

CASHOUT REQUESTS FAQ's

Have a question or issue with your recent cashout request? See below the most common issues or frequently asked questions regarding cashout requests.

Q: **Where can I find my recent cashout request?**

A: Active cashout requests can be found in the **Pending Transfers** menu of your e-wallet.

Q: **What do the different Statuses mean?**

A: **Sending** = Request receive and still pending release.

Sent = Request approved and has been released.

Declined = Request rejected and funds returned to the wallet.

Received = Request rejected and funds returned to the wallet.

Q: **Why was my cashout request rejected?**

A: The most common reason for a cashout request being rejected is an invalid wallet address. Please note we use a payment processor, and some wallet addresses may not be compatible with their system, even if previously used.

If a cashout request is rejected, unless otherwise noted, please check your wallet address, update if needed, and submit a new request.

*Please note 2FA is required to change wallet addresses and users must wait 24 hours after a wallet address is changed before requesting a new cashout. The system will prompt you if no wallet address is entered for your account.

Q: **How long before my cashout request is approved?**

A: Bonus cashout requests are typically processed within 24 to 48 hours. Trading cashout requests are typically processed within 7 to 14 **business** days. This does **not** include weekends and holidays.

*Timeframes may vary and are subject to change.

Q: **My exchange rejected my cashout deposit and returned it to NovaTech. How do I retrieve it?**

A: NovaTech utilizes CoinPayments as a payment processor. All incoming and outgoing payments are made through CoinPayments. If, for some reason, your exchange rejects a deposit coming through to them, you should ask them which wallet it was returned to and contact CoinPayments at support@coinpayments.net **from the email address on file with us** to advise them of the issue and ask how you can retrieve the funds being returned.

Q: **How do I track a cashout request that is Sent?**

A: Blockchain allows you to be able to track crypto transactions. You can do this by going to blockchain.info or blockchair.com or another tracking site of your choice, and entering your wallet address to search all transactions and history for your wallet.