



Viachaslau <slivets.v@gmail.com>

Re: Account Balance Inquiry

Писем: 21

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

7 августа 2026 г. в 20:31

**Hi, Qokoo**

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

You're free to choose whichever payment method best suits your preference whenever you make a transaction. If you prefer to use **USDT** exclusively, you may simply continue selecting USDT for your deposits and withdrawals.

We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Ticket ID: NCZ0X2
Assigned agent: Bethany

PREVIOUS MESSAGES:

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for contacting us.

We'd just like to confirm one detail before we proceed with your request.

Can you please confirm that you do not wish to use the EUR account at all and would like your funds to remain exclusively in your USDT account?

Once we receive your confirmation, we'll continue reviewing your request and assist you further.

We look forward to your reply.

Kind regards,
Viu-Viu Support Team

Fri, 8/7/2026, 5:02 AM UTC

slivets.v@gmail.com wrote:

Hello,

I would appreciate your help in resolving an issue with my account.

I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

This email is delivered by **HelpDesk.com**

Ticket ID: hd.1786123901723.ncz0x2.16fd91b7

Qokoo <slivets.v@gmail.com>
Komy: Support Viu-Viu <support@viu-viu.com>

8 августа 2026 г. в 09:24

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in **USDT**. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in **USDT**. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the cryptocurrency I originally deposited?
3. Can I withdraw the funds currently held in my account in cryptocurrency **without making a new cryptocurrency deposit**, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

8 августа 2026 г. в 16:00



Hi, Qokoo

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom → Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Bethany

PREVIOUS MESSAGES:

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От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

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Kind regards,
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Fri, 8/7/2026, 5:31 PM UTC

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----- Исходное сообщение -----

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Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

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Kind regards,
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Fri, 8/7/2026, 5:02 AM UTC

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I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786194034420.ncz0x2.4a1618e1

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

8 августа 2026 г. в 17:59

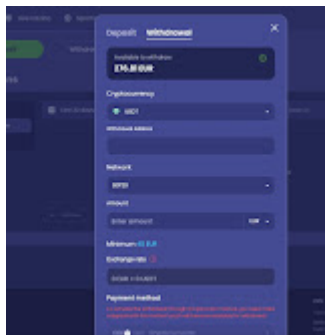
This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

[Цитируемый текст скрыт]



20260808_175835.jpg
47K

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

8 августа 2026 г. в 19:57



Hi, Qokoo

Dear Qokoo,

Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Bethany

PREVIOUS MESSAGES:

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This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom → Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 1:00 PM UTC

slivets.v@gmail.com wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the cryptocurrency I originally deposited?
3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

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We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for contacting us.

We'd just like to confirm one detail before we proceed with your request.

Can you please confirm that you do not wish to use the EUR account at all and would like your funds to remain exclusively in your USDT account?

Once we receive your confirmation, we'll continue reviewing your request and assist you further.

We look forward to your reply.

Kind regards,
Viu-Viu Support Team

Fri, 8/7/2026, 5:02 AM UTC

slivets.v@gmail.com wrote:

Hello,

I would appreciate your help in resolving an issue with my account.

I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786208221530.ncz0x2.4c6daa88

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

10 августа 2026 г. в 09:28

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

10 августа 2026 г. в 13:03



Hi, Qokoo

Hello Qokoo,

Thank you for your message.

We understand your concerns regarding your USDT, EUR balance and the funds currently in question.

At the moment, we have not yet received a further update regarding your case, so we're unable to provide a confirmed timeframe for when the case will be resolved.

Please rest assured that your case is still being reviewed, and we will contact you as soon as we receive further information.

Thank you for your patience and understanding. If you have any further questions, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Bethany

PREVIOUS MESSAGES:

slivets.v@gmail.com wrote:

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/10/2026, 6:28 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 4:57 PM UTC

slivets.v@gmail.com wrote:

This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom → Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 1:00 PM UTC

[slivets.v@gmail.com](#) wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the cryptocurrency I originally deposited?
3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

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Dear Qokoo,

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We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

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We look forward to your reply.

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Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786356208952.ncz0x2.fc7e28d4

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

12 августа 2026 г. в 08:08

How much longer do you expect me to wait? Your inaction is outrageous.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

12 августа 2026 г. в 08:59



Hi, Qokoo

Dear Qokoo,

Thank you for your response. We understand that the waiting time has been frustrating, and we appreciate your patience while this is being reviewed.

Regarding the withdrawal, if you are unable to complete it using the available **crypto withdrawal option**, please record a **step-by-step video** showing the entire withdrawal process, including the issue or error you encounter.

This will allow our team to review exactly what happens during the process and assist you more effectively.

