

OTC

Winnie Yuen - 2024-02-02 - Services

Users need to submit an OTC instruction with First Digital before the team proceeds with it.

1. Go to Services and click on **OTC**.
1. