

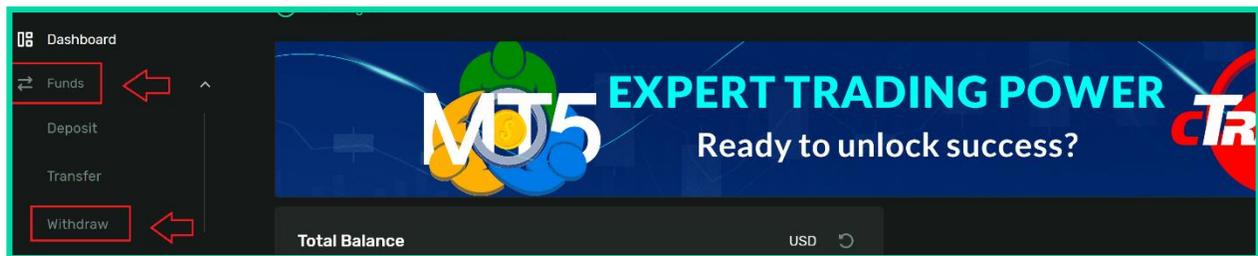
❖ How to Make a Withdrawal

To withdraw funds from your Otet brokerage account, you must first transfer the money to your digital wallet. From there, you can transfer it to any account you desire.

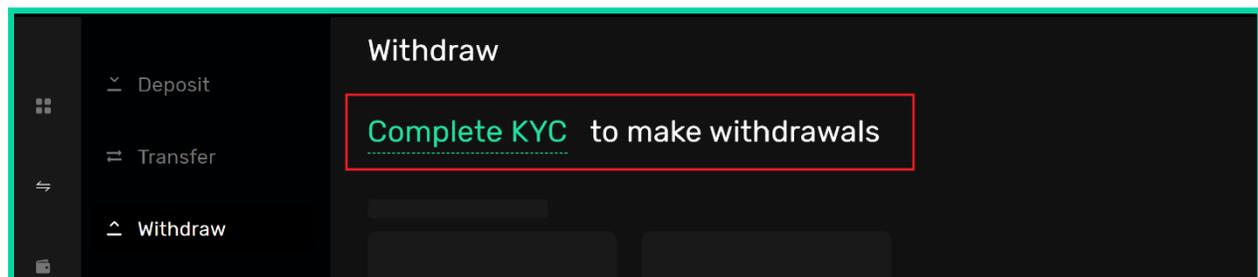
Please note that while Otet brokerage does not charge any fees for deposits or withdrawals, network fees associated with blockchain transactions will still apply. These fees are not controlled by the brokerage.

In order to achieve this, please adhere to the following sequence of steps:

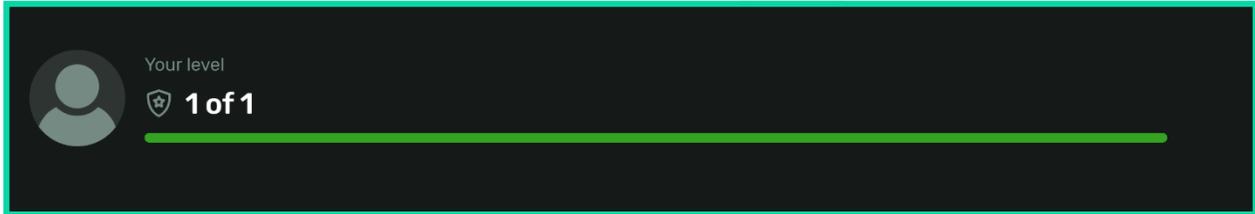
1. After logging into your account, select 'Funds' from the left-hand menu, and then click on 'Withdraw' in the dropdown menu.



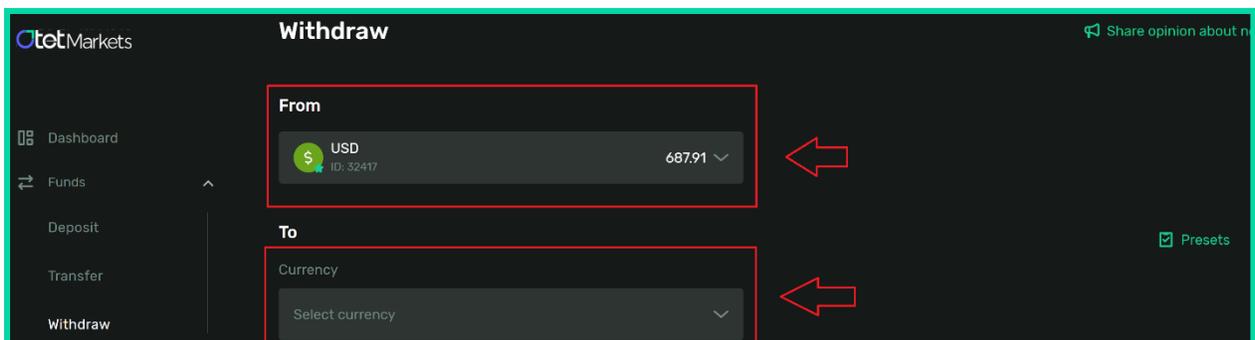
2. Please note that in order to withdraw funds from your account, you must complete the Know Your Customer (KYC) verification process. This process only needs to be completed once. Failure to do so will result in the inability to withdraw funds and you will receive an error message as shown in the image below.



