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### (Suggestion) Remove Kraken from the header ticker

(self.BitcoinMarkets)

submitted 22 hours ago by [DianaQWERTY](#)

Kraken is broken for a good while now, and getting worse by the day. It seems they don't care and have abandoned the exchange.

We should try to not advertise them and warn all the newcomers to not use them.

Bitstamp and GDAX have the second highest EUR volume, so if you want to replace Kraken I'd suggest any of those two (preferably Bitstamp).

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**CREATE AN ACCOUNT**

[-] ↑ [jespow](#) ✓ 120 points 16 hours ago

↓ No defending the recent state of the platform. It's seen better days and I must offer my apologies for the lack of more impactful and timely improvements.

We have a major upgrade coming 1st week of December (now in internal testing) that should resolve the types of problems being reported. We've actually made some substantial improvements over the last few months, however, the record demand has outpaced the bandwidth created. It's basically the curse of [Jevons Paradox](#) at work.

search

this post was submitted on 20 Nov 2017

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**BitcoinMarkets**

We certainly haven't abandoned the exchange and we do care about making improvements. We had a nice roadmap for building our fancy new ship, which was blown up by the recent explosion of growth. Rather than be able to dedicate our efforts to the new platform, we've had to split efforts with water bailing and fire extinguishing. So, it's taken longer than we are happy with. Obviously, we are leaving a lot of money on the table and the issues affect the brand. It's the company's top priority.

Contrary to popular belief, in order to maintain our perfect record of keeping your funds and personal information secure (unfortunately, more than can be said for others in the header here), we cannot just add a hundred engineers and spin up a thousand servers to solve the problems. Kraken is still, by far, the most liquid EUR market. It's still working well enough to eek out \$250m/day in volume. If it's not working well for you, I encourage you to take a break, free up some bandwidth for others and wait for the announcement about the major upgrade to come in early December.

If you want to help, <https://jobs.lever.co/kraken>

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 [VitaliksJaj](#) 14 points 6 hours ago

 I am in utter disbelief as to why the tone in this thread is sympathetic. It is possible that these individuals have not lost a considerable amount of money due to your exchange but I have. I have been trading crypto a few months and since then I've given your company over a hundred thousand dollars in fees. In the last few weeks I have had to part with over 300,000 dollars because your trading engine has been so piss poor. Even with the API, I have to ram about 30 or 40 orders at a time to get a response that isn't a connection being rejected. Then I have to pray that even though the order says it didn't go through that 15 minutes later I don't get an order that executes. It has become a guessing game and that is unacceptable. The engine used to be slow, but now it is downright refusing every connection I make to place an order. Other

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- **No memes or low effort content**  
Posts that are **solely** comprised of memes, irrelevant youtube videos or similar will be removed
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Instead, please **report rule violations**
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Any affiliation with an exchange, product or service that's being discussed must be disclosed
- **Exchange representatives must get verified**  
Please send us a [modmail](#)
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## Bitcoin Exchanges

- [GDAX](#) (\$, €, £)
- [Gemini](#) (\$)
- [bitFlyer](#) (\$, ¥)
- [Bitstamp](#) (\$, €)

This list does not constitute an endorsement by [/r/BitcoinMarkets](#). **Please do your own research before selecting an exchange.**

**Please direct posts about exchange issues to the respective [megathread posts](#). Separate threads about exchange issues will be removed.**

## Bitcoin Derivatives & Options

- [BitMEX](#)

API calls work just fine though, which is highly suspicious.

You claim that you have had a large influx of customers but honestly your volume is going down so that is simply not true. All I see from your wallets is mass exodus of customers. Even on days where the volume on exchanges is at all time lows, orders don't seem to work. I don't know if you are insolvent or just greedy but that doesn't matter. What I observe is one market maker on the exchange places orders just fine running up and down the order book forcing people to close positions or outright liquidating people. There is also considerable front running going on. Everything points to fraudulent behavior. Kraken's volume barely scratches the surface of Bitfinex, Bithumb, Bittrex, and even GDAX does twice your volume flawlessly with instantaneous orders.

