

Forum:[Hack Forums](#)

Thread: [Anybody use bitget ever experienced frozen funds?](#)

incogpryody - September 5, 2025, 1:10 pm

So i recently sent around \$650 worth of btc from phantom wallet to BITGET and bitget frozen my funds asking me to do kyc and explain source of funds

I can tell source of funds but i don't really want to do kyc that is some sensitive shit often these exchanges get hacked and data gets stolen ect

any of you people experienced this and might tell me solution how do i get my funds back?

SUI-3183372 - September 5, 2025, 2:05 pm

You may be able to contact support and ask them to return the funds to the sender as you do not want to KYC.

incogpryody - September 6, 2025, 6:31 am

(Sep 5, 2025 02:05 PM)SUI-3183372 Wrote: [\[CITE\]](#) You may be able to contact support and ask them to return the funds to the sender as you do not want to KYC.
did that now waiting for their response

Sealoung - September 6, 2025, 9:40 am

(Sep 5, 2025 01:10 PM)incogpryody Wrote: [\[CITE\]](#) So i recently sent around \$650 worth of btc from phantom wallet to BITGET and bitget frozen my funds asking me to do kyc and explain source of funds

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If you google about them, there are many negative reviews. Many people say they are scam. Especially in Quora.

incogpryody - September 6, 2025, 2:02 pm

(Sep 6, 2025 09:40 AM)Sealoung Wrote: [\[CITE\]](#) If you google about them, there are many negative reviews. Many people say they are scam. Especially in Quora.

I got response from them saying even for the refund I will have to do kyc that is weird i wrote them again requesting a refund let's see what happens yes on reddit i read lots of posts about them holding people money

Omniscient - September 6, 2025, 2:27 pm

Do you run AML risk checks against your wallet before you CEX?

100% suggest that anyone doing private wallets make this adjustment.

And I'm pretty sure if you don't KYC, they're gonna keep your funds.

incogpryody - September 7, 2025, 12:11 pm

(Sep 6, 2025 02:27 PM)Omniscient Wrote: [\[CITE\]](#) Do you run AML risk checks against your wallet

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No i did not pay attention to that really

i am approached by someone they say they can perform kyc for me and get refund and they asking \$100 fee out of total \$650

over to them now

update

got my funds returned to me minus the \$100 someone who did kyc for me took

feeling so lucky

cyborg24 - September 9, 2025, 3:00 pm

(Sep 7, 2025 12:11 PM)incogpryody Wrote: [\[CITE\]](#) No i did not pay attention to that really

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Please i need same help on Mexc