Once you have the recording, please reply to this email and attach the video.

Thank you for your cooperation and understanding.

Kind regards,

Viu-Viu Support Team

Ticket ID: NCZ0X2

Assigned agent: Bethany

PREVIOUS MESSAGES:

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How much longer do you expect me to wait? Your inaction is outrageous.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Wed, 8/12/2026, 5:08 AM UTC

Bethany wrote:

Hello Qokoo,

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We understand your concerns regarding your USDT, EUR balance and the funds currently in question.

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Kind regards,
Viu-Viu Support Team

Mon, 8/10/2026, 10:03 AM UTC

slivets.v@gmail.com wrote:

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

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Sat, 8/8/2026, 4:57 PM UTC

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От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

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Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 1:00 PM UTC

slivets.v@gmail.com wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the cryptocurrency I originally deposited?
3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

You're free to choose whichever payment method best suits your preference whenever you make a transaction. If you prefer to use USDT exclusively, you may simply continue selecting USDT for your deposits and withdrawals.

We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for contacting us.

We'd just like to confirm one detail before we proceed with your request.

Can you please confirm that you do not wish to use the EUR account at all and would like your funds to remain exclusively in your USDT account?

Once we receive your confirmation, we'll continue reviewing your request and assist you further.

We look forward to your reply.

Kind regards,
Viu-Viu Support Team

Fri, 8/7/2026, 5:02 AM UTC

slivets.v@gmail.com wrote:

Hello,

I would appreciate your help in resolving an issue with my account.

I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786514357851.ncz0x2.2d3243b1

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

12 августа 2026 г. в 15:32

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 08:59

[Цитируемый текст скрыт]

 **VID_20260812_153200.mov**
15248K

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

12 августа 2026 г. в 22:02



Hi, Qokoo

Dear Qokoo,

Thank you for sending us the recording.

We can confirm that we have **received the video successfully** and have forwarded the information for further review.

We will notify you as soon as we receive an update regarding the situation.

Thank you for your patience and cooperation while this is being reviewed.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Bethany

PREVIOUS MESSAGES:

slivets.v@gmail.com wrote:

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 08:59

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[VID_20260812_153200.mov](#)

Wed, 8/12/2026, 12:33 PM UTC

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This will allow our team to review exactly what happens during the process and assist you more effectively.

Once you have the recording, please reply to this email and attach the video.

Thank you for your cooperation and understanding.

Kind regards,
Viu-Viu Support Team

Wed, 8/12/2026, 5:59 AM UTC

slivets.v@gmail.com wrote:

How much longer do you expect me to wait? Your inaction is outrageous.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Wed, 8/12/2026, 5:08 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for your message.

We understand your concerns regarding your USDT, EUR balance and the funds currently in question.

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Thank you for your patience and understanding. If you have any further questions, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/10/2026, 10:03 AM UTC

slivets.v@gmail.com wrote:

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/10/2026, 6:28 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,
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Sat, 8/8/2026, 4:57 PM UTC

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От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom → Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

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Kind regards,
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От: Support Viu-Viu <support@viu-viu.com>

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Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

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Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

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Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

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We'd just like to confirm one detail before we proceed with your request.

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Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786561338293.ncz0x2.5e3e8ed5

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

14 августа 2026 г. в 11:19

How much longer do I have to wait?

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 22:02

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

14 августа 2026 г. в 19:47



Hi, Qokoo

Hello Qokoo,

Thank you for following up.

We understand that you have been waiting for an update. At the moment, we have not yet received any further feedback from the relevant team regarding your case.

Please be assured that we are continuing to follow up on the matter and will contact you as soon as we receive an update.
We sincerely appreciate your patience and understanding.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Bethany

PREVIOUS MESSAGES:

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How much longer do I have to wait?

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 22:02

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Fri, 8/14/2026, 8:19 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for sending us the recording.

We can confirm that we have received the video successfully and have forwarded the information for further review.

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Thank you for your patience and cooperation while this is being reviewed.

Kind regards,
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Wed, 8/12/2026, 7:02 PM UTC

slivets.v@gmail.com wrote:

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 08:59

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[VID_20260812_153200.mov](#)

Wed, 8/12/2026, 12:33 PM UTC

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От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

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When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/10/2026, 6:28 AM UTC

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Thank you for your understanding and patience.

Kind regards,
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Sat, 8/8/2026, 4:57 PM UTC

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This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

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Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your

withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

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→ Select your preferred cryptocurrency payment method.

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We will continue to assist you in resolving this as smoothly as possible.

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When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

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Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

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We hope this clarifies the situation.