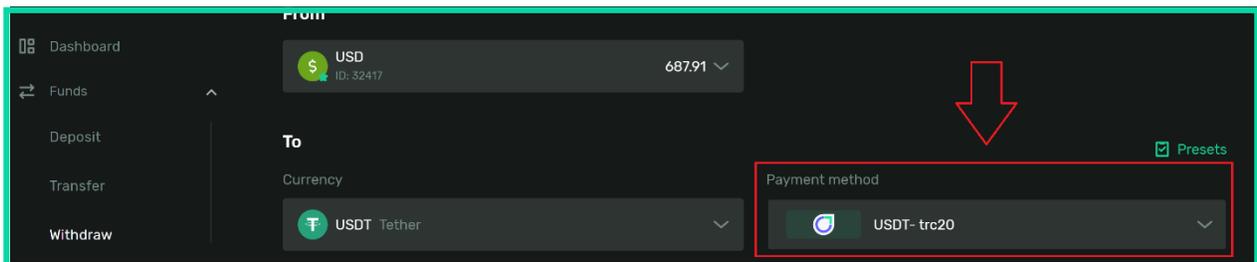
***Note:** Upon successful completion of the verification process on Otet Markets, your account level will be upgraded from zero to one, enabling you to withdraw funds.



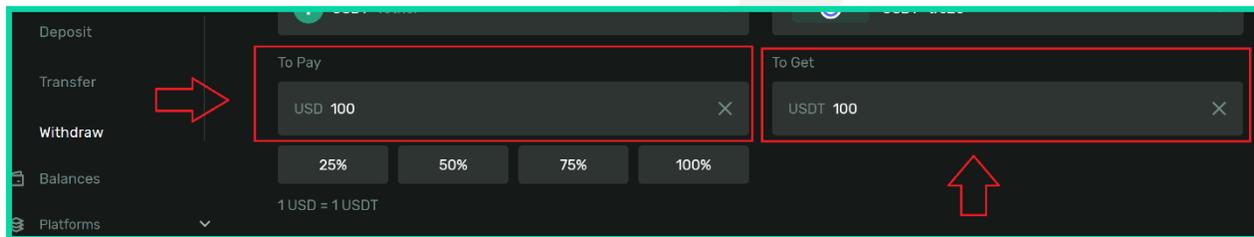
3. Following these steps, when you click the 'Withdraw' button, you will be presented with the page displayed in the image below. In the first section, you can view the desired trading account for withdrawal, and in the second section, you can select the desired cryptocurrency for withdrawal from the list.



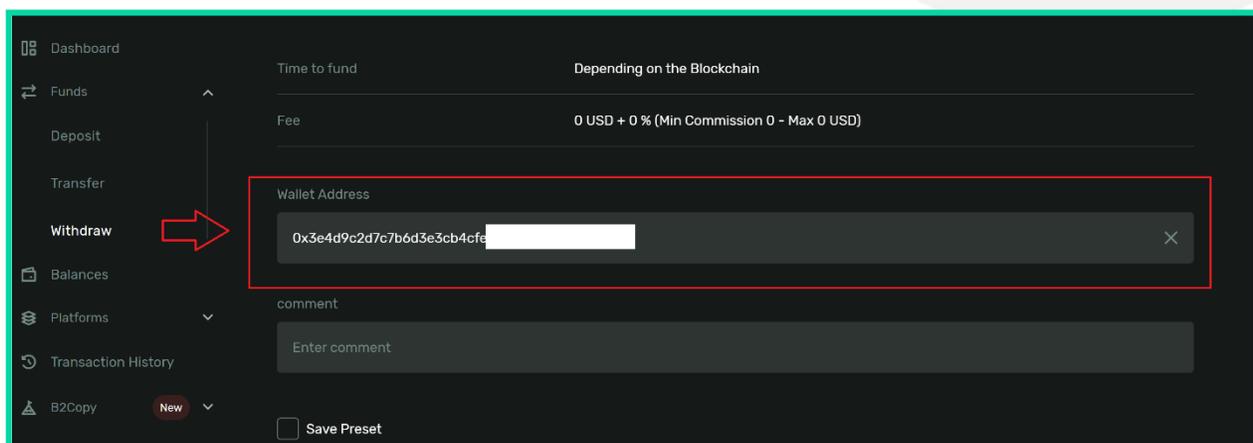
4. Upon selecting your preferred cryptocurrency, a new menu will appear, displaying various networks associated with that particular cryptocurrency. From this menu, you can choose the desired network.



