

**Request to Withdraw via Customer Support**

1. **Before submitting your withdrawal request please:**
   * Check the [withdrawal fees](https://zipmex.com/fee-schedule/) that apply.
   * Ensure you have sufficient balance in your account (this includes Withdrawal Fees for Gas).
2. **If you have the sufficient balance, provide details of the Assets that you are requesting to withdraw from your Zipmex account below.**

**Please note: it may take 1-14 business days to process the request (subject to request volume). Zipmex’s Terms of Service remain applicable.**

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| --- | --- | --- | --- |
| **Asset** | **Amount** | **Crypto Network**  **(eg. BEP20, ERC-20)** | **Destination Wallet Address** |
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**Please tick the consent box and add your details:**

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|  | *I confirm that the information provided is true and accurate and agree for Zipmex to proceed with the withdrawal of the following assets above in the amount by network to the destination wallet address as specified.* |

**Full Name:** [YOUR NAME]

**Email:** [YOUR EMAIL REGISTER WITH ZIPMEX]



1. **Provide photo evidence of you holding “National ID card OR Passport” together with “a piece of paper” containing the following information.**

**“***I agree for Zipmex to proceed with the withdrawal process for the following assets in the amount and network to the destination wallet address as specified in the email.*”

* + You can print this page as a template or if you are unable to print, please write out the following information.

|  |
| --- |
| PLACE ID OR PASSPORT HERE |

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  (DD/MM/YY)