

❖ How to Withdraw Money

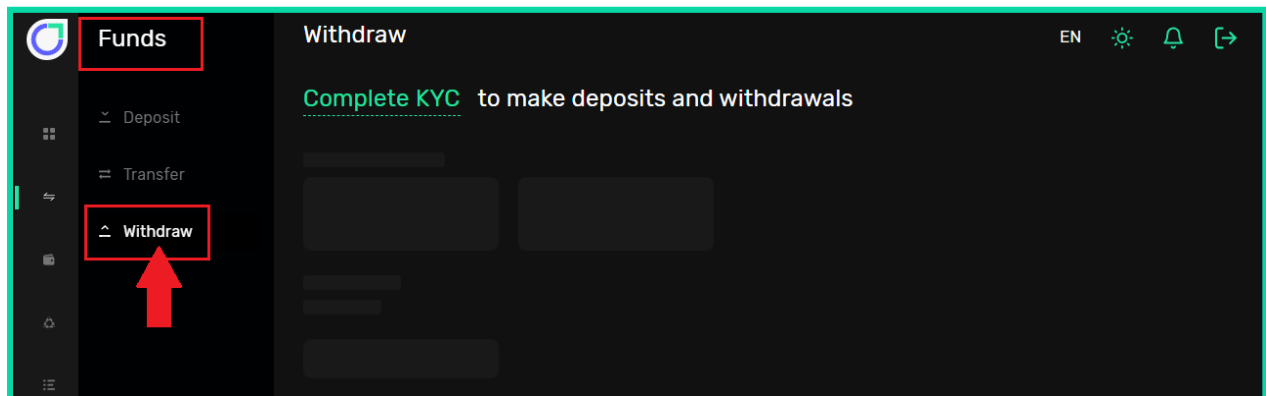
To withdraw funds from your user account in Otet Markets, transfer the money to your digital wallet. From there, you can send it to any account you choose.

Please note that the withdrawal and deposit fees at Otet Markets are zero percent (0%).

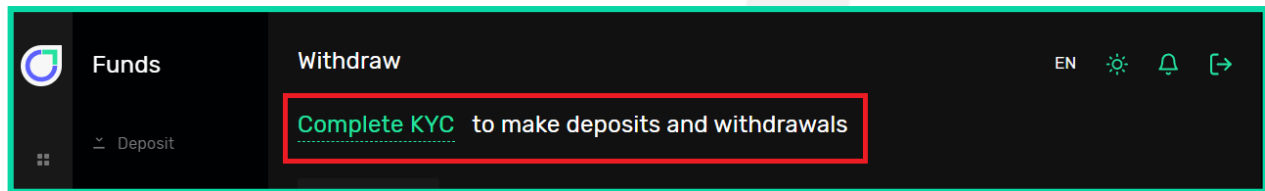
However, blockchain network fees will still apply to withdrawals and deposits. These fees are not related to brokerage.

Follow the steps below in order:

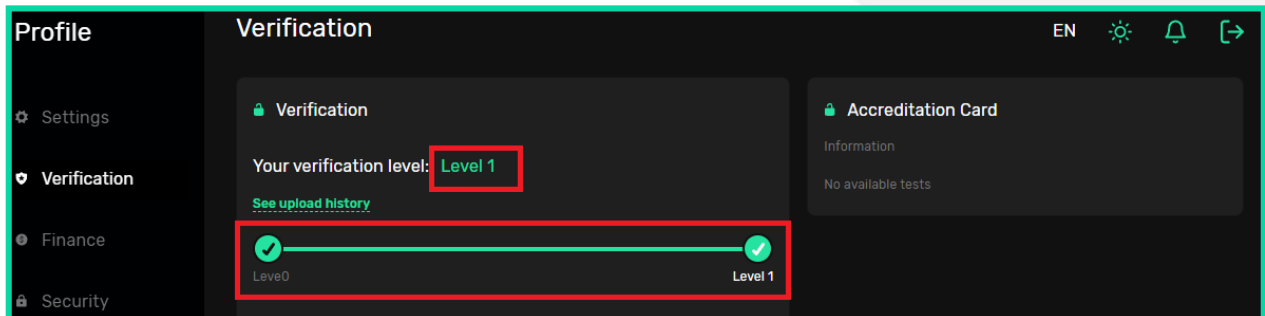
1. After logging into your user account, select 'Funds' from the left menu and click 'Withdraw' in the opened menu.



