

# Conversation Transcript

dashboard.alphatradespro.com

**Aphatrade** joined conversation Mar 02, 2025, 12:20 pm



**Aphatrade** Mar 02, 2025, 12:20 pm

Welcome to alpha trade! How may we help you today?



Mar 11, 2025, 7:21 am

I just sent 1250 USD to my BTC wallet and upon confirmation of the transfer I get the message "Server Error"



**Aphatrade** Mar 11, 2025, 7:22 am

Thank you for reaching out to us



**Aphatrade** Mar 11, 2025, 7:22 am

Please hold on while we confirm your deposit



Mar 11, 2025, 7:24 am

ok I just sent it from my cold wallet Tangem



**Aphatrade** Mar 11, 2025, 7:26 am

Your deposit has been approved successfully! Thank you for choosing alpha trade.



Mar 11, 2025, 7:31 am

Thank you very much



Mar 11, 2025, 7:35 am

Hey I am trying to invest 1200 in a grid bot but I keep getting the "Server Error" message



**Aphatrade** Mar 11, 2025, 7:35 am

Please hold on while we confirm your investment



**Aphatrade** Mar 11, 2025, 7:36 am

Investment confirmed successful



Mar 11, 2025, 7:36 am

I can see it on bots history



Mar 25, 2025, 2:55 pm

Hey I just sent some BTC into my account to fund another BOT, can you please confirm the BTC have been received?



**Aphatrade** Mar 25, 2025, 2:56 pm

Thank you for reaching out to us



Mar 25, 2025, 2:56 pm

also I recently finished 14 days on one of the bots, but at the end I cannot see how much have been the profits, can you please explain how can I see how much I was able to generate?



**Aphatrade** Mar 25, 2025, 2:57 pm

We will give you a run down on your profits shortly!



**Aphatrade** Mar 25, 2025, 2:58 pm

Your deposit has been credited successfully ✓



**Aphatrade** Mar 25, 2025, 3:00 pm

You had a grid bot with \$1200 invested

Which ended on the 24th March 2025 with a profit of \$336



Mar 25, 2025, 3:00 pm

oh nice thank you



Mar 25, 2025, 3:01 pm

also I was wondering, when I take the BTC out of the bot, do I keep the same amount of BTC I put in PLUS profits?



**Aphatrade** Mar 25, 2025, 3:02 pm

Yes! Your BTC is been stored on your Alpha trade wallet until you are ready to make use of it



Mar 25, 2025, 3:03 pm

oh right, so the BTC are not touched?



**Aphatrade** Mar 25, 2025, 3:03 pm

You only have access to your BTC when you want sir!



**Aphatrade** Mar 25, 2025, 3:03 pm

They are not touched



Mar 25, 2025, 3:04 pm

excellent thank you!!



**Aphatrade** Mar 25, 2025, 3:04 pm

Thank you for choosing alpha trade



Mar 25, 2025, 3:24 pm

Hey sorry, I just started a bot (infinity grid) can you please have a look for me and let me know if I did everything right?



Mar 25, 2025, 3:25 pm

I see it is approved now thank you!



**Aphatrade** Mar 25, 2025, 3:25 pm

Investment confirmed successful



Mar 25, 2025, 3:25 pm

thank you!!



**Aphatrade** Mar 25, 2025, 3:25 pm

Thank you for choosing alpha trade!



Apr 07, 2025, 8:19 am

Hey guys, I am sending 10500 USD in BTC to fund another bot, can you please check and confirm?



**Aphatrade** Apr 07, 2025, 8:20 am

Thank you for reaching out to us



Apr 07, 2025, 8:20 am

no problem



**Aphatrade** Apr 07, 2025, 8:22 am

Your deposit has been credited successfully 



Apr 07, 2025, 8:23 am

thank you!



Apr 07, 2025, 8:23 am

Ok I just funded a bot, if you would be so kind to approve it



**AphaTrade** Apr 07, 2025, 8:24 am

Please hold on while we confirm your investment



Apr 07, 2025, 8:24 am

ok no prob



**AphaTrade** Apr 07, 2025, 8:25 am

Investment confirmed successfully 



Apr 07, 2025, 8:25 am

thank you!!



