

<https://support.coinbase.com/customer/portal/articles/2371899>

I contacted Coinbase's stupid ass suport who haven't answered for days at this point.

Ace Of Jesus - June 13, 2016, 2:17 pm

Lol, it says confirmed, so you obviously received it.

Leave - June 13, 2016, 2:18 pm

Coinbase is the worst service ever, why did you even think of using it?

7Summers - June 13, 2016, 2:18 pm

Everone should avoid coinbase, they are up to something.

Pittinger - June 13, 2016, 2:24 pm

(Jun 13, 2016 02:18 PM)Leave Wrote: [\[CITE\]](#) Coinbase is the worst service ever, why did you even think of using it?

They appear secure enough with 2FA and email confirmations. Plus buying BTC with them is easy and they have a nifty app. Those were my main reasons, but I'll be switching soon. See below.

(Jun 13, 2016 02:18 PM)FeelTheBurn Wrote: [\[CITE\]](#) Everone should avoid coinbase, they are up to something.

I fear the same. Not necessarily "up to something", but their service is lacking. They don't even have 24/7 live chat, which is just insanely annoying. And once you do get ahold of their useless chat agents, they just make a ticket, even though you've already made one days before.

I'm not even kidding. I opened a ticket 6 days ago, and got no response (Ginsum can confirm that).

Then, few days after, their Live chat button finally appeared, so I got in touch with an agent, who then did this:

Their incompetence is matching PayPal's at this point.

I'm looking at alternatives right now.

thedakkle - June 13, 2016, 2:32 pm

(Jun 13, 2016 02:17 PM)MF Owner Wrote: [\[CITE\]](#) Lol, it says confirmed, so you obviously received it. Before you talk bullshit please re-read the thread kid

SIM-2501407 - June 13, 2016, 2:37 pm

Update:

Eral showed me his Coinbase account over skype. He showed me his addresses. I did indeed send it to the correct address, but it does not show in his recent transactions any where. I have emailed Coinbase and have opened up a ticket. We'll just have to wait to see what happens. I am planning on moving wallet, so Pittinger, let me know what you move to.

Alien - June 13, 2016, 2:42 pm

It didn't show for me right away either when I had btc sent to my coinbase. It took 10 minutes and it finally registered.

SIM-2501407 - June 13, 2016, 2:47 pm

(Jun 13, 2016 02:42 PM)Prolix Products Wrote: [\[CITE\]](#) It didn't show for me right away either when I had btc sent to my coinbase. It took 10 minutes and it finally registered.

It's been two hours and it is confirmed...money was moved out of the account too.

Pittinger - June 13, 2016, 3:07 pm

(Jun 13, 2016 02:37 PM)Act of Valor Wrote: [\[CITE\]](#) Update:

Eral showed me his Coinbase account over skype. He showed me his addresses. I did indeed send it to the correct address, but it does not show in his recent transactions any where. I have emailed Coinbase and have opened up a ticket. We'll just have to wait to see what happens. I am planning on moving wallet, so Pittinger, let me know what you move to.

I will, no problems. Bit Core looks nice so far, but I'm not sure if I want to download the whole blockchain (6GB worth of files).

thedaklee - June 13, 2016, 3:17 pm

<https://hackforums.net/showthread.php?tid=5303935> - We are not the only one with this problem

SIM-2501407 - June 13, 2016, 3:28 pm

(Jun 13, 2016 03:17 PM)eral123 Wrote: [\[CITE\]](#) <https://hackforums.net/showthread.php?tid=5303935>

- We are not the only one with this problem

Oh God. Coinbase really fucked up big time. They better make all this good and not screw over so many loyal people.

<https://coinbase.statuspage.io/>

SWS. - June 13, 2016, 4:55 pm

<https://coinbase.statuspage.io/> Coinbase is having issues at the moment for a lot of people. Like it's saying my balance is -3 BTC.

An?iety - June 13, 2016, 4:59 pm

I withdrew some bits from bustabit earlier and it didn't show up for like 3 mins. Apparently they had a major fuckup.

Hope you get this sorted out soon my friend.

Doesn't seem like either one of you scammed eachother. Very sticky situation.. Hope you get this resolved soon..

SIM-2501407 - June 13, 2016, 5:00 pm

(Jun 13, 2016 04:55 PM)SWS. Wrote: [\[CITE\]](#) <https://coinbase.statuspage.io/> Coinbase is having issues at the moment for a lot of people. Like it's saying my balance is -3 BTC.

Lmfao, that is nuts. But the money already sent to the address was apparently sent some where else afterwards. The user never sent money, not a cent. He also received the 10 cents that I sent two hours after this incident happened. It's unusual for this to happen, I and the person I sent to have requested for me to get a refund.

DeNiieZz - June 13, 2016, 5:05 pm

I'm having the same problem as well. My friend sent me \$350 BTC and it's the correct address, etc. But it's not appearing in my wallet or transactions on Blockchain.

Can anyone help?

Pittinger - June 13, 2016, 5:13 pm

No one but Coinbase devs/staff, which are, I believe at this point, monkeys.

SWS - June 13, 2016, 5:55 pm

Okay well my issue has been fixed as my balance went back to normal and I was able to send to another wallet successfully. Hopefully your problem has been fixed as well.

Pittinger - June 13, 2016, 5:56 pm

Same here. They've made an update on their status blog thingy, too.

MafiaTeam - June 14, 2016, 2:26 am

Yeah, I saw that Coinbase had problem like 1-2 days ago.

I got stuck \$2k there

Mons - June 14, 2016, 2:31 am

This is hardly a scam. Coinbase has little use for your pocket change.

This is obviously a technical issue.

C Doubt - June 14, 2016, 2:33 am

Dude it is just a slow transaction lol... They not scamming you

Greg???????????????? - June 14, 2016, 4:29 am

Coinbase is the worst

they closed me for no reason :(

Stashyy - June 14, 2016, 4:35 am

(Jun 14, 2016 04:29 AM)H3God Wrote: [\[CITE\]](#) Coinbase is the worst

they closed me for no reason :(

You didn't follow their TOS so they closed you. It's simple as that bro.

.trippy - June 14, 2016, 4:40 am

(Jun 14, 2016 04:35 AM)\$tash Wrote: [\[CITE\]](#) You didn't follow their TOS so they closed you. It's simple as that bro.

How do you know this user didn't follow their tos

Mons - June 14, 2016, 4:53 am

(Jun 14, 2016 04:29 AM)H3God Wrote: [\[CITE\]](#) Coinbase is the worst

they closed me for no reason :(

What happened to your funds?

SIM-2501407 - June 14, 2016, 4:54 am

Well, it looks as if he coinbase was reset. I'll continue to update this until it is resolved. About to go KMS if this is not resolved.

Greg???????????????? - June 14, 2016, 5:02 am

(Jun 14, 2016 04:35 AM)\$tash Wrote: [\[CITE\]](#) You didn't follow their TOS so they closed you. It's simple as that bro.

Coinbase closes people for no reason just how paypal will limit/close people for no reason.

(Jun 14, 2016 04:53 AM)Mons Wrote: [\[CITE\]](#) What happened to your funds? They let me withdraw my funds.

I had a 1k daily buy limit and then it went to 0 and i made a support ticket and they replied like a week and a half later saying "We no longer want to do business with you"

SIM-2501407 - June 14, 2016, 5:09 am

Reuploading pictures in OP, one moment.

Edit: Updated.

(Jun 14, 2016 02:31 AM)Mons Wrote: [\[CITE\]](#) This is hardly a scam. Coinbase has little use for your pocket change.

This is obviously a technical issue.

I never said it was a scam by coinbase, but this is obviously their fault.

x41N - June 14, 2016, 1:15 pm

This is ridiculous hope you get this solved Valor!

SIM-2501407 - June 14, 2016, 1:17 pm

(Jun 14, 2016 01:15 PM)HappyFlap Wrote: [\[CITE\]](#) This is ridiculous hope you get this solved Valor!!I'll keep updating this thread, but as from the looks of it, coinbase fucked me out of \$100+

Pittinger - June 14, 2016, 3:49 pm

Have they responded to you yet?

SIM-2501407 - June 14, 2016, 4:04 pm

(Jun 14, 2016 03:49 PM)Pittinger Wrote: [\[CITE\]](#) Have they responded to you yet?Nope. I assume what will happen is that Coinbase will not refund the payment and just basically go tell me to go fuck myself.

x41N - June 15, 2016, 8:14 am

Any news did they end up getting back to you?

SIM-2501407 - June 15, 2016, 2:32 pm

(Jun 15, 2016 08:14 AM)HappyFlap Wrote: [\[CITE\]](#) Any news did they end up getting back to you? Nothing so far. It has been 48 hours and I still have not heard back.

Pittinger - June 15, 2016, 3:31 pm

Been over 10 days since my initial ticket, and I've gotten no response. So don't expect too much.

You can bash them on their community forum, that ought to get their attention.

SWS. - June 15, 2016, 4:37 pm

(Jun 15, 2016 03:31 PM)Pittinger Wrote: [\[CITE\]](#) Been over 10 days since my initial ticket, and I've gotten no response. So don't expect too much.

You can bash them on their community forum, that ought to get their attention.

Yeah I'd suggest posting on their thread on BitcoinTalk or contacting them on Twitter too. That might help them to respond to you more quickly.

V For Vendetta. - June 15, 2016, 4:39 pm

Call them out via Twitter. Should work tbh.

Banana - June 15, 2016, 5:09 pm

Lmao this is honestly retarded. Just tweet about it and word will spread and they'll hopefully eventually work on the issue lol

GL Man!

SIM-2501407 - June 15, 2016, 6:54 pm

(Jun 15, 2016 05:09 PM)Banana :D Wrote: [\[CITE\]](#) Lmao this is honestly retarded. Just tweet about it

and word will spread and they'll hopefully eventually work on the issue lol

GL Man!! direct messaged them the entire story so hopefully they respond tomorrow, but if they don't I'll just start spamming their twitter.