A responsible person would have closed down the exchange to make these changes or, at the very least, closed many trading pairs. Instead, you take away stop losses and other orders that protect margin traders. You should have shut down margin trading if you were a responsible CEO. Again, this points to more suspicious behavior. To me it seems as though you want your customers to get liquidated so that you can reach solvency from the DDOS crash from a few months ago.

You're right, it is hard to make a flawless trading engine like the one at Coinbase/GDAX. However, making one that functions at all is not that difficult. You've been around for over 6 years, and the company is based in SF. I work as an engineer in SF and there are tons of talented individuals here. The engine is not faulty, your market maker who fills your order book (you? roger? whoever it is) seems to ram orders through your API just fine. Sending dozens of orders screaming in, when I can't even get one to go through. You may have these reddit subscribers fooled, but you don't fool this engineer. Over the thanksgiving

- OKEX
- Crypto Facilities

### Bitcoin Market Data

- TradingView
- Cryptowatch
- BitcoinWisdom
- Coinalyze
- /r/BitcoinMarkets Flair Data [?]

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Date	Description	More Info
March 7	Next MtGox Creditor Meeting	Site

created by [wtf\\_yoda](#) Bullish a community for 4 years



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What is stopping another Chinese manipulation attempt of bitcoin as seen in 2014?

holiday I will be taking my time off from work to draft a letter to the SEC. Although you don't currently fall under their jurisdiction you sure as shit will soon. I don't take lightly to losing almost half a million dollars. Your ToS may be written in a way to absolve you of risk, but the intended contractual agreement you enter with your customers is on the basis that you fulfill your obligations to a reasonable degree. It's very obvious that you are not doing so and even admit it publicly. What you are doing is reckless, irresponsible, and downright wrong.

Sincerely,

Everyone

EDIT: tagging [u/jespow](#)

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  [speedboxx](#) 24 points 13 hours ago\*

I understand the server is overloaded causing login issues and whatnot. However your order book is COMPLETELY buggy and unusable right now. Placing orders results in errors most of the time causing the user to think the order has failed, so they try again and again. Then mysteriously after a few minutes the orders do in fact execute causing overbought situations. This is completely unacceptable and causes people to lose money! If the platform has these fatal flaws then it should be taken down completely until they can be resolved. I've personally lost \$\$ on trading because of this. Having server issues such that the user is prevented from accessing their funds is one thing, but literally having a bug that overspends the users funds inadvertently and NOT taking the system down completely is criminally negligent.

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  [metigue](#) 1 point 2 hours ago

I too have had many issues with Kraken, if you want something to be done file a report with the SEC.

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  [chescos](#) 1 point 5 hours ago

This is crypto, nothing will be shut down just because some people lose money when at the same time Kraken is earning millions every month.

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  [newloaf](#) 1 point 4 hours ago

This is ~~crypto~~ a highly profitable business, nothing will be shut down just because some people lose money when at the same time Kraken is earning millions every month.

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  [VitaliksJaj](#) 1 point 42 minutes ago

There's a difference between the typical reasons why traders get rekked in crypto and what is going on at Kraken. Very different scenarios.

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  [bitdoggy](#) 22 points 12 hours ago

You will lose your EUR market supremacy to Bitstamp due to your technical incompetence. You have no advantage over them anymore. Currently I use you only as a backup if Bitstamp fails. I even go to trouble buying altcoins with Bitstamp/Shapeshift combination - it's faster and more reliable than using your exchange.

That said, I really want you to succeed. We need an exchange that has never been hacked (Bitfinex several times, Bitstamp once) and that supports all major altcoins.

I wonder what the competition is thinking. 2 years ago was the best time to invest \$100M and build a trustable crypto exchange based in Europe or US. If you missed that, the next best time is now (prepare to add much more \$\$\$ for the next round)

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  [jespow](#)  24 points 8 hours ago

No doubt we've been bleeding marketshare for a while. Even with an unlimited budget, building a trustable, reliable, scalable crypto exchange isn't an

easy task. Two years ago VCs would barely give you a second look. Most still don't get crypto and even among those that do, exchanges are seen as very high risk.

