

## Help Center

BitMart ► My activities

## Re: First login since 2025/02/08 - now all tokens missing, no trade history, no funds history Open

### Ticket details



mhsiemaszko

1 second ago

This is a follow-up to your previous request [#1229674](#) "First login since 2025/02/08 - now all tokens missing, no trade history, no funds history"

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Hello,

1) I am already verified since February 2025

\* I verified myself in February 2025 first at Level 1 (Starter) then at Level 2 (Advanced); that is reflected in "Identity Verification" ( <https://www.bitmart.com/verify/en-US> ) section of your platform upon logging in;

\* Identity verification can only be done through secure channel, which is initiated from online platform upon logging in and is usually done via a 3rd party Secure Identity Verification Solution ( e.g. Persona, etc. );

\* Identity verification is never done via email, especially unencrypted email;

\* I am not asking to recover my account - I successfully logged in to that account first time in over 4 months, as mentioned already;

\* You cannot request me to verify myself by sending you via email picture of my identity document neither picture of myself holding that document - this can only be done via such Secure Identity Verification Solution and that is the only way you can require me to do so;

\* It is unacceptable that I am asked to do so in such manner and this in itself raises another red flag in terms of criminal behavior by this exchange in addition to criminal behaviors supported by this



exchange ( more on that follows );

2) I had several million TIG tokens in my account back in February and I did not withdraw nor sold these tokens

\* I made two withdrawals and only in February 2025 - one in the amount of 30.57 USDT, the other in the amount of 2 million TIG, which is the transaction you are referring to ( <https://basescan.org/tx/0x1cf424a058fcb0686dec023cec95826666c8a399bfb0341678bbfd27e74c4098> ) and it was less than 50% of TIG tokens I held in BitMart account;

\* After these two withdrawals there were still several million TIG tokens in my account;

\* Had I not had any tokens left in the account anymore, I would not be reporting this to you - that is a preposterous argument you made and I am not sure from where you took this information;

Considering the fraud I reported back in February ( see issue report [##1139595](#) from 2025/02/09 for more details ) and what now transpired ( i.e. several million tokens missing from my BitMart account ) I will go public with this in addition to reporting this as crime, unless I receive full refund for money I lost on this ( 400+ USD ) TIG/USDT fraud plus compensation for time I had to put in to report these issues to you.

Most relevant information I already published via <https://bitmart.famousfrauds.com/>; there, you can also find relevant screenshots. For now this website ( <https://bitmart.famousfrauds.com/> ) is not submitted to search engines and is not linked to from anywhere, and will remain so unless you properly address it ( refund + compensation ).

These fraudulent actions you support, participate in and also apparently take part in yourself ( see issue report [##1139595](#) from 2025/02/09 for more details and meritum of this present report ) are unacceptable. Lack of transaction records for each transaction on account - all other legitimate exchanges provide record of each transaction ( deposit, withdrawal, trade, etc. ) via email and I would have none such from BitMart had I not taken screenshots at each step - and lack of historical data for transactions / withdrawals of only 3+ months old, are further red flags and only complete this when taken as whole,

I have accounts on 10+ different exchanges and no other crypto exchange I use had any such issues ever and I never lost any tokens held in accounts on those exchanges, I can view historical data going back 7+ years, etc.

Refund ( as per details provided earlier ) you should issue to USDT sub-account of my BitMart account within the next 5 days ( i.e. by end of July 2nd, 2025 ), otherwise I will take next steps, including going public with this information ( <https://bitmart.famousfrauds.com/> ) and reporting this as crime.

Please abstain from writing me back without addressing this as mentioned, as I have enough evidence to report this. I cannot be expected to waste more time on this. Your arguments are preposterous and your actions are illegal.



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