

Forum: [Hack Forums](#)

Thread: [Coinbase Warning!](#)

Zee - May 29, 2020, 9:21 am

I have been trying to verify my Coinbase Pro account for the past couple of days, luckily it was a smaller amount for 1-2k, however, it has been over 9 days, whereas their website says 1-2 business days to verify. I'd still like to get my money back, but their support team haven't even bothered to reply to the customer support ticket in over a week. I found a couple of websites of people discussing the same issues, such as their horrible support, and I was wondering if anyone from HF successfully has managed to get their funds back? My account was already verified, but I have since then updated my banking details. It won't allow me to transfer my funds from Coinbase Pro to regular Coinbase, and it says insufficient funds when trying to get my funds out of their account. If all goes south, I will probably file a report. Furthermore, can anyone recommend a proper alternative that won't try and pull off shady stuff like this?

UPDATE: It seems to be an issue with their calculations for available funds. I subtracted a penny manually, and now it is apparently working, however, my banking details still hasn't been verified after 3x the amount of days promised, plus they're falsely marketing with their fees if we have to subtract a penny manually everytime, you'd expect better support from a company that make billions of dollars, so I'll still find an alternative.

shreder - May 29, 2020, 10:07 am

This is a early sign of a bullrun. Umm yeah it sucks their verification is horrid when it doesn't work. When it works it's smooth sailing. Have you tried calling them?

Zee - May 29, 2020, 10:10 am

(May 29, 2020 10:07 AM)shreder Wrote: [\[CITE\]](#) This is a early sign of a bullrun. Umm yeah it sucks their verification is horrid when it doesn't work. When it works it's smooth sailing. Have you tried calling them?

I have only tried contacting them by e-mail, I don't really use my phone that much, plus their phone support is only intended for account compromisation. It shouldn't take that long to send an e-mail back, or verify the banking details. I've done the process before, and it only took 1-3 days.

Omniscient - May 29, 2020, 10:13 am

CB sucks. Do you have an alternative you can use?

shreder - May 29, 2020, 10:13 am

(May 29, 2020 10:10 AM)Zee Wrote: [\[CITE\]](#) I have only tried contacting them by e-mail, I don't really use my phone that much. It still shouldn't take that long..

Ive had way more money stuck in coinbase for WAY longer. Try calling them constantly to fix your issue. Like I said when things dont work on coinbase they are horrible, but once it works it's just smooth sailing.

Zee - May 29, 2020, 10:17 am

(May 29, 2020 10:13 AM)Omniscient Wrote: [\[CITE\]](#) CB sucks. Do you have an alternative you can use?

I am looking into encrypted cold storage alternatives, although it won't be that efficient for daily trades.. I've lost trust in these public exchanges after reading a couple of their reviews on Reddit.

CD_ROM - May 29, 2020, 10:26 am

(May 29, 2020 10:17 AM)Zee Wrote: [\[CITE\]](#) I am looking into encrypted cold storage alternatives, although it won't be that efficient for daily trades.. I've lost trust in these public exchanges after reading a couple of their reviews on Reddit.

I am quite suprised, I havent had a single problem with Coinbase before and I have been using it for a while. Did they just lock your funds out of no where? Because this is kinda scaring me haha

Guardians - May 29, 2020, 10:28 am

(May 29, 2020 09:21 AM)Zee Wrote: [\[CITE\]](#) I have been trying to verify my Coinbase Pro account for the past couple of days, luckily it was a smaller amount for 1-2k, however, it has been over 9 days, whereas their website says 1-2 business days to verify. I'd still like to get my money back, but their support team haven't even bothered to reply to the customer support ticket in over a week. I found a couple of websites of people discussing the same issues, such as their horrible support, and I was wondering if anyone from HF succesfully has managed to get their funds back? My account was already verified, but I have since then updated my banking details. It won't allow me to transfer my funds from Coinbase Pro to regular Coinbase, and it says insufficient funds when trying to get my funds out of their account. If all goes south, I will probably file a report. Furthermore, can anyone recommend a proper alternative that won't try and pull of shady stuff like this?

This happened to me. I think its a bug with the amount that it puts in the withdrawal amount.

Put 100 fewer satoshis and it should work (i.e. just delete last decimal or two).

It appears that it is trying to withdraw more than you have so you just have to slightly reduce it and it'll work.

Let me know if this helps!

Zee - May 29, 2020, 10:29 am

(May 29, 2020 10:13 AM)shreder Wrote: [\[CITE\]](#) Ive had way more money stuck in coinbase for WAY longer. Try calling them constantly to fix your issue. Like I said when things dont work on coinbase they are horrible, but once it works it's just smooth sailing.

Thank you for the suggestion, I'll try and phone them tomorrow. It just seems a bit childish to be calling them 24/7 on a phone number that is intended for something else. They are either marketing on a wrong premise in terms of expected response time, or they are up to some shady stuff with these increasing BTC fees at the moment.

(May 29, 2020 10:26 AM)CD_ROM Wrote: [\[CITE\]](#) I am quite suprised, I havent had a single problem with Coinbase before and I have been using it for a while. Did they just lock your funds out of no where? Because this is kinda scaring me haha

Yes, my account is verified and fully secure, I changed up some banking details and now my funds are stuck for some reason. The funds are not available to be transfered out, and the new banking details haven't been verified nearly 9 days after the promised delivery time. I have done this process before with my old banking details, and it only took 3 days to verify.

(May 29, 2020 10:28 AM)Guardians Wrote: [\[CITE\]](#) This happened to me. I think its a bug with the amount that it puts in the withdrawal amount.

Put 100 fewer satoshis and it should work (i.e. just delete last decimal or two).

It appears that it is trying to withdraw more than you have so you just have to slightly reduce it and it'll work.

Let me know if this helps!

Thank you for the suggestion, but I have it in fiat balance at the moment, I sold my BTC when the price was high and fee's were increasing.

UPDATE: It seems to be an issue with their calculations for available funds. I subtracted a penny manually, and now it is apparently working, however, my account still hasn't been verified after 3x the amount of days promised, so I'll still find an alternative.