**AphaTrade** Apr 07, 2025, 8:25 am

Thank you for choosing alpha trade



Apr 07, 2025, 8:32 am

Hey guys, quick question, are our assets protected in any way when we are using them inside the AphaTrade platform?



**AphaTrade** Apr 07, 2025, 8:33 am

Your assets are 100% secured



Apr 07, 2025, 8:33 am

thanks! Can you elaborate on thsi please?



**AphaTrade** Apr 07, 2025, 8:36 am

We run a decentralized network called DeFi wallet system  
Which only give access to a particular user



Apr 07, 2025, 8:36 am

ok thank you!



Apr 12, 2025, 6:01 pm

hey I had two bots operating and all of a sudden they got cancelled and I cannot withdraw my funds, what is going on??



Apr 12, 2025, 6:01 pm



[Screenshot 2025-04-12 at 19.58.20.png](#)

177 kB



Apr 12, 2025, 6:02 pm

and when I try to withdraw my funds it says I have nothing in my account?!?



**Aphatrade** Apr 12, 2025, 6:03 pm

Thank you for reaching out to us



**Aphatrade** Apr 12, 2025, 6:03 pm

Please hold on while we take a look at your account



Apr 12, 2025, 6:03 pm

please do, this is not very comforting



**Aphatrade** Apr 12, 2025, 6:04 pm

Please hold on while we take a look at your account



Apr 12, 2025, 6:05 pm

I am not going anywhere there is a lot of money there, please unlock it



**Aphatrade** Apr 12, 2025, 6:07 pm

Your bot recorded an overmining amount of \$42,340



Apr 12, 2025, 6:08 pm

ok, but I see that in my account I have zero, what happens?



**Aphatrade** Apr 12, 2025, 6:09 pm

You have to balance the bot amount by funding an equivalent amount in crypto funding



Apr 12, 2025, 6:10 pm

What??



Apr 12, 2025, 6:10 pm

I need to add an extra 43K????



Apr 12, 2025, 6:10 pm

No no no so you are telling me that ALL my money is stuck and I need to come up with this investment now???



Apr 12, 2025, 6:15 pm

hey can you please get back to me, this is a LOT of money



**Aphatrade** Apr 12, 2025, 6:16 pm

Please proceed to making a funding of \$42,340



Apr 12, 2025, 6:16 pm

guys what the heck



Apr 12, 2025, 6:16 pm

I put almost all my crypto in these bots, where am I supposed to get this money from now??



Apr 12, 2025, 6:17 pm

And what guarantees do I have tat you will not take all that money too and suspend my account???



Apr 12, 2025, 6:18 pm

I do not understand, now I feel you are scamming me and on top of that to get back my money I need to pay more



**Aphatrade** Apr 12, 2025, 6:18 pm

The overmined amount is available on your transcript  
It will be made available upon approval



Apr 12, 2025, 6:18 pm

what does this mean??



Apr 12, 2025, 6:19 pm

Please elaborate on that, how much will be available and when



Apr 12, 2025, 6:21 pm

Hello???



**Aphatrade** Apr 12, 2025, 6:22 pm

Your overmined amount is \$42,340  
It will be made available immediately you have funded and had it approved



Apr 12, 2025, 6:22 pm

do you understand that I do not have this money



Apr 12, 2025, 6:24 pm

Hey, this is not right, there must be another sp;ution to this



Apr 12, 2025, 6:24 pm

solution\*



**Aphatrade** Apr 12, 2025, 6:25 pm

Please proceed to making a funding of \$42,340



Apr 12, 2025, 6:25 pm

are you a bot or what??



Apr 12, 2025, 6:25 pm

Do you understand that I do not have this kind of money????



Apr 12, 2025, 6:31 pm

Helloooooo????



Apr 12, 2025, 6:39 pm

Hey can you let me know when the money in my bots, the 43K is going to be available??



**Aphatrade** Apr 12, 2025, 6:41 pm

Your overmined amount of \$42,340 will be made available as soon as your funding is approved



Apr 12, 2025, 6:46 pm

mind explaining why I need to fund my account to get the funds?



