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r/Tangem



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r/Tangem • 18 hr. ago  
Guilty\_Economics\_999

## Hey Tangem Community - Its been 4 Months and my 550K still in limbo. Avoid ChangeNow!

I didn't think I'd still be dealing with this four months later, but here we are. ChangeNOW is still holding my \$550,000 (Ticket #507360) with no explanation and no real response.

I've followed every step they asked for gave them full KYC, proof of where the funds came from, legit documents, everything. They keep replying publicly on X saying "DM us," acting like they care but once I actually DM them? Nothing. No reply. It's just a front to look good in public.

And to top it off, they've been deleting my posts where I talk about this. Why? What are they trying to hide? If this isn't an attempt to silence me, I don't know what is.

Look, I know I've posted about this in a few places already and I get that it might seem repetitive but I'm not going to shut up while my \$550K is locked for no reason.

To anyone else who's been hit like this by ChangeNOW: don't stay quiet. The only way to stop this kind of stuff in crypto is to speak up and expose it.

ChangeNOW, release my funds. Enough fake PR. Enough silence. This is people's money and this has gone way too far.

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Search Comments



BicarTangem • 14h ago • Stickied comment • Edited 2h ago

Tangem Mod Top 1% Commenter

Hello,

I'm sorry to hear that this happened. Because swaps are done via 3rd party providers, there is very little we can do. It's best to stay in contact with them directly.

P.S. Anyone promoting lawyers or recovery services will see their comment removed. (Because they are scams. Regular visitors would remember the whole funds stuck "drama" that happened a couple weeks ago. It was to promote a scam).



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also I did a max of 1200.00. Swap like 800.00 in hedera to solana and about 250 in ltc to hedera again. Both went through. The wait was on the deposit. No issues but like I'm not swapping over 2500 at once. Another thing to do with the swapping is chip it out. Do small batches like every other day.

But like I said my 2 cents.

4 Reply ...



**Escapement\_Watch** • 13h ago

if its around 1500 - 2000 it is fine. they only hold big money

1 Reply ...



**astralpeakz** • 17h ago

I don't see how this is a Tangem problem. Why would you trust to send more than half a million dollars to a company that don't even trust you? You didn't even KYC with them before sending them your money?

And why would you send such a large sum in one go?

No third party exchanges that are linked to hard wallets such be trusted. Instead stick to the big reputable exchanges like Coinbase, Kraken etc.

And even then, you should never send such a large amount in one go. Send in smaller chunks and operate a conveyor belt system until all your funds are where they want to be.

5 Reply ...



**markdrk** • 16h ago

I don't think he is saying it is a Tangem problem... it sounds like he is saying it is a ChangeNOW problem... or am I incorrect. I understand this is in a Tangem forum... but I just read that ChangeNOW is doing the currency exchange for Tangem... so isn't it good for Tangem to know there may be an issue with the partnership?

4 Reply ...



**astralpeakz** • 16h ago • Edited 15h ago

Yeah that's true, Tangem should only be partnering with trustworthy exchanges. My understanding is Tangem is like an affiliate, and gets a % cut from these partnered exchanges. It's in their interest to only partner with top tier exchanges.

Personally I never do this stuff inside my wallet, just send coins to a proper exchange and trade there.

7 Reply ...



**markdrk** • 15h ago

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Singapore has an SEC Database, so a quick search reveals they are being above board with legislation involving Anti Money Laundering (AML), and Know Your Customer (KYC) international laws.

<https://www.bizfile.gov.sg/buy-info/search/results>

The record does pull up... so they are legitimate. NEVER, and I mean NEVER use companies not registered.

I won't get into global scandals here... but there is a certain group of people who start businesses, who never register legally, and know people will be flagged and dragged into similar messes.



2



Reply



**markdrk** • 15h ago • Edited 4h ago

I am aware that KYC brings with it a gauntlet of bureaucratic blocks. If there is an issue with something being a security, then ChangeNOW is not operating above board with its clients and the funds will be blocked. This means there is speculation of potential frauds, and is why money gets locked. If ChangeNOWs KYC and anti money laundering paperwork is not up to snuff, it means that peoples money can be locked up for a long time.

Tangem as far as I can see is a credible company being above board with people. If there is suspected negative activity with a partner... in my opinion... it is a good time to shop other networks and deals and perhaps make a better deal.

Just my 2 cents worth anyway.

BTW... to the affected party... you should contact your Securities Commission and see why they have frozen the funds. Funds get frozen by the government when they suspect a business is not operating legally, and you become a suspect. They will want a complete history I am sure. Forget about involving ChangeNOW. If they are dodging responsibility, they won't act on your behalf.

Also, when dealing with these companies always do an EDGAR search (if you are in USA) for the company to see if they can transfer big money. Most countries have a database of legal open businesses.