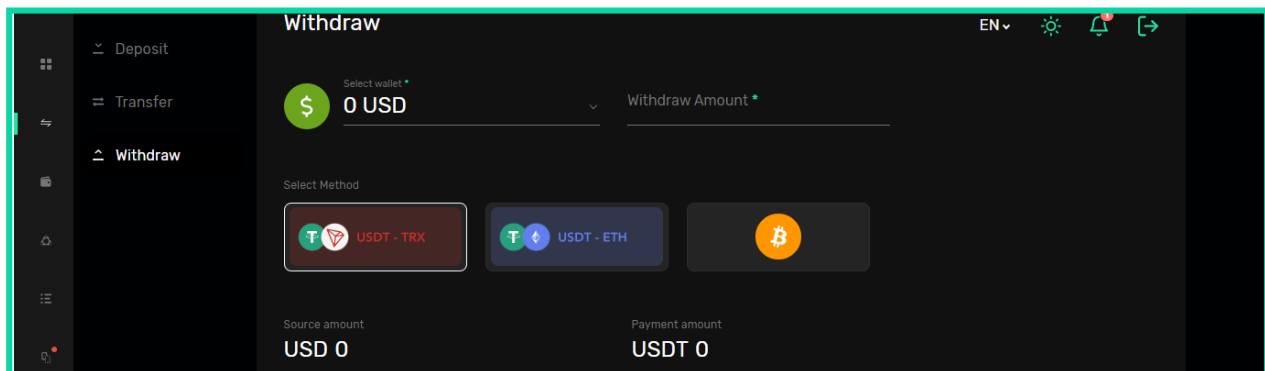
2. Note: To withdraw funds from the account, you must complete the KYC process, which is done only once. Otherwise, you will not be allowed to withdraw money and will see the message in the image below.



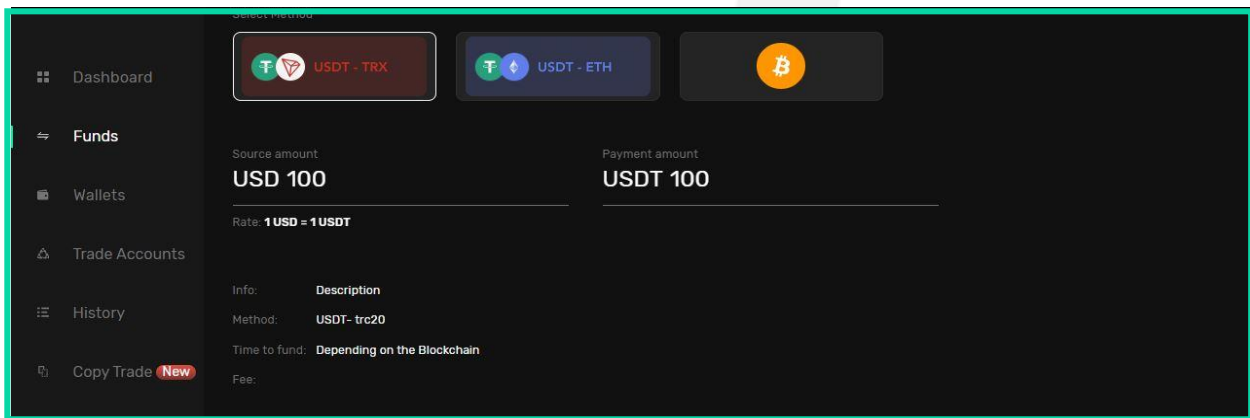
* **Note:** After completing the verification process on Otet Markets, your level will be upgraded from zero to one, and you can withdraw money.