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Kind regards,
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Fri, 8/7/2026, 5:31 PM UTC

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I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

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Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786726047405.ncz0x2.1f6b2b12

Support Viu-Viu <support@viu-viu.com>
Komy: slivets.v@gmail.com

17 августа 2026 г. в 17:13



Hi, Qokoo

Hello Qokoo,

We are reaching out to you regarding the currency of your account balance.

To make the withdrawal option available on your account, we recommend making a deposit via C2F, even for the minimum amount available.

Once the deposit has been completed successfully, the withdrawal option should become available to you.

Thank you for your patience and understanding while we work to get this sorted out.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Grace

PREVIOUS MESSAGES:

Bethany wrote:

Hello Qokoo,

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От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 22:02

Komy: slivets.v@gmail.com

Tema: Re: Account Balance Inquiry

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Тема: Re: Account Balance Inquiry

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Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,

Viu-Viu Support Team

Sat, 8/8/2026, 4:57 PM UTC

slivets.v@gmail.com wrote:

This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom
→ Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,

Viu-Viu Support Team

slivets.v@gmail.com wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the

cryptocurrency I originally deposited?

3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

You're free to choose whichever payment method best suits your preference whenever you make a transaction. If you prefer to use USDT exclusively, you may simply continue selecting USDT for your deposits and withdrawals.

We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for contacting us.

We'd just like to confirm one detail before we proceed with your request.

Can you please confirm that you do not wish to use the EUR account at all and would like your funds to remain exclusively in your USDT account?

Once we receive your confirmation, we'll continue reviewing your request and assist you further.

We look forward to your reply.

Kind regards,
Viu-Viu Support Team

Fri, 8/7/2026, 5:02 AM UTC

slivets.v@gmail.com wrote:

Hello,

I would appreciate your help in resolving an issue with my account.

I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786975994395.ncz0x2.d1d24f32

Кому: Support Viu-Viu <support@viu-viu.com>

Your response does not address the main issue. I funded my account in USDT specifically so that I would be able to withdraw my funds in USDT. Then, without my consent or prior notice, you forcibly changed my balance from USDT to EUR, after which cryptocurrency withdrawals were blocked.

Now you are asking me to make another deposit through C2F. I am not going to deposit additional funds because of a problem caused by your actions.

I demand that you immediately provide me with the ability to withdraw all funds belonging to me from my account in USDT — the same cryptocurrency in which I funded my account.

Also, explain exactly what C2F means in your message and which specific deposit method you are referring to.

Explain on what basis you changed my account currency without my consent and why you are now requiring a new deposit in order to withdraw my funds. I expect a specific answer, not generic recommendations.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 17:13

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

17 августа 2026 г. в 20:36



Hi, Qokoo

Hello Qokoo,

Thank you for your reply.

We understand your concern regarding withdrawing your available balance in USDT.

We have checked this with our colleagues. The payment method used for your deposit is currently unavailable on our platform. As a result, there is currently no corresponding withdrawal method available for your account.

To make the withdrawal option available, we recommend making a deposit via the C2F method, even for the minimum amount available.

Once the deposit has been completed successfully, the withdrawal option should become available to you.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Grace

PREVIOUS MESSAGES:

slivets.v@gmail.com wrote:

Your response does not address the main issue. I funded my account in USDT specifically so that I would be able to withdraw my funds in USDT. Then, without my consent or prior notice, you forcibly changed my balance from USDT to EUR, after which cryptocurrency withdrawals were blocked.

Now you are asking me to make another deposit through C2F. I am not going to deposit additional funds because of a problem caused by your actions.

I demand that you immediately provide me with the ability to withdraw all funds belonging to me from my account in USDT — the same cryptocurrency in which I funded my account.

Also, explain exactly what C2F means in your message and which specific deposit method you are referring to.

Explain on what basis you changed my account currency without my consent and why you are now requiring a new deposit in order to withdraw my funds. I expect a specific answer, not generic recommendations.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 17:13

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/17/2026, 3:30 PM UTC

Grace wrote:

Hello Qokoo,

We are reaching out to you regarding the currency of your account balance.

To make the withdrawal option available on your account, we recommend making a deposit via C2F, even for the minimum amount available.

Once the deposit has been completed successfully, the withdrawal option should become available to you.

Thank you for your patience and understanding while we work to get this sorted out.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/17/2026, 2:13 PM UTC

Bethany wrote:

Hello Qokoo,

Thank you for following up.

We understand that you have been waiting for an update. At the moment, we have not yet received any further feedback from the

relevant team regarding your case.

Please be assured that we are continuing to follow up on the matter and will contact you as soon as we receive an update.

We sincerely appreciate your patience and understanding.