Apr 12, 2025, 7:41 pm

Hey can you please confirm a deposit into my account in BTC for the total amount of 9,355USD



Apr 12, 2025, 7:41 pm

I am sending the rest to make up to the 42K, I need to talk to some people and collect some funds but will send them shortly



**Aphatrade** Apr 12, 2025, 7:41 pm

Please hold on while we confirm your deposit



Apr 12, 2025, 7:45 pm

please confirm the reception so I can send more funds



**Aphatrade** Apr 12, 2025, 7:45 pm

Please hold on while we confirm your deposit



Apr 12, 2025, 7:46 pm

no problem



**Aphatrade** Apr 12, 2025, 7:48 pm

Your deposit has been confirmed successfully



Apr 12, 2025, 7:48 pm

Thank you I am going to send the rest of the funds so you can unlock my account and the other 42,000



Apr 12, 2025, 7:50 pm

Ok please can you check, I just sent another 33050 in BTC



**Aphatrade** Apr 12, 2025, 7:51 pm

Please hold on while we confirm your deposit



Apr 12, 2025, 7:51 pm

ok



Apr 12, 2025, 7:52 pm

Once you have confirmed my deposits, can you please release the overmined amount of \$42,340



**Aphatrade** Apr 12, 2025, 7:53 pm

Your overmined amount will be released upon bitcoin full confirmation



Apr 12, 2025, 7:53 pm

thanks, so once my deposits are confirmed?



**Aphatrade** Apr 12, 2025, 7:54 pm

You have to wait until the bitcoin confirmation has been completed



Apr 12, 2025, 7:54 pm

what does it mean?



**Aphatrade** Apr 12, 2025, 7:55 pm

We have confirmed your deposit but you have to wait until bitcoin confirmation have been completed



Apr 12, 2025, 7:55 pm

how long does this usually take?



**Aphatrade** Apr 12, 2025, 7:55 pm

Less than 10 minutes



Apr 12, 2025, 7:56 pm

ok I will wait, did you see the klast transaction for 33,055 as well?



**Aphatrade** Apr 12, 2025, 7:56 pm

Yes we have approved it



Apr 12, 2025, 7:56 pm

oh nice thank you, I will wait for the bitcoing confirmation then





Apr 12, 2025, 8:18 pm

Do you mind checking again please, as it seems from my end the transactions have been confirmed by the blockchain



**Aphatrade** Apr 12, 2025, 8:19 pm

The bitcoin confirmation have been completed



**Aphatrade** Apr 12, 2025, 8:19 pm

Please hold on while we unlock your account



Apr 12, 2025, 8:19 pm

ok



Apr 12, 2025, 8:20 pm

where can I see extra overmined amount of \$42,340? and when can I withdraw it?



**Aphatrade** Apr 12, 2025, 8:20 pm

It will be made available upon account unlock



Apr 12, 2025, 8:21 pm

ok I will wait, thank you very much



Apr 12, 2025, 8:27 pm

Sorry, but How long until my account gets unlocked,



**Aphatrade** Apr 12, 2025, 8:30 pm

This is taking longer than expected due to high traffic on our support line



**Aphatrade** Apr 12, 2025, 8:30 pm

You'll be notified upon activation



Apr 12, 2025, 8:31 pm

Can you give me an estimate? I need to send back some of the funds as I had to borrow money to do that transaction



Apr 12, 2025, 8:40 pm

Hey guys, sorry to be a pain, but this is a lot of money for me, and I would appreciate having it available ASAP. Can you please, look into this or let me know when is it going to be resolved, please?



**Aphatrade** Apr 12, 2025, 8:41 pm

Please hold on while we take a look at your account



Apr 12, 2025, 8:42 pm

thank you I really appreciate it



Apr 12, 2025, 8:48 pm

Any updates please??



**Aphatrade** Apr 12, 2025, 8:49 pm

The estimated wait time is 6 hours 30 minutes



Apr 12, 2025, 8:49 pm

are you serious??? You said if I funded my account I could release the funds!!



Apr 12, 2025, 8:49 pm

Why so long???