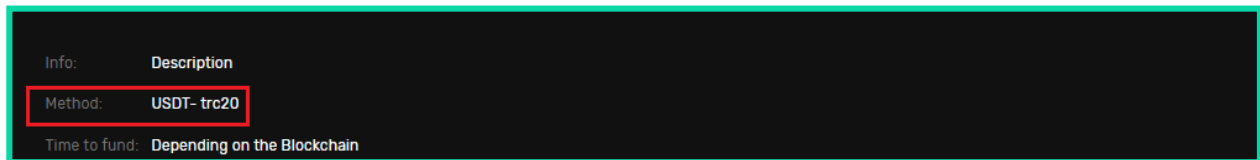
3. After these steps, when you click on the 'Withdraw' button, the page you see in the image below will open, and you can choose the withdrawal amount, the cryptocurrency type, and the desired blockchain network.



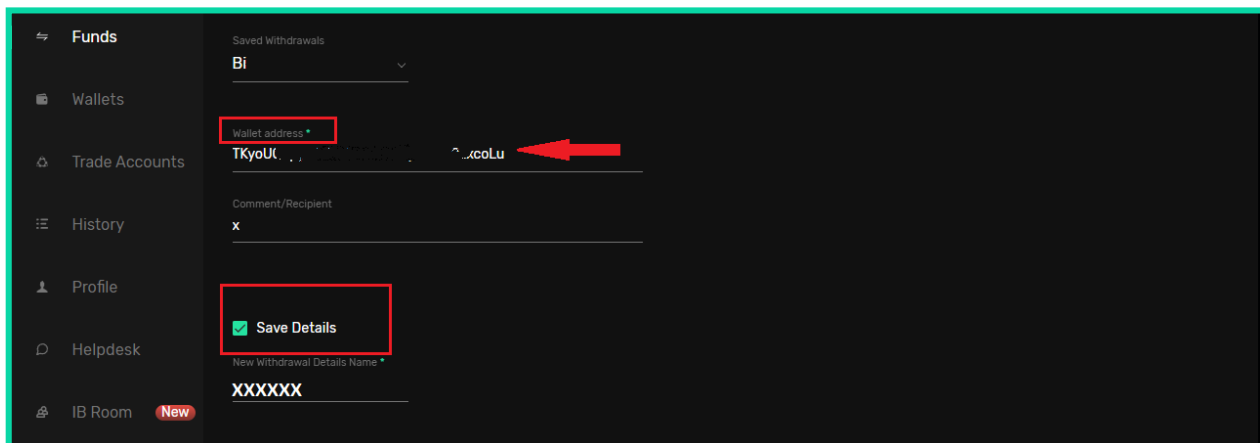
4. Enter the withdrawal amount in USD in the 'Source amount' section. The equivalent cryptocurrency value will be displayed in the box in front of the 'Payment amount' section.



5. In the 'Method' section, you can check the cryptocurrency type and blockchain network to ensure you have selected the desired currency network. For instance, make sure you haven't accidentally clicked on 'Tether' under the Ethereum (ERC20) or Bitcoin (BTC) network instead of 'Tether' under the Tron (TRC20) network. The withdrawal fee is **zero percent** in Otet Markets at this stage.



6. In the next step, after confirming the accuracy of the input amount and cryptocurrency type, you need to enter the desired wallet address in the 'Wallet address' section.