Kind regards,
Viu-Viu Support Team

Fri, 8/14/2026, 4:47 PM UTC

slivets.v@gmail.com wrote:

How much longer do I have to wait?

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 22:02

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Fri, 8/14/2026, 8:19 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for sending us the recording.

We can confirm that we have received the video successfully and have forwarded the information for further review.

We will notify you as soon as we receive an update regarding the situation.

Thank you for your patience and cooperation while this is being reviewed.

Kind regards,
Viu-Viu Support Team

Wed, 8/12/2026, 7:02 PM UTC

slivets.v@gmail.com wrote:

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 08:59

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[VID_20260812_153200.mov](#)

Wed, 8/12/2026, 12:33 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response. We understand that the waiting time has been frustrating, and we appreciate your patience while this is being reviewed.

Regarding the withdrawal, if you are unable to complete it using the available crypto withdrawal option, please record a step-by-step video showing the entire withdrawal process, including the issue or error you encounter.

This will allow our team to review exactly what happens during the process and assist you more effectively.

Once you have the recording, please reply to this email and attach

the video.

Thank you for your cooperation and understanding.

Kind regards,
Viu-Viu Support Team

Wed, 8/12/2026, 5:59 AM UTC

slivets.v@gmail.com wrote:

How much longer do you expect me to wait? Your inaction is outrageous.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Wed, 8/12/2026, 5:08 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for your message.

We understand your concerns regarding your USDT, EUR balance and the funds currently in question.

At the moment, we have not yet received a further update regarding your case, so we're unable to provide a confirmed timeframe for when the case will be resolved.

Please rest assured that your case is still being reviewed, and we will contact you as soon as we receive further information.

Thank you for your patience and understanding. If you have any further questions, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/10/2026, 10:03 AM UTC

slivets.v@gmail.com wrote:

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/10/2026, 6:28 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 4:57 PM UTC

slivets.v@gmail.com wrote:

This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom
→ Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 1:00 PM UTC

slivets.v@gmail.com wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made

in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the cryptocurrency I originally deposited?
3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

You're free to choose whichever payment method best suits your preference whenever you make a transaction. If you prefer to use USDT exclusively, you may simply continue selecting USDT for your deposits and withdrawals.

We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for contacting us.

We'd just like to confirm one detail before we proceed with your

request.

Can you please confirm that you do not wish to use the EUR account at all and would like your funds to remain exclusively in your USDT account?

Once we receive your confirmation, we'll continue reviewing your request and assist you further.

We look forward to your reply.

Kind regards,
Viu-Viu Support Team

Fri, 8/7/2026, 5:02 AM UTC

slivets.v@gmail.com wrote:

Hello,

I would appreciate your help in resolving an issue with my account.

I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786988165256.ncz0x2.ea9a8fbd

Qokoo <slivets.v@gmail.com>
Komy: Support Viu-Viu <support@viu-viu.com>

17 августа 2026 г. в 21:21

Your response is not acceptable.

I funded my account in USDT and I require my funds to be withdrawn in USDT. The fact that the deposit method I used is now unavailable is not a valid reason to block the withdrawal of my funds.

You changed my account from USDT to EUR without my consent, and now you are requiring me to deposit additional money in order to withdraw funds that are already in my account. I do not agree to this requirement and I will not make another deposit.

Provide me with the ability to withdraw my balance in USDT immediately.

Also, clearly explain:

- what C2F means;
- why I am required to make a new deposit in order to withdraw my funds;
- on what basis you have blocked the withdrawal of my funds.

I expect a specific answer and a solution, not another recommendation to deposit money.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 20:36

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

17 августа 2026 г. в 22:59



Hi, Qokoo

Hello Qokoo,

Thank you for your response.

We understand your concerns regarding the withdrawal of your current balance and your preference to withdraw in USDT.

The payment method used for your deposit is currently unavailable. Which means that there is currently no available withdrawal method corresponding to that payment method.

We recommend making a deposit via Crypto to Fiat (C2F), even for the minimum amount available. Once the deposit has been completed successfully, the withdrawal option should become available to you for use.

The requirement for the additional deposit is related to the current availability of the payment method on the platform and the available withdrawal options for your account.

We understand that you have concerns about making another deposit, and we appreciate your cooperation.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Grace

PREVIOUS MESSAGES:

slivets.v@gmail.com wrote:

Your response is not acceptable.

I funded my account in USDT and I require my funds to be withdrawn in USDT. The fact that the deposit method I used is now unavailable is not a valid reason to block the withdrawal of my funds.

You changed my account from USDT to EUR without my consent, and now you are requiring me to deposit additional money in order to withdraw funds that are already in my account. I do not agree to this requirement and I will not make another deposit.

Provide me with the ability to withdraw my balance in USDT immediately.

