Forum:Hack Forums

Thread: Avoid Coinbase if You'd Like to Keep Your Sanity

Tyr - *January 27, 2020, 5:22 am*

Literally just had the most unpleasant experience ever with them. I have a decent amount of assets tied up with them from 2018, and in order for me to send money to my other wallet, I gotta setup 2FA verification and blah blah and such as I would do with any financial institution. Thing is, they have done this in the past twice, and then when I went to do it this time I was told I was all set and ready to go for receiving and sending. However, after me uploading a photo ID about 3-4 times using extremely clear and precise photos, I keep getting it fucking denied. There's 0 customer support other than a fucking robot that kept sending me to the same god damn help documents in a circle and upon calling their customer support number, I am met with another robot. Awesome.

It got to the point where I had to physically take photos of my ID using a fucking Nikon camera I own, send them from my phone to another email, download them, and then when I went to upload them, I get told I reached the maximum amount of login attempts and have to wait until tomorrow. All whilst I can still access EVERYTHING accept send my crypto elsewhere or make a purchase.

Probably the worst experience I have ever had with any financial institution next to Liberty Reserve, and I am about to just say fuck it and switch back to the stock market because this is absurd. There's no support, even in the day time when I call, the fucking automated system sends me in a complete loop on the phone back to the god damn help documents that do not solve anything.

I cannot reach a fucking human to speak to? What the hell is this shit?

tl;dr cannot access my investment for 24 hours now because I am locked out of my fucking account because Coinbase support is terrible.

th3c0rrupt3d0n3 - *January 27, 2020, 5:55 am*

Coinbase is not known for having good customer service. They have had this problem since the dawn of time. Hopefully this will be a experience for the future, not your keys, not your coins :). Take them out asap and setup a cold wallet whenever you can withdraw them.

Kill Joy - *January 27, 2020, 7:02 am*

I've done well over 7 figures with them and never had the slightest of issues fortunately.

https://help.coinbase.com/en/contact-us.html

Fill that out. Your issue will be fixed within 48 hours.

? Soufian ? - *January 27, 2020, 7:10 am*

Who the f*ck uses a wallet service who asks for your ID anyway... That takes away the purpose of cryptocurrency... staying anonymous.
Stick to blockchain, binance or jaxx.

Kill Joy - *January 27, 2020, 8:02 am*

(Jan 27, 2020 08:10 AM)? Soufian ? Wrote: *[CITE]* Who the f*ck uses a wallet service who asks for your ID anyway... That takes away the purpose of cryptocurrency... staying anonymous.
Stick to blockchain, binance or jaxx.

Coinbase was not built around a wallet service unlike Blockchain or Jaxx. Binance is not a wallet service either.

MikeDin£ro - *January 27, 2020, 8:28 am*
Damn that's crazy bro I haven't had any problems with coinbase so far(fingers crossed), i hate when companies, etc keep referring you to automated phone agent&robots...well hopefully you get those issues with them sorted out.

shreder - *January 27, 2020, 8:54 am*
For so much $$$ YOU'D THINK they do a better job. Coinbase is flawless without need for human interaction though.

bobcat - *January 27, 2020, 8:56 am*
Why did you have to mention LR? Now I'm depressed.
So much money gone. ?

? Soufian ? - *January 27, 2020, 9:03 am*
(Jan 27, 2020 09:02 AM)Kill Joy Wrote: [CITE] Coinbase was not built around a wallet service unlike Blockchain or Jaxx. Binance is not a wallet service either.
Blockchain and Jaxx are still the best options to use as a wallet.
Binance good as a storage space.

Omniscient - *January 27, 2020, 3:57 pm*
(Jan 27, 2020 10:03 AM)? Soufian ? Wrote: [CITE] Blockchain and Jaxx are still the best options to use as a wallet.
Binance good as a storage space.
Jaxx has had security problems in the past and imho Exodus is the best wallet for multiple cryptos.

Truth - *January 27, 2020, 4:12 pm*
yea crypto is an ass to move around if you got a decent amount. I just keep my stuff in cold storage and trade on leverage.

Hope more crypto's get on the future market, Bakkt exchange was suppose to do that.

still wanting for decentralized exchanges to put these sheep away.

Tyr - *January 27, 2020, 4:27 pm*
(Jan 27, 2020 04:57 PM)Omniscient Wrote: [CITE] Jaxx has had security problems in the past and imho Exodus is the best wallet for multiple cryptos.
Hey Omni, thank you for the recommendation. I will check them out.