5. Upon selecting the desired network, additional options will be presented. In this section, you can specify the desired withdrawal amount in US dollars within the 'To Pay' and 'To Get' fields. Please note that Otet Markets does not charge any withdrawal fees at this stage.



6. In the subsequent step, after verifying the entered amount and cryptocurrency type, you are required to input the desired wallet address in the designated 'Wallet address' field.

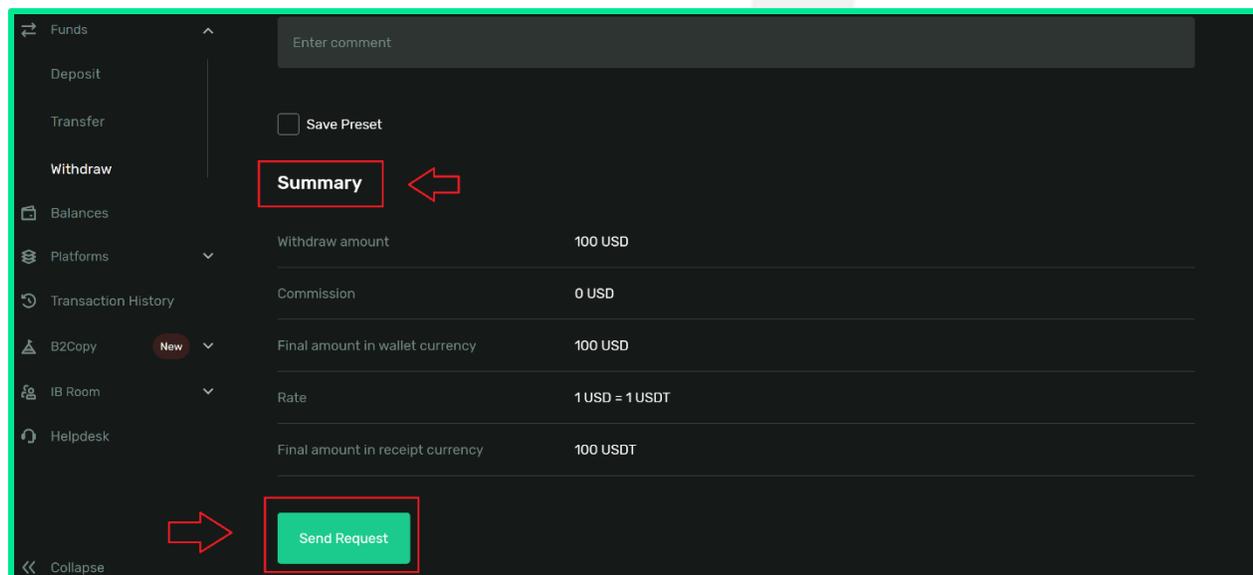


***Note:** Please be aware that after entering your wallet address once, you have the option to save it within your Otet account. To do so, simply check the box next to 'Save Preset' (as shown in the image above). This will save your wallet address for future transactions, allowing you to select your desired wallet from the 'Saved Withdrawals' section without the need for re-entering the address.

In your account profile section, there is an option called 'Whitelist' where you can manage your various wallet addresses. The steps involved are detailed in our 'Wallet Address Management' tutorial ([link to the article](#)).

***Note:** Please ensure that the wallet address you save is accurate. Withdrawals from saved wallets are automated. If you enter an incorrect address, you will be solely responsible for any resulting consequences. Otet Markets will not be held liable for any errors or losses caused by incorrect wallet addresses.

8. After completing the aforementioned steps, please click the 'Send Request' button to initiate the withdrawal process. You can review the details of your request in the 'Summary' section.



9. Upon clicking the 'Send Request' button, a new window will pop up prompting you to double-check your information. Once you have verified all details, please click the 'Confirm' button.