Also, clearly explain:

* what C2F means;

* why I am required to make a new deposit in order to withdraw my funds;

* on what basis you have blocked the withdrawal of my funds.

I expect a specific answer and a solution, not another recommendation to deposit money.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 20:36

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/17/2026, 6:21 PM UTC

Grace wrote:

Hello Qokoo,

Thank you for your reply.

We understand your concern regarding withdrawing your available balance in USDT.

We have checked this with our colleagues. The payment method used for your deposit is currently unavailable on our platform. As a result, there is currently no corresponding withdrawal method available for your account.

To make the withdrawal option available, we recommend making a deposit via the C2F method, even for the minimum amount available. Once the deposit has been completed successfully, the withdrawal option should become available to you.

If you have any further questions or need any assistance, please don't

hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/17/2026, 5:36 PM UTC

slivets.v@gmail.com wrote:

Your response does not address the main issue. I funded my account in USDT specifically so that I would be able to withdraw my funds in USDT. Then, without my consent or prior notice, you forcibly changed my balance from USDT to EUR, after which cryptocurrency withdrawals were blocked.

Now you are asking me to make another deposit through C2F. I am not going to deposit additional funds because of a problem caused by your actions.

I demand that you immediately provide me with the ability to withdraw all funds belonging to me from my account in USDT — the same cryptocurrency in which I funded my account.

Also, explain exactly what C2F means in your message and which specific deposit method you are referring to.

Explain on what basis you changed my account currency without my consent and why you are now requiring a new deposit in order to withdraw my funds. I expect a specific answer, not generic recommendations.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 17:13

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/17/2026, 3:30 PM UTC

Grace wrote:

Hello Qokoo,

We are reaching out to you regarding the currency of your account

balance.

To make the withdrawal option available on your account, we recommend making a deposit via C2F, even for the minimum amount available.

Once the deposit has been completed successfully, the withdrawal option should become available to you.

Thank you for your patience and understanding while we work to get this sorted out.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/17/2026, 2:13 PM UTC

Bethany wrote:

Hello Qokoo,

Thank you for following up.

We understand that you have been waiting for an update. At the moment, we have not yet received any further feedback from the relevant team regarding your case.

Please be assured that we are continuing to follow up on the matter and will contact you as soon as we receive an update.
We sincerely appreciate your patience and understanding.

Kind regards,
Viu-Viu Support Team

Fri, 8/14/2026, 4:47 PM UTC

slivets.v@gmail.com wrote:

How much longer do I have to wait?

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 22:02

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Fri, 8/14/2026, 8:19 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for sending us the recording.

We can confirm that we have received the video successfully and have forwarded the information for further review.

We will notify you as soon as we receive an update regarding the situation.

Thank you for your patience and cooperation while this is being reviewed.

Kind regards,
Viu-Viu Support Team

Wed, 8/12/2026, 7:02 PM UTC

slivets.v@gmail.com wrote:

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 08:59

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[VID_20260812_153200.mov](#)

Wed, 8/12/2026, 12:33 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response. We understand that the waiting time has been frustrating, and we appreciate your patience while this is being reviewed.

Regarding the withdrawal, if you are unable to complete it using the available crypto withdrawal option, please record a step-by-step video showing the entire withdrawal process, including the issue or error you encounter.

This will allow our team to review exactly what happens during the process and assist you more effectively.

Once you have the recording, please reply to this email and attach the video.

Thank you for your cooperation and understanding.

Kind regards,

Viu-Viu Support Team

Wed, 8/12/2026, 5:59 AM UTC

slivets.v@gmail.com wrote:

How much longer do you expect me to wait? Your inaction is outrageous.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Wed, 8/12/2026, 5:08 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for your message.

We understand your concerns regarding your USDT, EUR balance and the funds currently in question.

At the moment, we have not yet received a further update regarding your case, so we're unable to provide a confirmed timeframe for when the case will be resolved.

Please rest assured that your case is still being reviewed, and we will contact you as soon as we receive further information.

Thank you for your patience and understanding. If you have any further questions, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/10/2026, 10:03 AM UTC

slivets.v@gmail.com wrote:

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/10/2026, 6:28 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,

Viu-Viu Support Team

Sat, 8/8/2026, 4:57 PM UTC

slivets.v@gmail.com wrote:

This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom → Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,
Viu-Viu Support Team

Sat, 8/8/2026, 1:00 PM UTC

[slivets.v@gmail.com](#) wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the cryptocurrency I originally deposited?
3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

You're free to choose whichever payment method best suits your preference whenever you make a transaction. If you prefer to use USDT exclusively, you may simply continue selecting USDT for your deposits and withdrawals.