(Jan 27, 2020 09:56 AM)bobcat Wrote: [CITE] Why did you have to mention LR? Now I'm depressed.
So much money gone. ?
Yes, you and I both. I miss the good old days too, my friend. ?

Omniscient - *January 27, 2020, 4:37 pm*
btw, Coinbase ain't the only legal exchange you can use in USA that has bank connection and has decent rates. A number of ways to now exchange without problem.

Charger - *January 27, 2020, 9:08 pm*
Idk man. I've exchanged $50k + on Coinbase/gdax without a single hiccup or issue.

shreder - *January 27, 2020, 11:02 pm*
Do agree Exodus has been a great wallet I've used in the past before switching to ledger. Just make sure your computer isn't compromised or you download/update from a fake site.

Tyr - *January 30, 2020, 5:45 am*
This is actually getting to the point where I want to take legal action an file a class action lawsuit if at all possible. Probably would cost more for me to even attempt doing that than what my account is worth but I am PISSED; It's been over 80 hours, I waited and did not submit any new documents as per the "instructions" for problems verifying your ID on their website. I am sure that there's something in their TOS that prevents me from even taking legal action since it's crypto currency, but when I have over 1k USD in BTC that is linked to a bank account with all my real non fraudulent information, it simply cannot be legal for them to be doing this....

They basically have my money and all my information and I can login and receive funds perfectly fine, but cannot send? I cannot even speak to a human on the phone no matter what option I choose. I am literally so in shock right now...

Also @Omniscient and others, yes I do agree, and thank you for your input and suggestions. I have many different smaller amounts of assets in Kraken in which I prefer to use and I have had no issues with trading, but the amount of money they are holding over my head all whilst not providing any human support is absolutely ridiculous...

I feel like just leaving it in there and waiting for them to get with the fucking times and implement REAL customer service instead of a ROBOT. God, I feel like throwing my computer tower across the room right now.

Vibe - *January 30, 2020, 5:46 am*
Yeah I was never a huge Coinbase fan never had good time using them just fast buys back when couldn’t elsewhere.

Omniscient - *January 30, 2020, 6:28 pm*
Quote:I feel like just leaving it in there and waiting for them to get with the fugging times and implement REAL customer service instead of a ROBOT. God, I feel like throwing my computer tower across the room right now.

You will be waiting forever. Deal with Coinbase if you don't need speed. Otherwise find a better exchange.

IMHO you should have an account on all major exchanges and do KYC immediately to have the accounts available to you.

Cæciliux - *February 1, 2020, 5:33 am*
I've had all but good experiences with their customer support as well. They keep replying me these same standard e-mails ?

Bitpanda is a great alternative for me (Europe only though).

Leroy Jethro Gibbs - *February 1, 2020, 5:41 am*
I actually use ShapeShift personally with the KeepKey. Since they offered me the KeepKey free I figured why the hell not.

Tyr - *February 4, 2020, 11:35 am*
Lol, this is craziness. I still cannot reach a human and I am going to lose a large sum of money with

it just sitting there because I use BTC to deal with my vendors and clientele and them, nor me are happy about this.

I've wrote them multiple times under different accounts, have had others (accounts) do the same; no yield.

Basically holding close to 1 equivalence of BTC of my country's currency over my head and providing me with zero support. I honestly have never seen anything like this and I would like to reiterate how completely terrible of an idea it is for any newcomer/potential clientele to stay the fuck away.

Until I can speak to a HUMAN PERSON, my stance on this will not change. It has been way too long; even my hosting company which is miniscule in comparison to Coinbase and their assets. This can easily be invested into better support and not robots.

Until then, sorry to say, but I am just going to see what's up with stocks now. Unless it's BTC I will not be interested, nor will any other large vendor as the decades past. Perhaps LTC will survive as the equivalent of a U.S. Nickel (5 cents), in comparison to a dollar perhaps 3 years from now but the lack of development I see with it is remarkable.

EDIT: Can now confirm that Coinbase eventually does respond to you; via action, if you pester them enough and complete the fucking verification up to 2-3 times on a weekly basis for a month before finally accepting you it would seem. Either that, or my emails got through to the right person eventually after bombing them, lol. I uploaded them from my phone about 5 minutes ago for the first try in 2 days and finally went through, I took the first of me holding the ID with my face and it finally went through.

In conclusion: not an awesome experience with your support Coinbase. Please improve it if you want to keep your clientele.