Thanks for hoping for our success. We'll keep putting security first but definitely looking forward to a massive performance boost in the near future.

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[H]  [marrw](#) 6 points 6 hours ago

 Thank you for your response, you should made such statement long time ago... As your customer, I was angry not only because of poor performance of your trading engine, but also because of lack of communication, just simple statement that you're working on a new engine and it's expected soon would make me regain trust in kraken. Anyway, wish you best luck and im looking forward to come back to active trading on kraken.

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[H]  [VitaliksJaj](#) 1 point 40 minutes ago

 They have been working on a "new trading engine" for months now.

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[H]  [jmseigneur](#) 3 points 7 hours ago

 At least it's good you're communicating and security is clearly important. Hope your December upgrade will work out, then I won't have to change exchange for EUR deposits ;-)

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[H]  [camereye](#) 6 points 7 hours ago

 I quit Kraken because of the lack in informations during your website crashes. After 3 days without any informations, I thought I was mtgoxed. You lost my faith.

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  [mr\\_li\\_jr](#) 1 point 3 hours ago

 I can understand maintenance and improvement takes time, but it would be nice if there was a banner on the home screen advising us of maintenance and upgrades, rather than telling us we can now trade BCH.

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  [Delerium69](#) 8 points 12 hours ago

 Hi [/u/jespow](#) thanks for the response. Long time Kraken user here since MtGox went under.

I do like Kraken and i really do hope that the infrastructure upgrade around 1st Week of December eases the load.

Slowness itself isn't a major problem - that can be coded around. API Errors or simply no response to requests cannot - if that is fixed as a minimum i may move back to Kraken from Bitstamp. Finding that an order has gone through and you've purchased (or sold) a substantial amount of bitcoin more than once is simply unacceptable.

Incidentally your support staff simply say "We are aware but no ETA" - if you start quoting an ETA - even a rough estimate, it may incentivize customers to ride it out until the upgrade.

Keep in there - hope its sorted soon - please keep the communication channels going! (Update the blog?)

James

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  [jespow](#)  11 points 8 hours ago

 Thanks for the feedback. We have made a deliberate choice recently to give up on applying more band-aids in favor of accelerating development of the new platform. I know that sucks but there are only bad and worse choices here. Support were intentionally told to give no ETA because anything (like random,

surprise hard forks every other day) could delay the upgrade. I would not ask anyone to stick it out. There are other decent exchanges out there. I'd prefer you take your business elsewhere for a while, save yourself some frustration, and give us another chance later. Good idea on updating the blog.

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  **DysonAlpha** 4 points 5 hours ago

 Is that so? And how many millions in fees are you making from people that can't close any positions because the system you admittedly "gave up on" won't allow them to?

And why only make this statement now and buried inside a reddit post no less?

People were thinking you were going bankrupt, that you were hacked, and a shit ton of other speculation and nothing from you or your company until now. What changed? I don't believe that a Kraken ticker on this subs header is that important to warrant you finally admitting your exchange doesn't work.

You should have a warning in big bold letters on your website stating that your trading engine is not working and withdrawals are a lottery at best. Instead you have this precious little marketing ploy:

"The best bitcoin exchange is needed for serious and professional bitcoin traders. Bitcoin security must be impeccable. Banking relationships must be sound and reliable. The trading engine must be fast. Order types must be advanced. And profits must be able to be multiplied with Bitcoin margin trading so you can leverage long bitcoin positions or short bitcoin positions."

Which is basically 95% false and seriously deceiving. So, two huge thumbs down for you, your company and your entire approach to this issue. It's stuff like this that makes crypto and exchanges shady as fuck.

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  [tomeless\\_username](#) 3 points 3 hours ago

 Yea, I agree that this is bullshit and very suspect.

1. No one in the whole org thought to update customers using an established communication channel, i.e., your blog. Unless you deliberately chose not to update it, I don't buy this one bit.
2. The CEO or whoever you are would prefer customers to take their business elsewhere. As if we all haven't already. I hope you rebrand after the new platform because many will never use your exchange again under the name Kraken.
3. Deliberately abandon your live trading platform without so much as acknowledgement of its issues to your customers.