We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for contacting us.

We'd just like to confirm one detail before we proceed with your request.

Can you please confirm that you do not wish to use the EUR account at all and would like your funds to remain exclusively in your USDT account?

Once we receive your confirmation, we'll continue reviewing your request and assist you further.

We look forward to your reply.

Kind regards,
Viu-Viu Support Team

Fri, 8/7/2026, 5:02 AM UTC

slivets.v@gmail.com wrote:

Hello,

I would appreciate your help in resolving an issue with my account.

I deposited funds exclusively in USDT. However, without my consent, my funds were transferred to a fiat EUR account. As a result, I now have two accounts: one in USDT and another in EUR, even though I never opened a EUR account or authorized the transfer of my funds to it.

Please investigate why this happened and return my funds to my USDT account.

I would appreciate your prompt assistance and look forward to your response.

Thank you!

Fri, 8/7/2026, 4:32 AM UTC

[Цитируемый текст скрыт]

Ticket ID: hd.1786996772620.ncz0x2.93f6eff2

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

18 августа 2026 г. в 07:45

Your response still does not answer the key question.

You are requiring me to make an additional deposit via C2F in order to unlock withdrawals. Before I make any additional deposit, I require you to clearly confirm exactly which withdrawal method will become available.

Will I be able to withdraw my entire existing balance specifically in USDT after doing so?

I originally funded my account in USDT and I want to withdraw my funds in USDT. I will not make an additional deposit based on the vague statement that the withdrawal option "should become available."

Confirm clearly: after making the minimum deposit via C2F, will I be able to withdraw my existing balance in USDT — yes or no?

If I do not receive a clear answer, I will refer this matter to Casino Guru and other independent platforms for review.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 22:59

[Цитируемый текст скрыт]

Support Viu-Viu <support@viu-viu.com>
Кому: slivets.v@gmail.com

19 августа 2026 г. в 07:32



Hi, Qokoo

Dear Qokoo,

Thank you for your message, and we apologize for the lack of clarity in our previous response.

Once the minimum required C2F deposit is completed, cryptocurrency will be available as the withdrawal method, with USDT available as the withdrawal currency.

We hope this clarifies the withdrawal process. If you have any other questions, please feel free to contact us.

Kind regards,
Viu-Viu Support Team

Ticket ID: NCZ0X2
Assigned agent: Derek

PREVIOUS MESSAGES:

slivets.v@gmail.com wrote:

Your response still does not answer the key question.

You are requiring me to make an additional deposit via C2F in order to unlock withdrawals. Before I make any additional deposit, I require you to clearly confirm exactly which withdrawal method will become available.

Will I be able to withdraw my entire existing balance specifically in

USDT after doing so?

I originally funded my account in USDT and I want to withdraw my funds in USDT. I will not make an additional deposit based on the vague statement that the withdrawal option "should become available."

Confirm clearly: after making the minimum deposit via C2F, will I be able to withdraw my existing balance in USDT — yes or no?

If I do not receive a clear answer, I will refer this matter to Casino Guru and other independent platforms for review.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 22:59

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Tue, 8/18/2026, 4:45 AM UTC

Grace wrote:

Hello Qokoo,

Thank you for your response.

We understand your concerns regarding the withdrawal of your current balance and your preference to withdraw in USDT.

The payment method used for your deposit is currently unavailable. Which means that there is currently no available withdrawal method corresponding to that payment method.

We recommend making a deposit via Crypto to Fiat (C2F), even for the minimum amount available. Once the deposit has been completed

successfully, the withdrawal option should become available to you for use.

The requirement for the additional deposit is related to the current availability of the payment method on the platform and the available withdrawal options for your account.

We understand that you have concerns about making another deposit, and we appreciate your cooperation.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/17/2026, 7:59 PM UTC

slivets.v@gmail.com wrote:

Your response is not acceptable.

I funded my account in USDT and I require my funds to be withdrawn in USDT. The fact that the deposit method I used is now unavailable is not a valid reason to block the withdrawal of my funds.

You changed my account from USDT to EUR without my consent, and now you are requiring me to deposit additional money in order to withdraw funds that are already in my account. I do not agree to this requirement and I will not make another deposit.

Provide me with the ability to withdraw my balance in USDT immediately.

Also, clearly explain:

* what C2F means;

* why I am required to make a new deposit in order to withdraw my funds;

* on what basis you have blocked the withdrawal of my funds.

I expect a specific answer and a solution, not another recommendation to deposit money.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 20:36

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/17/2026, 6:21 PM UTC

Grace wrote:

Hello Qokoo,

Thank you for your reply.

We understand your concern regarding withdrawing your available balance in USDT.