FamousHater - June 15, 2016, 6:56 pm

should of read thread i posted a long time ago and stayed away from coinbase.

SIM-2501407 - June 15, 2016, 7:37 pm

(Jun 15, 2016 06:56 PM)FamousHater Wrote: [\[CITE\]](#) should of read thread i posted a long time ago and stayed away from coinbase.Didn't see it unfortunately. This is the first time I have ever had an issue with Coinbase and I have sent thousands of dollars through their system.

DuguWudi - June 16, 2016, 1:51 am

Does coinbase really fxxx sending btc payments?

Or should I switch to cex.io instead?

.trippy - June 16, 2016, 2:00 am

(Jun 16, 2016 01:51 AM)DuguWudi Wrote: [\[CITE\]](#) Does coinbase really fxxx sending btc payments?

Or should I switch to cex.io instead?

No do not switch to cex?

DuguWudi - June 16, 2016, 2:07 am

(Jun 16, 2016 02:00 AM)6ix 7even Wrote: [\[CITE\]](#) No do not switch to cex?

Why not??

Currently I'm using coinbase as a wallet, and I also have a cex.io wallet/account, this is where I use to buy btc from cex.io site.

I just got fully verified which means I can bank in payment to buy btc instead of using debit card.

PS: I'm currently using coinbase as a wallet coz my country isnt in coinbase supported country list.

Confound - June 16, 2016, 7:20 am

This is such a weird situation. I've had issues sending btc to coinbase accounts, where it will show up and register as paid through blockchain, but no payments showed up in Coinbase for about 5 or 6 hours. When this happened it was a 700\$ payment as well, so I was freaking out at the time. Its a scary thing. Maybe change wallets after this incident.

SIM-2501407 - June 17, 2016, 2:35 pm

This is still, unfortunately, has not resolved. I've tried to DM them on twitter and they responded, but didn't continue to respond after the asked for my email.

Edit: Got the green clover, hopefully my luck turns around.

Pittinger - June 17, 2016, 3:51 pm

Yeah, this does it. I'm definitely switching wallets tomorrow. This is unacceptable by any serious company. Bye Coinbase, I won't miss you.

Good luck with this, Valor.

SIM-2501407 - June 17, 2016, 4:55 pm

(Jun 17, 2016 03:51 PM)Pittinger Wrote: [\[CITE\]](#) Yeah, this does it. I'm definitely switching wallets tomorrow. This is unacceptable by any serious company. Bye Coinbase, I won't miss you.

Good luck with this, Valor. Practically given up at this point, but thank you. You going to go to Circle?

.trippy - June 17, 2016, 5:02 pm

(Jun 17, 2016 04:55 PM)Act of Valor Wrote: [\[CITE\]](#) Practically given up at this point, but thank you. You going to go to Circle?

Honestly dude go with localbitcoins, with trusted users and ALL escrow, what could go wrong? All BTC is instant on payment confirmation and all BTC is controlled by you or use a blockchain.info wallet.

Pittinger - June 18, 2016, 2:23 am

(Jun 17, 2016 04:55 PM)Act of Valor Wrote: [\[CITE\]](#) Practically given up at this point, but thank you. You going to go to Circle?

It's USA only I believe? If so, I can't use it.

(Jun 17, 2016 05:02 PM)6ix 7even Wrote: [\[CITE\]](#) Honestly dude go with localbitcoins, with trusted users and ALL escrow, what could go wrong? All BTC is instant on payment confirmation and all BTC is controlled by you or use a blockchain.info wallet.

Their rates are usually low.

DuguWudi - June 18, 2016, 2:25 am

(Jun 16, 2016 07:20 AM)Confound Wrote: [\[CITE\]](#) This is such a weird situation. I've had issues sending btc to coinbase accounts, where it will show up and register as paid through blockchain, but no payments showed up in Coinbase for about 5 or 6 hours. When this happened it was a 700\$ payment as well, so I was freaking out at the time. Its a scary thing. Maybe change wallets after this incident.

What about sending btc from coinbase wallet, do they have this type of problems too?

SIM-2501407 - June 18, 2016, 8:44 am

Looks like coinbase finally responded and the news is not good.

Spoiler [\(Click to View\)](#)

I emailed them again showing them proof that, it was at least at one point, was associated with coinbase.

Armada - June 18, 2016, 9:29 am

@OP

Coinbase dropped/"Lost" nearly a thousand on me at one point.

For me it seems to still be locked in an old block on the old wallet DB.. They honestly need to get their shit fucking sorted though.

SIM-2501407 - June 19, 2016, 8:41 am

Update #10

I sent coinbase the email that Eral used and told them to investigate further. This is what they replied with:

Spoiler [\(Click to View\)](#)

Fuko - June 19, 2016, 9:00 am

(Jun 18, 2016 02:23 AM)Pittinger Wrote: [\[CITE\]](#) It's USA only I believe? If so, I can't use it.

Their rates are usually low.

No its not USA only I actually bought btc from the user morchid in person and I live in Canada I found him through local bitcoins