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  [Patty\\_X\\_handstands](#) 4 points 12 hours ago

 Just keep us in he loop! More accurate error messages or something would do. Don't just say this (withdrawal) is currently unavailable. To me, the average user, it just seems disingenuous and like there might something else going on.

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  [jespow](#)  2 points 8 hours ago

There won't be much more to report between now and the launch date but we'll let you know when it's ready, or if there are delays. More accurate/verbose error messages would be great but they're on the back burner right now while we address the real source of the problem.

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[+]  [earthmoonsun](#) 5 points 7 hours ago

 Why didn't you communicate this earlier? Don't you understand that a single day of an exchange not working smooth makes people with some serious money involved a little nervous? After all, you are handling MtGox claims, you should know that some of your customers made bad experiences in the past...

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[+]  [psiland](#) 3 points 7 hours ago

 Oh man bad news I was making so much money using the api to take profits from the lagging front end. Literally printing money. I hope it will be delayed for another couple of weeks

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[+]  [ABoutDeSouffle](#) 3 points 5 hours ago

 If you want to help,  
<https://jobs.lever.co/kraken>

Do you have an office in Berlin? I see a job opening there, can I read more about what you are doing there?

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[+]  [L\\_-l](#) 3 points 8 hours ago

 I encourage you to take a break, free up some bandwidth for others

are you serious? Encouraging traders to take a break? Where time literally equals money?

Thats gotta be the worst joke

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[+]  [blog\\_ofsite](#) -1 points 7 hours ago

 Our time is not worth money, but his is. Moved from Kraken for a few months and never been happier; this is how the free market works. If someone offers you a

bad service; you switch to a better service.

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  [Kyphros](#) 2 points 6 hours ago

 Ahh, finally. I'll be on the edge of my seat till then.

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  [jjwayne](#) 2 points 4 hours ago

 Thank you for this response [/u/jespow](#). As a developer myself I understand that such an increase in traffic is hard to handle and i appreciate your dedication in improving the platform.

What i don't understand is, why you didn't take a simple step and added a hard limit to new user accounts. No new accounts should stop the increase in traffic (at least some). Put them on a waiting list and add them, after you improved the platform or old users left.

Having a situation where users lose money because orders just don't work (i had orders executed multiple times myself because the error message was wrong) is unacceptable. This would be a simple solution for the time being and i don't understand why you're not doing it.

Having a secure trading platform is not really useful if you can't trade.

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  [cryptodevil](#) 2 points 8 hours ago\*

 Gotta join the others here in wishing you all the best for this site upgrade, fella. Always had a lot of time for Kraken [insert joke about site performance here] and everybody I know who has used it over the years considers it one of the, very few, truly legit exchanges you can trust.

I do, however, want to urge you to get that stinking about-to-implode-and-take-everybody-down-with-it 'Tether' token delisted asap. @bitfinexed on Twitter has pretty much been nailing the evidence on the Tether/Bitfinex shenanigans these past months and the shit will hit the fan in time, as it always does in crypto. If it looks, walks

and talks like a sketchy operation up to no good, it usually is.

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[–]   [jespow](#)  9 points 7 hours ago

 Thank you. Re: Tether, we generally don't take a position about the tokens we list. We provide a market and it's up to the traders to decide what the asset is worth. People are not forced to trade and a market provides valuable information in the form of price discovery. Kraken offers the only USDT/USD market (and the ability to short) and therefore the least convoluted representation of what the market thinks USDT is worth.

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[–]   [airmc](#) 1 point 7 hours ago

 I sincerely hope you guys will be able to work out your technical difficulties and provide a reliable trading experience. Kraken was my first crypto exchange, and despite your platform being, let's not sugar coat this, utter fucking trash in the last few months, I look forward to the day you'll solve all the issues that have been plaguing your exchange. I will most certainly be taking my business back to you guys as soon as I can actually, you know, get my orders to execute in a reasonable manner.

I'm not even being sarcastic here, yours is actually the only exchange out there that offers margin trading and isn't shady as fuck, so I really want to believe your technical difficulties are temporary and will be solved soon.