We have checked this with our colleagues. The payment method used for your deposit is currently unavailable on our platform. As a result, there is currently no corresponding withdrawal method available for your account.

To make the withdrawal option available, we recommend making a deposit via the C2F method, even for the minimum amount available. Once the deposit has been completed successfully, the withdrawal option should become available to you.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/17/2026, 5:36 PM UTC

slivets.v@gmail.com wrote:

Your response does not address the main issue. I funded my account in USDT specifically so that I would be able to withdraw my funds in USDT. Then, without my consent or prior notice, you forcibly changed my balance from USDT to EUR, after which cryptocurrency withdrawals were blocked.

Now you are asking me to make another deposit through C2F. I am not going to deposit additional funds because of a problem caused by your actions.

I demand that you immediately provide me with the ability to withdraw all funds belonging to me from my account in USDT — the same cryptocurrency in which I funded my account.

Also, explain exactly what C2F means in your message and which specific deposit method you are referring to.

Explain on what basis you changed my account currency without my consent and why you are now requiring a new deposit in order to withdraw my funds. I expect a specific answer, not generic recommendations.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 17 авг. 2026 г., 17:13

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/17/2026, 3:30 PM UTC

Grace wrote:

Hello Qokoo,

We are reaching out to you regarding the currency of your account balance.

To make the withdrawal option available on your account, we recommend making a deposit via C2F, even for the minimum amount available.

Once the deposit has been completed successfully, the withdrawal option should become available to you.

Thank you for your patience and understanding while we work to get this sorted out.

If you have any further questions or need any assistance, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/17/2026, 2:13 PM UTC

Bethany wrote:

Hello Qokoo,

Thank you for following up.

We understand that you have been waiting for an update. At the moment, we have not yet received any further feedback from the relevant team regarding your case.

Please be assured that we are continuing to follow up on the matter and will contact you as soon as we receive an update.
We sincerely appreciate your patience and understanding.

Kind regards,
Viu-Viu Support Team

slivets.v@gmail.com wrote:

How much longer do I have to wait?

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 22:02

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Fri, 8/14/2026, 8:19 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for sending us the recording.

We can confirm that we have received the video successfully and have forwarded the information for further review.

We will notify you as soon as we receive an update regarding the situation.

Thank you for your patience and cooperation while this is being reviewed.

Kind regards,
Viu-Viu Support Team

Wed, 8/12/2026, 7:02 PM UTC

slivets.v@gmail.com wrote:

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 12 авг. 2026 г., 08:59

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[VID_20260812_153200.mov](#)

Wed, 8/12/2026, 12:33 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response. We understand that the waiting time has been frustrating, and we appreciate your patience while this is being reviewed.

Regarding the withdrawal, if you are unable to complete it using the available crypto withdrawal option, please record a step-by-step video showing the entire withdrawal process, including the issue or error you encounter.

This will allow our team to review exactly what happens during the process and assist you more effectively.

Once you have the recording, please reply to this email and attach the video.

Thank you for your cooperation and understanding.

Kind regards,
Viu-Viu Support Team

Wed, 8/12/2026, 5:59 AM UTC

slivets.v@gmail.com wrote:

How much longer do you expect me to wait? Your inaction is outrageous.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пн, 10 авг. 2026 г., 13:03

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Wed, 8/12/2026, 5:08 AM UTC

Bethany wrote:

Hello Qokoo,

Thank you for your message.

We understand your concerns regarding your USDT, EUR balance and the funds currently in question.

At the moment, we have not yet received a further update regarding your case, so we're unable to provide a confirmed timeframe for when the case will be resolved.

Please rest assured that your case is still being reviewed, and we will contact you as soon as we receive further information.

Thank you for your patience and understanding. If you have any further questions, please don't hesitate to reply to this email.

Kind regards,
Viu-Viu Support Team

Mon, 8/10/2026, 10:03 AM UTC

slivets.v@gmail.com wrote:

When will the issue be resolved? Is the USDT balance that held my funds no longer accessible to me? Where are those funds?

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 19:57

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Mon, 8/10/2026, 6:28 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience and the screenshot is well received.

Please be informed that your issue has been escalated to the team, and it is actively being investigated to determine the cause of the issue and work towards a resolution.

At this stage, we kindly ask for your patience while the investigation is ongoing, we will provide you with an update as soon as we receive further information regarding your case.

Thank you for your understanding and patience.

Kind regards,

Viu-Viu Support Team

Sat, 8/8/2026, 4:57 PM UTC

slivets.v@gmail.com wrote:

This is everything I see when I click the Withdrawal button.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: сб, 8 авг. 2026 г., 16:00

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

ATTACHMENTS

[20260808_175835.jpg](#)

Sat, 8/8/2026, 3:00 PM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your patience while we continue looking into this for you.

