

Memo issue:

When depositing a specified kind of coins (e.g., EOS, XLM, BNB, etc.) to BitMart, you must write a memo together with your deposit address. Adding a memo will help prove that the digital assets you are going to transfer, belong to you. Otherwise, your deposit will fail.

(Important)

If you forgot to add your memo or you wrote a wrong memo, please create a new ticket with subject {Wrong memo} and provide the following information as requested:

1. Your BitMart account (registered email/phone number).
2. The TXID (Transaction ID/ full hash) of your deposit (which failed due to the missing/wrong of the memo) in text format, as in copy and paste full txid.
3. A screenshot of your deposit from the **sending platform, NOT from the explorer** (the TXID should be included on the screenshot).
4. Initiate a new deposit (any amount) to BitMart with correct deposit address and memo **from the same sending address**.
5. The TXID (Transaction ID/ full hash) of your new deposit in text format, as in copy and paste full txid.
6. A screenshot of your new deposit from the **sending platform, NOT from the explorer** (the TXID should be included on the screenshot).

Note: The new deposit must from the same address as the one you used to deposit without a memo. Only in this way can prove that the failed deposit was initiated by you. A ticket that failed to include all necessary information requested above will be disregarded.

All information must be provided in order for our tech to help on your deposit. This process may take up to 2 weeks to complete depend on the current ticket queue. Please be patient. Thank you for your understanding.

To find your account on the Telos Blockchain you go here:

<https://telos.bloks.io/>

Type in your ZeptaWallet adress (zepta11... etc)

Scroll down to find your all transactions and to obtain the transaction id's