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[–]   [Totscha](#) 1 point 5 hours ago

 Hey [/u/jespow](#) . You do realize this is karma for all the stuff you said about Mark and his ability to run an exchange after their collapse in 2014, right? And boy is she a b\*\*\*... ;)

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[–]   [krakensuer](#) 1 point 4 hours ago

 | our perfect record of keeping your funds

How many customers of yours have lost their BTC and BCH due to your insecurely

designed user interface?

Every exchanges I know of refunds the misplaced coins of their customers except yours and you have the audacity of bragging about the funds of your customers. And "perfect"? Are you serious?

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 [ARRRBEEE](#) 1 point 57 minutes ago

If you want to help,  
<https://jobs.lever.co/kraken>

The fact that Kraken needs a **VP OF ENGINEERING (!!)** ([source](#)), in addition to a slew of other SDE roles leads is a bit alarming, but it definitely validates what [/u/jespow](#) is saying above:

1. Shit is fucked up (most likely due to technical debt/bad architecture/poor leadership on the engineering side)
2. They're admitting to it (good on them) and are trying to fix it (ex. job reqs for SDE's)

If it's not working well for you, I encourage you to take a break, free up some bandwidth for others

Hilarious.

This is my favorite ~~bug~~ feature about Kraken's engine--the **auto-HODL**. You can't panic sell if your orders don't go through.

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 [Primary-Reddit-Acct](#) 1 point 14 hours ago

If it's not totally fixed in December, I will be disappointed and I will point to this post as the rationalization kraken is using for sucking. Just letting you know what's at stake :p...

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 [jespow](#)  7 points 7 hours ago

You will not be as disappointed as I will be.

RemindMe! December 11th, 2017 "If you still suck, see above."

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 [RemindMeBot](#) 1 point 7 hours ago

I will be messaging you on **2017-12-11 10:56:07 UTC** to remind you of **this link**.

**CLICK THIS LINK** to send a PM to also be reminded and to reduce spam.

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**Md86** 1 point 1 hour ago

we love you jesse! a long time customer here ;- ) i knew you would pull through good job bro!

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**Gamefreakgc** 17 points 20 hours ago

It is still the leading exchange in terms of volume for the BTC/EUR pair. That reason alone is enough to keep it there for the ticker price.

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**tehdog** 17 points 21 hours ago

It's the best exchange I know of in Europe, because they have almost free EUR withdrawals/deposits via SEPA, which are also instant when having a bank account at Fidor. It's also working "fine" for me, the site sometimes gives errors but all in all it's bearable if you don't try to trade in minute intervals.

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**DianaQWERTY** [S] 11 points 21 hours ago

Have you tried Bitstamp?

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**john1443** 11 points 20 hours ago

Bitstamp is terrible. They have repeatedly locked my funds for no apparent reason (KYC bla bla bla), demanded more verification in order to get access to my funds again. I have never had such an issue with Kraken.

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**DianaQWERTY** [S] 8 points 20 hours ago

I've never had such an issue with either, but I've heard Bitstamp is a bit more strict with their KYC rules.

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  [john1443](#) 8 points 20 hours ago

The issue is not KYC, but that they enforce KYC after the fact (that is, they lock your funds). There is a world of a difference between requiring some level of verification ex-ante and requiring it ex-post.

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  [DianaQWERTY](#) [S] 8 points 19 hours ago

Definitely. Like those pieces of shit at Payza. They let you make a purchase but instead of the money going to the seller it deposits to your account and they lock that bitch until you stick a probe up your asshole. I get so fucking angry when I remember that episode.

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  [reuptaken](#) Bearish 2 points 8 hours ago\*

Bitrex did the same.

<https://themerke.com/new-and-unverified-bittrex-users-cannot-withdraw-money-from-the-exchange/>

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  [ZeroRobot](#) 1 point 3 hours ago

Bitstamp wouldn't let me sign up as they deemed me to be a "politically exposed person". Which is odd since I have never done anything politically in my life lol. Maybe my name is similar to someone else I dunno.

Edit: They also held my friends Euro funds and required him to declare the origins how his Bitcoins after he sold

them and wanted to withdraw them to his bank account.

