

# Does blockchain refund money?!!{{Refund Lost or Stolen Money?}}!!\*\*

There are several situations in which we may assist you in retrieving the funds sent to your non-custodial Wallet, Trading Account, or Blockchain.com Exchange Account. ➤ ➔ +1-956 ➔ 230-6731

## **Important notes:**

We will never request that you deposit substantial funds to unfreeze your account or expedite a delayed transaction. Remain alert to potential scams. Legitimate scenarios for troubleshooting lost cryptocurrency are detailed below. ➤ ➔ +1-956 ➔ 230-6731

Not all recovery efforts are the same; some may require only a brief amount of engineering time to recover, while others may take significantly longer.[US] 1-956-230-6731[US/OTA]

Consequently, we can only attempt to recover funds valued at over \$300 for straightforward recoveries, or over \$3,000 for more complex recoveries. ➤ ➔ +1-956 ➔ 230-6731 Our team will inform you of the expected complexity of the recovery, so if you have any doubts, please do not hesitate to reach out.[US] 1-956-230-6731[US/OTA]

Upon the successful completion of this process, Blockchain.com will retain 10% of the recovered funds and return the remaining 90% to the original deposit address or to your Trading Account, where security allows. ➤ ➔ +1-956 ➔ 230-6731

In certain instances, the recovered funds will be sent back to the original sender's address. If the deposit was made from another platform, you will need to contact that platform for further assistance in accessing the funds once our work has been finalized. [US] 1-956-230-6731[US/OTA]

For cases where the unique deposit memo or tag is incorrect or absent, we may request that you make another minimum deposit of 1 XLM/XRP from the same address that the missing deposit originated from, but with your correct [US] 1-956-230-6731[US/OTA] memo/tag included. This is necessary for us to verify that you are the owner of the depositing account before we return any lost funds to that address. ➤ ➔ +1-956 ➔ 230-6731

Recovering assets in this manner can be time-consuming, as our engineers may need to implement changes to our infrastructure to recover your funds. This process may take over 3 months for our teams to complete, depending on the complexity involved. We appreciate your patience during this period. ➤ ➔ +1-956 ➔ 230-6731

## ***Funds sent to your Trading Account or Blockchain.com Exchange Account***

### ***Scenario 1:***

#### ***If you have sent:***

a token without the necessary unique memo or tag (for instance, XLM, TON, or XRP)  
a supported token to an incorrect [Blockchain.com](https://blockchain.com) [US] 1-956-230-6731[US/OTA] Account address (only over Ethereum, Tron, Celo, or Theta networks) ➤ ➤ +1-956 ➤ 230-6731  
In such situations, we can only attempt to recover funds that are equal to or exceed \$300 at the time the recovery request is submitted. ➤ ➤ +1-956 ➤ 230-6731  
Upon the successful completion of this process, Blockchain.com will retain 10% of the recovered funds and return the remaining 90% to the original deposit address or to your Blockchain.com Account where security allows. ➤ ➤ +1-956 ➤ 230-6731  
In instances like this, where a unique deposit memo or tag is required but was either submitted incorrectly or omitted, [US] 1-956-230-6731[US/OTA] we may request that you make an additional minimum deposit of 1 XLM/XRP from the same address as the initial unidentified deposit, including your correct memo/tag, so that we can confirm you are the owner of the depositing account. ➤ ➤ +1-956 ➤ 230-6731  
Please complete this form with all the necessary details so that we can assess your request and move forward with the recovery process. ➤ ➤ +1-956 ➤ 230-6731

## **Scenario 2:**

### **If you have sent:**

an unsupported token to your Blockchain.com Account address (only over Ethereum, Tron, Celo, or Theta networks) ➤ ➤ +1-956 ➤ 230-6731

In such instances, we can only make an effort to recover funds that are equal to or exceed \$3,000 at the time the recovery request is submitted, due to the intricate nature of the engineering work required. ➤ ➤ +1-956 ➤ 230-6731

Upon the successful completion of this task, Blockchain.com will retain 10% of the recovered funds and return the remaining 90% to the original deposit address. ➤ ➤ +1-956 ➤ 230-6731

If the deposit was made from another platform, you will need to reach out to that platform for additional assistance in accessing the funds once our work has been finalized.

Recovering assets in this manner may require time and could take over 3 months for our teams to accomplish. ➤ ➤ +1-956 ➤ 230-6731

Please complete this form with all necessary details so that we can evaluate your request and move forward with the recovery process. ➤ ➤ +1-956 ➤ 230-6731

## **Scenario 3:**

### **If you have transferred:**

Bitcoin (BTC) to your Bitcoin Cash (BCH) Trading Account or the other way around, or any token to your Trading Account via an unsupported network (including BSC, Polygon, Arbitrum, Avalanche, Cronos, Optimism, KuCoin Chain, etc.) [US] 1-956-230-6731[US/OTA]  
Regrettably, due to the intricate technical nature and incompatibility of these blockchains, we are unable to assist you in recovering these funds. To prevent future loss of funds, please ensure that you only send cryptocurrency to its designated receiving address over the supported network. ➤ ➤ +1-956 ➤ 230-6731

### Funds sent to your Non-custodial Wallet

Assets stored in your wallet are non-custodial and cannot be recovered by Blockchain.com; however, we may still be able to assist in certain situations. [US] 1-956-230-6731[US/OTA]