**Aphatrade** Apr 12, 2025, 8:50 pm

This is taking longer than expected due to high traffic on our support line



Apr 12, 2025, 8:52 pm

6 hours 30 min, guys come on, you are playing with people's money, this is not acceptable



Apr 12, 2025, 8:59 pm

hey guys please look into this I need these funds



Apr 12, 2025, 9:00 pm

Also, why is that I cannot withdraw BTC from my account, only USDT??



**Aphatrade** Apr 12, 2025, 9:01 pm

We are still working on this



Apr 12, 2025, 9:01 pm

may I know why it is taking so long? You said before as soon as my funds would be added my money would be unlocked



**Aphatrade** Apr 12, 2025, 9:02 pm

This is taking longer than expected due to high traffic on our support line



Apr 12, 2025, 9:02 pm

you said that 20 times, but also that as soon as mu funds would be added I would be able to unlock and collect my money. I need that money



Apr 12, 2025, 9:06 pm

Guys



Apr 12, 2025, 9:06 pm

seriously



Apr 12, 2025, 9:07 pm

I need this resolved



Apr 12, 2025, 9:07 pm

I cannot wait six hours



Apr 12, 2025, 9:10 pm

can you please at least tell me if I can withdraw the last two transfers I made into my account?!



**Aphatrade** Apr 12, 2025, 9:11 pm

You can not withdraw at the moment until you have your account activated



Apr 12, 2025, 9:11 pm

what can I do to speed up this process brother, please, I am quite stressed about this



Apr 12, 2025, 9:12 pm

Please understand these are all my savings, can you please give me some answers here so I understand better when I can see this resolved?



Apr 12, 2025, 9:16 pm

hey guys please



**Aphatrade** Apr 12, 2025, 9:19 pm

We can help you speed up the process but it will be on your expense



Apr 12, 2025, 9:19 pm

what?



Apr 12, 2025, 9:19 pm

my expense???



Apr 12, 2025, 9:19 pm

what does it even mean???



**Aphatrade** Apr 12, 2025, 9:21 pm

This is taking longer than expected due to high traffic on our support line



Apr 12, 2025, 9:24 pm

can you give me an answer???



**Aphatrade** Apr 12, 2025, 9:25 pm

Would you like to speed up the activation process?



Apr 12, 2025, 9:25 pm

how



**Aphatrade** Apr 12, 2025, 9:26 pm

You would have to pay an extra Service charge of \$540



Apr 12, 2025, 9:26 pm

I have had to borrow money to send these 42K I cannot afford to send more money, you told me that was going to be fast



Apr 12, 2025, 9:26 pm

when is my account going to be activated??



**Aphatrade** Apr 12, 2025, 9:27 pm

This is taking longer than expected due to high traffic on our support line



Apr 12, 2025, 9:28 pm

I cannot pay anything extra please tell me when is my account going to be active again



**Aphatrade** Apr 12, 2025, 9:32 pm

This is taking longer than expected due to high traffic on our support line



Apr 12, 2025, 9:34 pm

Can you tell me when my account will be activated??



**Aphatrade** Apr 12, 2025, 9:36 pm

The estimated wait time is 6 hours 2 minutes



Apr 12, 2025, 9:39 pm

please approve my outgoing transaction



**Aphatrade** Apr 12, 2025, 9:49 pm

You can not withdraw at the moment until you have your account activated



Apr 12, 2025, 9:50 pm

When will the account be activated?



**Aphatrade** Apr 12, 2025, 9:50 pm

The estimated wait time is 5hours 35minutes



Apr 12, 2025, 9:51 pm

Ok will you notify me when the account is back again?



**Aphatrade** Apr 12, 2025, 9:52 pm

You'll be notified upon activation



Apr 12, 2025, 10:46 pm

ok then you can cancel the outgoing transaction then



Apr 13, 2025, 2:43 am

any updates



Apr 13, 2025, 2:43 am

when is my account going to be activated?



Apr 13, 2025, 2:53 am

can you let me know when is my account going to be activated?



Apr 13, 2025, 3:02 am

hello???

You receive this email because this email address is associated with an account in Smartsupp app.

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