USA SEC DATABASE FOR LARGE FUND APPROVED ENTITIES

<https://www.sec.gov/search-filings>

You will find that Companies like Crypto Co are registered and being above board. If a company is not registered they should not be a trusted source for currency exchange, so that is a HUGE red flag. Most of us average people and smaller companies don't know that. I have been involved in similar situation, and is why I had to educate myself on all the bureaucratic jargon.



1



Reply



**JozieKS** • 17h ago

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**JozieKS** • 17h ago

550k 

 2   Reply ...



**markdrk** • 16h ago

Oh lord... who is ChangeNOW? Does Tangem work with them?

  2   Reply ...



**BicarTangem** • 14h ago

Tangem Mod   Top 1% Commenter

ChaneNow is a well known exchange. They are one of the many provider you can use when doing in app swaps.

  -1   Reply ...



**Designer\_Speech8942** • 12h ago

I never heard of ChangeNOW. 😬

 3   Reply ...



**markdrk** • 12h ago • Edited 4h ago

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Search the company database here.

<https://obrs.bccar.bz/bereg/searchbusinesspublic>

Ironically, I was had by a company "headquartered" in Belize who pulled a scam of not registering there, not saying they are guilty btw. Belize is a cesspool of fraudulent operations by groups who know how to dodge securities standards like global Anti Money Laundering policies and Know Your Customer protocols to prevent laundering.

If they do not register, because they are impossible to take to court if someone gets serious.

If a company is claiming broken KYC protocols. KYC protocols are only initiated by governments with institutions who are actually registered so checking registration is important.

If he goes to his countries SEC, he can verify who put a hold on the money, if any in his country. Also by contacting FINTRAC to get the REAL KYC paperwork if there is any. If there is no KYC documents at FINTRAC, they are highly likely scamming him.

To the affected party. Contact FINTRAC and ask for any KYC documents submitted by any entity for a private security. If they don't have one, report said company, and your governments Federal Police Force, and Securities commission will go after them.

2 Reply ...



asselfoley • 14h ago

Maybe it was frozen by FinCEN. If so, changenow would be prohibited from telling you anything.

If you're thinking FinCEN would have no reason to freeze your funds, that's about all the reason they need

If that is what happened, good luck trying to find out

2 Reply ...



markdrk • 11h ago • Edited 3h ago

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The poster of this thread should read this... as there is action which can happen without affecting Tangem.

ChangeNOW seems to be according to search headquartered in Belize, and the company is not a legal business entity there... they may be somewhere else.

Search the company database here.

<https://obrs.bccar.bz/bereg/searchbusinesspublic>

Always check to see registered state of a company. If they do not register, because they are impossible to take to court if someone gets serious. Ask for actual proof of business name if there is suspicions as some companies "pretend" to have a separate parent company which is not associated, but is legitimate. Also... double check the parent company infact has "operating under XXX BUSINESS NAME" entities which are legally registered in your country, or the country where it is registered in the business databases. That helps verify legalities.

For example... on ChangeNOWs website it also says their parent company is "CHN Group LLC" in Saint Vincent. BTW... all these different entities, and claims of HQ's is a red flag in my opinion. You will have to search for that company in the Saint Vincent business database and see if they registered other entities that they are operating under. AKA they should have operating as "ChangeNOW" in Belize if the zoominfo is correct, and the zoom submission is usually done by the company itself. You can likely contact CHN Group LLC to verify "operating under" business name as well but since ChangeNOW is not registered to operate in Belize???

I helped out here...

Saint Vincent business search -> <https://fsasvg.com/entity-name-search/>

CHN Group LLC does come up but date of incorporation is 4/11/2023, and ChangeNOW has been around since 2017 working on different platforms. Which brings several other questions as to why the addition? movement? and why a separate incorporation was registered after they have been in operation for several years?

If a company is claiming broken KYC protocols. KYC protocols are only initiated by governments with institutions who are actually registered and submit KYC documentation to FINTRAC.

Go to your countries Security Commission, you can verify who put a hold on the money. Also by contacting FINTRAC to get any REAL KYC paperwork if there is any. If there is no KYC documents at FINTRAC, they are highly likely scamming you. No submission to FINTRAC with KYC documents can trigger charges of Fraud by your government. (BTW... Does Crypto follow KYC? Are governments considering crypto a security now?)

When you contact FINTRAC, ask for any KYC documents submitted by any entity during a wide time span in your name. If they don't have any KYC documents, report said company to your government's security commission, and federal police force, and they will likely go after them if they are dodging legalities.



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markdrk • 11h ago

The exchange is a partnership with Tangem. When you exchange coin in Tangem, it uses ChangeNOW.

👍 1 ↴️ ↻ Reply ...