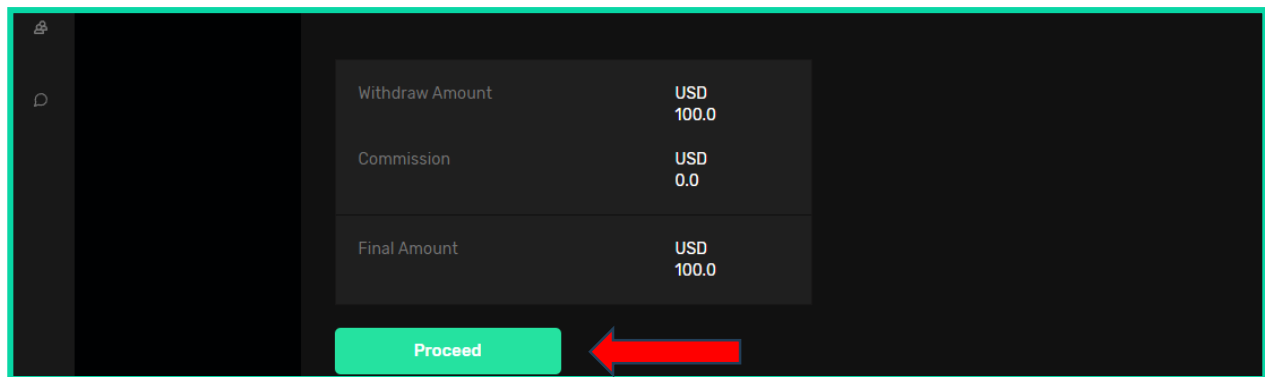


* Note: Once you enter the wallet address, you can save it within your Otet user account. The wallet address will be stored by ticking the Save Details option (as shown in the picture above). With this feature, you can choose your preferred wallet from the Saved Withdrawals section for future transactions, eliminating the need to re-enter the address.

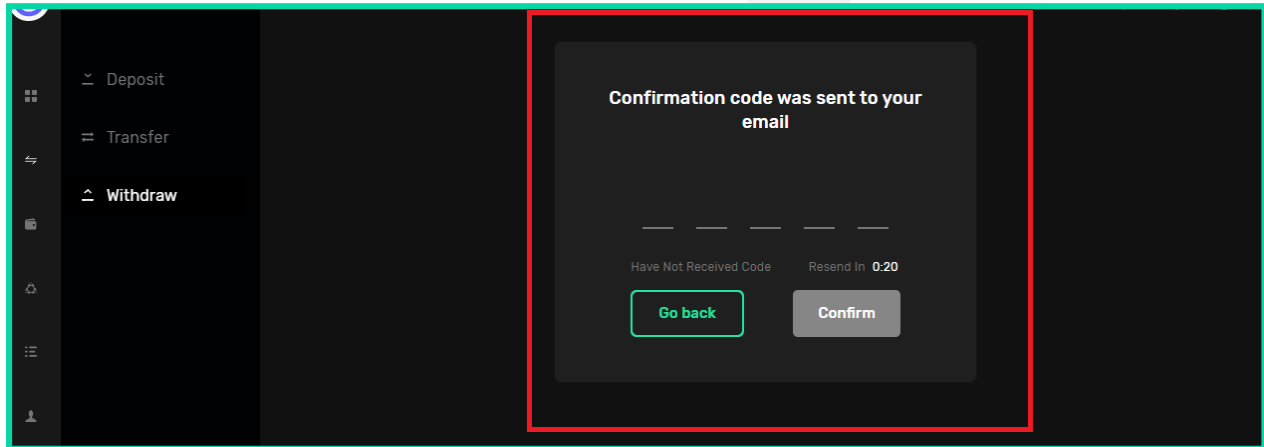
In the profile section of your user account, there is an option called 'Whitelist' that allows you to manage various wallet addresses within your account. The steps for this are explained in the tutorial on managing wallet addresses ([article link](#)).

***Note:** Ensure that the saved wallet address is accurate. Since withdrawals from saved wallets are processed automatically, any incorrect address entry falls under the user's responsibility, and Otet Brokerage bears no responsibility in such cases.

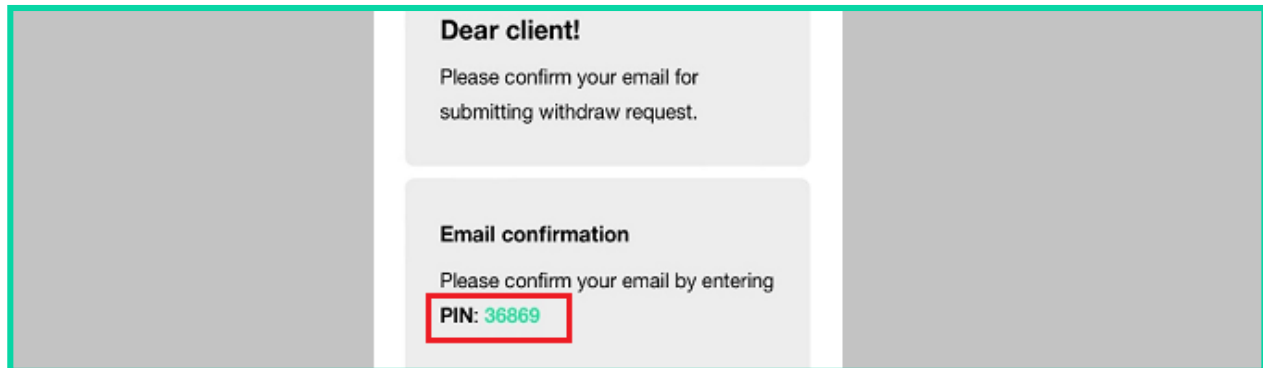
7. After completing the above steps, press the 'Proceed' button to initiate the withdrawal request.