Confirm Withdraw Details

From	USD ID 32417
Method	USDT- trc20
Withdraw amount	100 USD
Commission	0 USD
Final amount in wallet curre...	100 USD
Rate	1 USD = 1 USDT
Final amount in receipt curr...	100 USDT
Wallet Address	0x3e4d9c2d7c7b6d3e3cb4...
comment	-

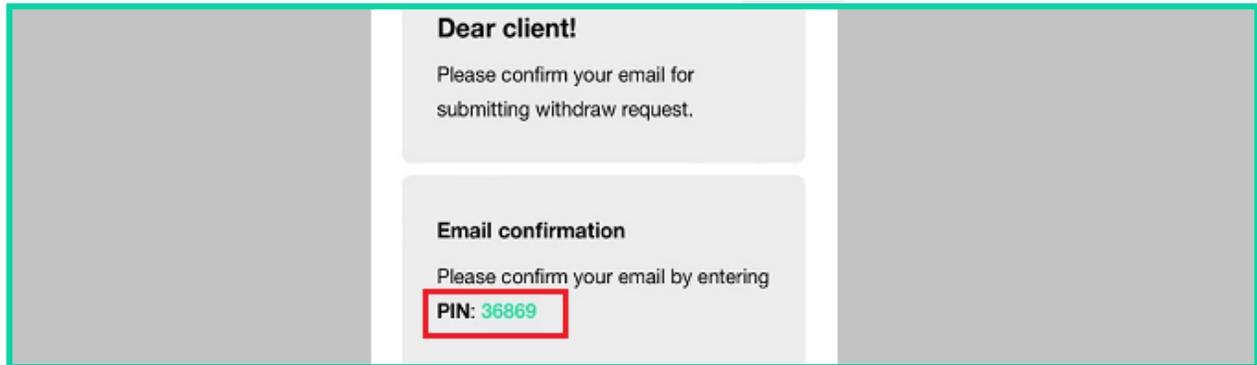
Please ensure all details are correct

9-1. Simultaneously, an email containing a pin code will be sent to you. Please enter the code provided in the email into the corresponding box (as shown in the image above) and click the 'Continue' button.

Email Verification ×

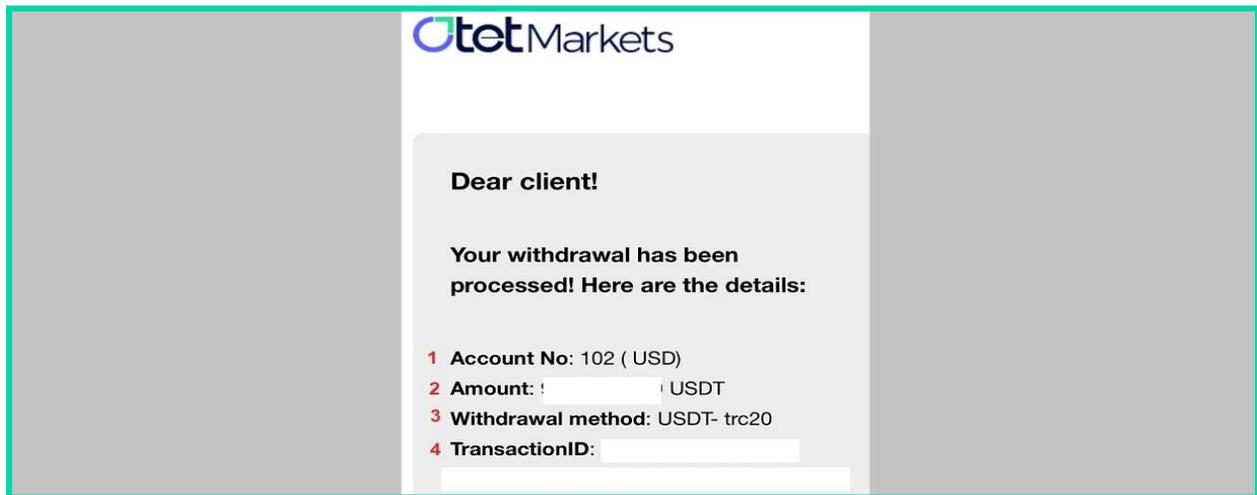
Please enter verification code sent to your email

[Didn't receive code?](#) Resend in 30:57



9-2. Afterwards, you will receive another email stating: We have received your withdrawal request with the following details:

