

What is an Onchain withdrawal?

An **Onchain withdrawal** is simply the process of moving your crypto funds from your Onchain wallet to another wallet address outside of our system—whether that's an exchange, a hardware wallet, or another software wallet. Think of it as sending crypto directly on the blockchain rather than cashing out to your bank.

Because these transactions happen on the blockchain, they're permanent and can't be reversed. That's why **security is everything**.

How to Withdraw Onchain:

- Verify Your Login:** Always ensure you're on the official Onchain app or website. Complete your 2FA verification before starting.
- Navigate to Withdraw:** Go to your Wallet, select the crypto you want to send, and choose **Withdraw Onchain**.
- Enter the Address:** Carefully paste or scan the recipient's wallet address. Double-check every character—transactions can't be undone.
- Confirm & Secure:** Review the network fee, confirm the details, and complete any final security checks.

Need Help? We're Available 24/7:

- **Live Chat:** For instant assistance, click the chat bubble in the bottom-right corner of the app or website.
- **Phone Support:** Prefer to talk? Call our secure support line at **[(Insert Official Number Here)]**. Have your verified account ready.
- **Submit a Ticket:** Visit the Help Center, click **Submit a Request** and include your transaction details. We typically respond within an hour.

****Security Reminder:**** Onchain agents will ****never**** ask for your private keys +1~833-(486)~2769, recovery phrase, or 2FA codes. Stay safe, and we're here if you need us.