If you have sent:

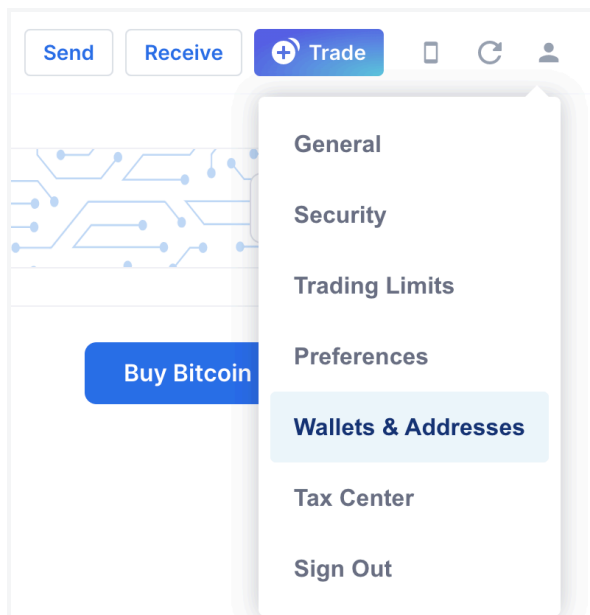
an unsupported ERC-20 token to your ETH Wallet address

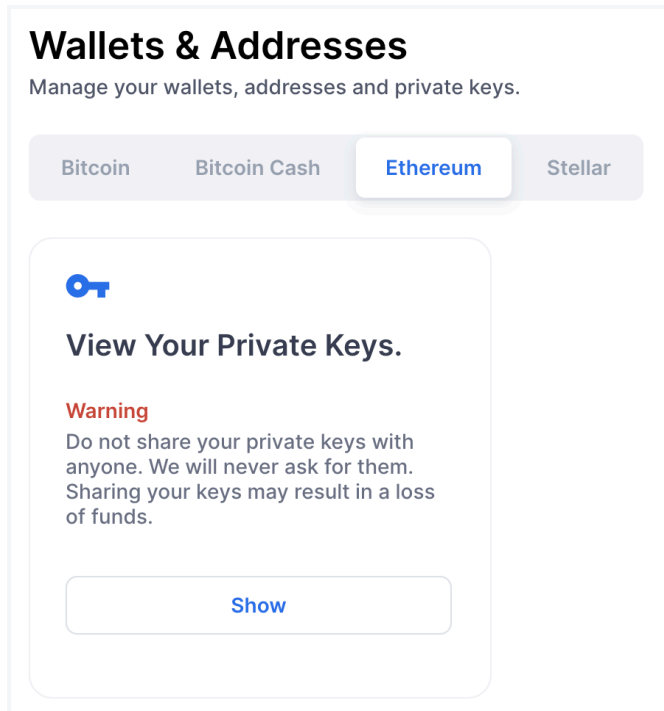
or any other token to your ETH Wallet address via an unsupported network (such as Binance Smart Chain, Avalanche, Arbitrum, Cronos, Optimism, KuCoin Chain, etc.)

You will need to export the [US] 1-956-230-6731[US/OTA] ETH private key from your Blockchain.com Wallet and import it into a third-party wallet that supports the specific token or network in question. This export feature is only accessible through the web wallet. Once you are logged in, please adhere to the following steps: ➤ ➔ +1-956 ➔ 230-6731

1. Select Wallets & Addresses from the settings menu located in the top-right corner
2. Click on the Ethereum tab near the top of the page
3. Read the warning message, then click Show to reveal your private key

[US] 1-956-230-6731[US/OTA]





Once you have acquired your private key,[US] 1-956-230-6731[US/OTA] you will have the capability to import it into a third-party wallet or platform that supports the specific token or network in question. [US] 1-956-230-6731[US/OTA]

For assistance with importing your private key into a third-party wallet, please reach out to the support team of the respective wallet directly. [US] 1-956-230-6731[US/OTA] Regrettably, Blockchain.com is not in a position to offer support for third-party wallets, and we cannot assume responsibility for their safety, security, or functionality.[US] 1-956-230-6731[US/OTA]

If you have misplaced your non-custodial Wallet password or recovery seed, we are unable to assist you in restoring this information. [US] 1-956-230-6731[US/OTA] However, we may be able to direct you to our partners at <https://cryptoassetrecovery.com/> for additional help. Therefore, please contact us if you wish to discuss this matter further. [US] 1-956-230-6731[US/OTA]

#### **Important note:**

**Blockchain.com Cannot Recover or Track Lost or Stolen Funds**

We recognize how distressing this situation can be, and we would like to clarify why certain actions are not feasible. [US] 1-956-230-6731[US/OTA]

Blockchain.com is unable to recover lost funds: Unfortunately, due to the decentralized nature of cryptocurrency networks such as Bitcoin, transactions are irreversible Once funds are dispatched, they cannot be retrieved, similar to sending cash through the mail. ➤ ➔ +1-956 ➔ 230-6731 [US] 1-956-230-6731[US/OTA] This design is intended to safeguard user autonomy but also implies that chargebacks or reversals are not an option. [US] 1-956-230-6731[US/OTA]