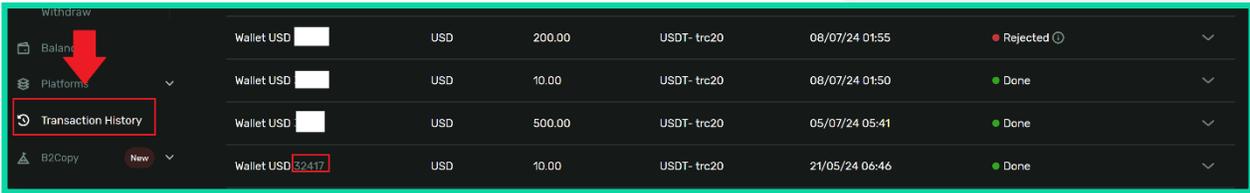
- (1) Account number (with the corresponding withdrawal amount in USD)
- (2) Number of cryptocurrencies
- (3) Type of cryptocurrency and selected blockchain network
- (4) Transaction details



Please note:

- The withdrawal approval process may take up to 24 hours.
- Withdrawal requests will not be processed on Saturdays and Sundays (weekends).
- Withdrawals on Otet Markets are free of charge.

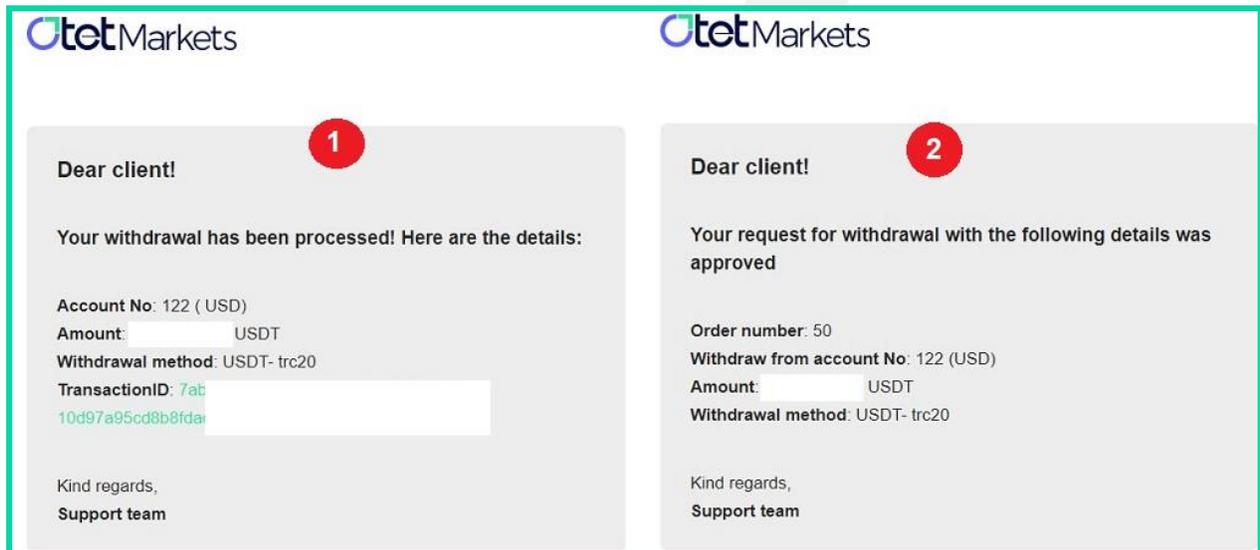
10. During this period, you can check your transaction status by clicking on the 'Transaction History' option in the left-hand menu of your dashboard. This section allows you to view your deposit and withdrawal history.



Transaction	Amount	Currency	Destination	Date/Time	Status
Withdraw	200.00	USD	USDT- trc20	08/07/24 01:55	Rejected
Withdraw	10.00	USD	USDT- trc20	08/07/24 01:50	Done
Withdraw	500.00	USD	USDT- trc20	05/07/24 05:41	Done
Withdraw	10.00	USD	USDT- trc20	21/05/24 06:46	Done

Please note that in order to withdraw funds, you must first complete and have approved the Know Your Customer (KYC) verification process. You can find a visual guide to this process in [our KYC tutorial \(link to article\)](#).

11. Once your withdrawal is processed and transferred to your wallet, you will receive two consecutive emails from Otet. The first email will contain information and a tracking link for your transaction, and the second email will confirm that the withdrawal process is complete.



Canceling a Withdrawal Request

If you change your mind during the withdrawal process and wish to cancel it, simply navigate to the 'Transaction History' section and select the 'Withdrawal' menu. Here, you can view your pending withdrawal requests. To cancel a request, click the 'Cancel' button next to the relevant entry.

Otet Markets' brokerage support unit is ready to assist our valued customers 24/7. If you encounter any challenges or require further information, you can connect with our experts through the online chat available at the bottom of our pages.

“Thank you for entrusting your trades to our brokerage firm”