We understand your concern regarding your original USDT deposit, the balance displayed in EUR, and the requirement you encountered when attempting to make a cryptocurrency withdrawal.

We appreciate the clarification you provided, and we want to assure you that your concern is being properly reviewed.

Our team is currently working on the matter. As this requires some further checks, it may take a little time to complete, and we appreciate your continued patience while this is being investigated.

In the meantime, we would also kindly ask you to try initiating your withdrawal through the following section, as this is the correct process for selecting a cryptocurrency withdrawal method:

Withdrawal → Banking (not the Crypto section) → Scroll to the bottom
→ Select your preferred cryptocurrency payment method.

Please try the above steps and let us know if you are still unable to proceed with your withdrawal.

We will continue to assist you in resolving this as smoothly as possible.

Thank you again for your patience and understanding.

Kind regards,

Viu-Viu Support Team

slivets.v@gmail.com wrote:

Hello,

Thank you for your response. However, your answer does not address the specific question I raised.

My original deposit was made in USDT. I did not deposit EUR, nor did I request or authorize the conversion of my balance from USDT to EUR. Nevertheless, your service converted my balance to EUR without my request.

At the moment, there are effectively two separate balances in my account — a USDT balance and a EUR balance. Therefore, I would like to understand what happened to my original USDT balance and why it was converted to EUR.

I now have a specific question regarding the withdrawal of my funds.

When I try to withdraw my EUR balance using cryptocurrency, I see a notification stating that I first need to make a cryptocurrency deposit in order to be able to withdraw funds via cryptocurrency.

This is unclear to me, because my original deposit was already made in USDT. The reason my balance is now displayed in EUR is not because I deposited EUR, but because your system converted my balance from USDT to EUR without my request.

Therefore, please clarify the following:

1. Why was my USDT balance converted into EUR without my authorization?
2. Can you restore my balance to USDT, as this was the

cryptocurrency I originally deposited?

3. Can I withdraw the funds currently held in my account in cryptocurrency without making a new cryptocurrency deposit, given that my original deposit was already made in USDT? If not, please explain why this is necessary.

I would appreciate a specific answer to these questions rather than a general explanation of the available deposit and withdrawal methods.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 20:31

Кому: slivets.v@gmail.com

Тема: Re: Account Balance Inquiry

Sat, 8/8/2026, 6:24 AM UTC

Bethany wrote:

Dear Qokoo,

Thank you for your response and patience, It's so much appreciated.

We'd like to reassure you that your account is operating as intended. The multiple entries you see are not separate accounts, but rather different deposit and withdrawal methods that have been set up within your profile.

You're free to choose whichever payment method best suits your preference whenever you make a transaction. If you prefer to use USDT exclusively, you may simply continue selecting USDT for your deposits and withdrawals.

We hope this clarifies the situation.

If there's anything else you'd like us to look into or if you have any further questions, please don't hesitate to let us know. We're always happy to assist.

Kind regards,
ViuViu Support Team

Fri, 8/7/2026, 5:31 PM UTC

slivets.v@gmail.com wrote:

I deposited funds in USDT and want to use exclusively USDT.

Отправлено с телефона

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: пт, 7 авг. 2026 г., 08:02

Кому: slivets.v@gmail.com

Тема: Re:

Fri, 8/7/2026, 7:54 AM UTC

This email is delivered by **HelpDesk.com**

Ticket ID: hd.1787113946239.ncz0x2.452744ff

Qokoo <slivets.v@gmail.com>
Кому: Support Viu-Viu <support@viu-viu.com>

19 августа 2026 г. в 13:07

 **Галерея**

There is another important issue I need clarification on.

Since Monday, I can no longer access your website from Belarus and I receive a message stating that players from Belarus are no longer supported.

I have an existing balance that I need to withdraw in USDT. Please clearly explain how I am supposed to access my account and complete the withdrawal under these circumstances.

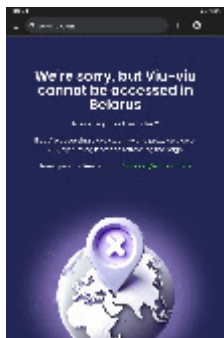
Also, is it possible for me to access my existing account via VPN in order to withdraw my funds in USDT? Please confirm whether this is an acceptable way to access my account and complete the withdrawal.

----- Исходное сообщение -----

От: Support Viu-Viu <support@viu-viu.com>

Дата: ср, 19 авг. 2026 г., 07:32

[Цитируемый текст скрыт]



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108K