8. By pressing the 'Proceed' button, a new window opens with the message: 'Confirmation code has been sent to your email.'

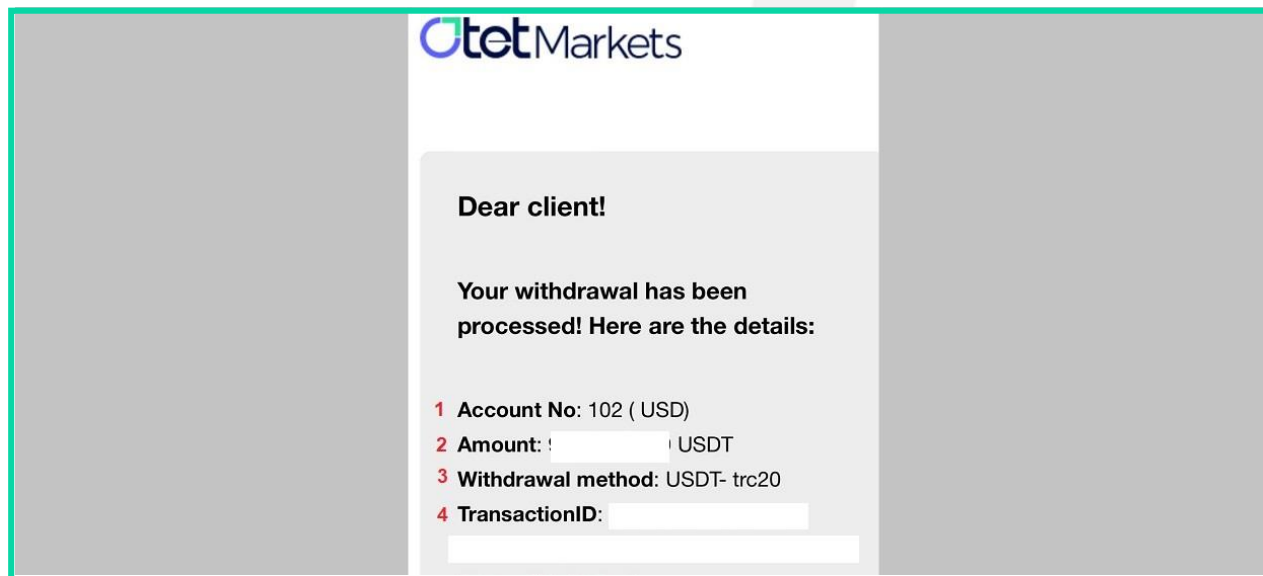


1-8 An email containing a PIN code will also be sent to you. Enter the code from this email into the designated box (as shown in the image above) and press the 'Confirm' button.



2-8 Afterward, you will receive another email stating: “We have received your withdrawal request with the following details”.

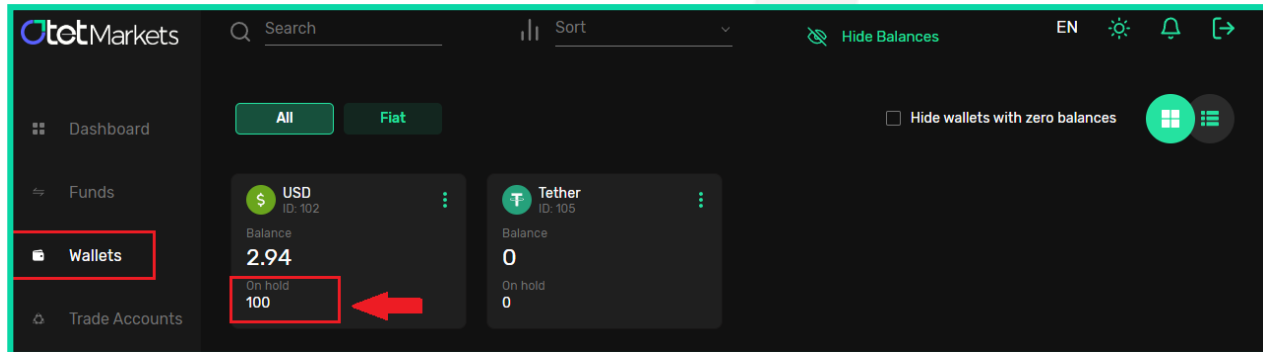
- (1) User account number (where the withdrawal amount is indicated)
- (2) Token quantity
- (3) Selected cryptocurrency type and blockchain network (which can be on the Tron, Ethereum, or Bitcoin blockchain network)
- (4) Transaction Information