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[–]  [tehdog](#) 0 points 20 hours ago

 Not really, I have an account but never verified it. I have to admit I don't really remember why not, maybe because they wanted some verification stuff I didn't want to give them.

Even still, they don't look like they have instant EUR withdrawals which is kind of a killer feature (for arbitrage).

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[–]  [V1R4L](#) 1 point 20 hours ago

 they do have SEPA though

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[–]  [DianaQWERTY](#) [S] 8 points 19 hours ago

 Yeah but it's not instant. Kraken takes literally a few seconds if your bank is Fidor.

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[–]  [kozak1709](#) 1 point 17 hours ago

 It's fine for me as well. This is like that time when Poloniex was getting shit from people. Just move onto a different exchange, don't know why we have to sensor them, let the free market weed them out if they're that bad.

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[–]  [Pink-Fish](#) 1 point 2 hours ago

 Polo is still the worst. Kraken isn't on their level quite yet.

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[–]  [Plaski](#) [M] 12 points 20 hours ago

 The mods have been discussing this and we have remove them from the sidebar for sake of confusion for newcomers. The header is still being discussed.

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[–]  [ModerateBrainUsage](#) 10 points 17 hours ago

 Can we also replaced Yuan with Yen?

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[–]  [PoliticalDissidents](#) Bullish 3 points 10 hours ago

 Or with Won.

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[+] ↑ **ModerateBrainUsage** 1 point 8 hours ago

↓ Won is for altcoin pumps :)

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[+] ↑ **Bamelin** 5 points 11 hours ago

↓ Kraken is an important exchange for Canadians. We have few choices for our bank accounts ... it's basically kraken or quadrigacx. Maaaybe coinsquare. But kraken is a major one for Canucks

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[+] ↑ **ben-ew** 8 points 13 hours ago

↓ I use and like Kraken. I think it should stay

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[+] ↑ **h1d** 2 points 15 hours ago

↓ I just figured it had links to exchanges in the side bar but bitFlyer does not do dollars (but does have largest Yen volume) and if you want to link to English front page, you should link to here instead.

<https://bitflyer.jp/en/>

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[+] ↑ **UK-USAxisofretard** 2 points 9 hours ago

↓ Are you sure you guys still know how the header works? You were urged to remove Bitfinex from up there when it was fucking up and ended up never touching it.

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[+] ↑ **benzo8** 4 points 12 hours ago

↓ I basically did what [u/jespow](#) suggested about a month ago - I'm trading on Gdax at the moment, making Kraken a little better for those who don't have the option or nowse to move. I'll check out K again when they upgrade - I do miss some of the advanced order options....

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[+] ↑ **jespow**  3 points 7 hours ago

↓ Thanks for being open minded about coming back. Hope to not disappoint.

permalink embed save parent report reply

[+] ↑ **zoopz** 6 points 11 hours ago

↓ At least Kraken doesnt lose, steal or hack your money away.

permalink embed save report reply

[+] ↑ **reuptaken** Bearish 1 point 8 hours ago

Just like my localhost.

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 [anti-Casta](#) 1 point 6 hours ago

Well, lets see when we get Bitcoin Gold and if they give us our airdrops. Kraken has a huge amount of free money in form of airdrops from their ETH holders.

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 [puff\\_paff](#) 3 points 21 hours ago

Also, no more circle jerking. Everybody stop crying and men up: add some liquidity to bitstamp or gdax. Bitstamp/gdax only has 7-10% market volume, so I/we are waiting! Daily reddits posts don't change anything but your money does.

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 [DianaQWERTY](#) [S] 4 points 21 hours ago

I've stopped using them a while ago but so many people complain on daily basis that it annoys me.

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 [joserunning](#) 3 points 16 hours ago

I want to keep it in header for price view, since it is one of the 4 exchanges that will create the CME based price. Just for this is important enough allready.

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 [harveyspecterrr](#) 2 points 19 hours ago

I just want somewhere I can trade @ 4x leverage in the US with, then I'll make the jump immediately.