Note:

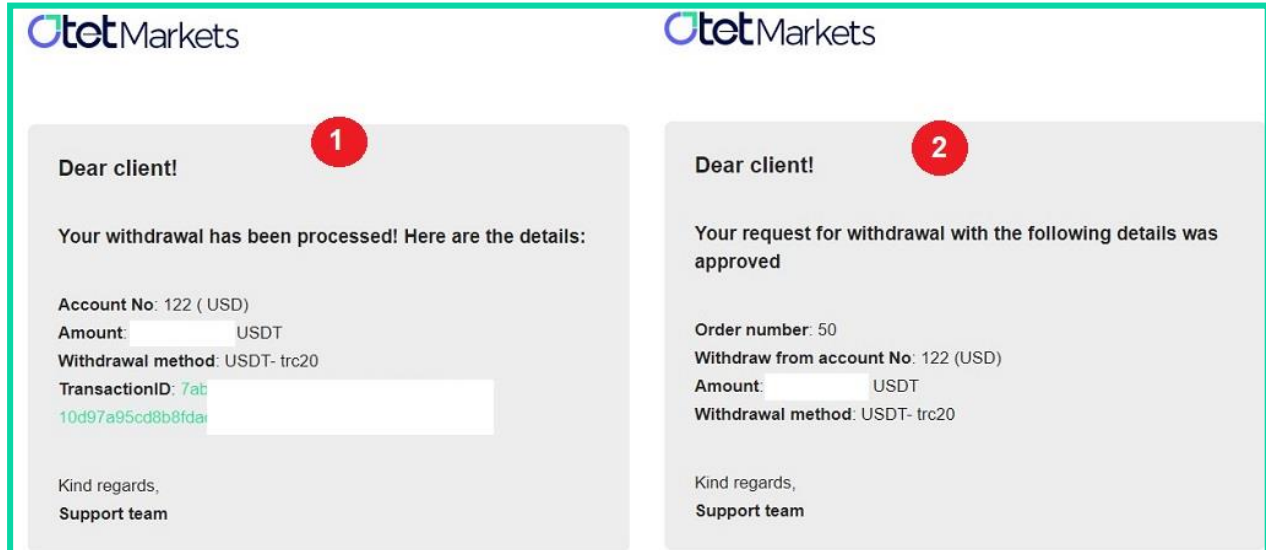
- **The withdrawal confirmation process takes up to 24 hours.**
- **On Saturdays and Sundays (weekend holidays), withdrawal confirmation is not done.**
- **Withdrawals are free of charge at Otet Markets.**

9. During this period, to check the status of the fund transfer, you can click on the 'Wallets' option in the left menu of the dashboard. The pending withdrawn amount (On Hold) will be displayed in the USD (United States Dollar) box.



Note that in order to withdraw funds, it is necessary to complete your identity verification (KYC) process and be approved by Otet in the first place. You can read the video tutorial of this process in the authentication tutorial (text link).

10. After completing the fund withdrawal process and transferring it to your wallet, you will receive two consecutive emails from Otet. The first email will contain transaction details and a tracking link, while the second email will confirm the completed withdrawal process.



Otet Markets brokerage support unit is ready to respond to dear customers 24 hours a day, seven days a week. If you face any challenges or want more information, contact our experts through the online chat at the bottom of the pages.

“ Thank you for choosing our brokerage for your Trading. “