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 [PoliticalDissidents](#) Bullish 1 point 10 hours ago

Well you'll be happy the CME is getting futures then. That'll probably be the only viable way for Americans to trade when leverage. Even then you actually be trading Bitcoin but a derivative but still it gives your access to leverage.

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 [Tunnelmath](#) 2 points 19 hours ago

I just signed up for an account. What's so bad about them?

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 [DianaQWERTY](#) [S] 8 points 19 hours ago

Terribly slow, dozens of different errors, sometimes stuff will give you a error but it actually succeeded and you get fucked (e.g. you make a market order and it will timeout, giving you a bright red box, so you do it again, only to realize 1 minute later that the first try was successful and you've now made 2 market orders instead of 1).

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[–]  [CoinsOnTheMoon](#) 1 point 16 hours ago

 Bittrex is getting there too

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[–]  [h1d](#) 1 point 15 hours ago

 Not defending Kraken but bitFlyer is getting slow lately too. They don't do weird empty errors but cancelling orders can take up to a minute and I don't even know if it's cancelled after I make another order. This involves the API usage, which makes things tricky. They did mail the customers they're improving on things.

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[–]  [Bamelin](#) 2 points 12 hours ago

 Kraken is one of the few that accept CDN bank accounts

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[–]  [PoliticalDissidents](#) Bullish 1 point 10 hours ago

 Ha bearly. They got rid of all the easy CAD deposit/withdraw options year back last I checked and now only way to get CAD in or out is though a wire transfer and they have like no CAD volume. You're much better using a domestic exchange like Coinsquare or Quadriga where you can actually use EFTs from a bank account or e-transfers or a variety of other methods and then transfer in crypto to an other exchange of your choosing with higher volume in order to trade.

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[–]  [Bamelin](#) 1 point 10 hours ago

 I actually didn't know that. My Cavirtex account was transferred to them in 2013. I'll consider Quadriga but they are consistently more pricey for btc

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[–]  [PoliticalDissidents](#) Bullish 1 point 9 hours ago

↓ Kraken is lower price than domestic exchanges because buyers are probably looking up make up for the losses on wire transfer fees.

For pretty much always Quadriga was a higher price than Coinsquare but as of late that situation seems to be reversed.

You can check out this site to compare market prices and volume on the CAD exchanges. If you're in mobile version you won't see last prices and volume so request desktop version in that case.

<https://www.cbix.ca>

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[+] ↑ **Bamelin** 1 point 9 hours ago

↓ Thanks :)

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reply

[+] ↑ **Iruwen** 2 points 12 hours ago

↓ Kraken - when your platform is so slow, it's becoming a meme. It's not even fun to bash such a low hanging fruit. Anyway, good to know the CEO is still alive and things should get better soon. With the integration of the cryptowat.ch interface, it's still one of the best exchanges.

permalink embed save report reply

[+] ↑ **ZeroRobot** 2 points 3 hours ago

↓ Signing up new accounts seems to be broken too now, when going to get verified it just says "This feature is currently disabled".

Support is not responding either.

I understand that there can be technical challenges. But at least make sure to stay communicative with your users during those times.

permalink embed save report reply

[+] ↑ **earthmoonsun** 3 points 21 hours ago

↓ You cannot seriously trade on kraken anyway, so why not remove it?

permalink embed save report reply

[+] ↑ **samsaragroove** Long-term Holder 2 points 22 hours ago

+1 - Price is also lagging behind Bitstamp and GDAX

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  **BasedBrit35** 1 point 3 hours ago

To be honest, as a kraken user, there is some room for improvement as on some days I can't even log in due to server errors. BUT I appreciate what the CEO is saying regarding the security of the exchange being paramount. I'd be devastated if kraken got hacked and my coins were swiped...

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  **JustShortIt** 1 point 3 hours ago\*

Krakens support ticket times are hilarious, I'm about to hit 5 months.. Anddddddd yesterday they removed the person assigned to my ticket... lol [/u/jespow](#)

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  **SteveRD1** 0 points 7 hours ago

Replace with GDAX please.

Actually I'd vote for a double width box so we could see 8 numbers not 4. Should be able to cover the major exchanges with that.

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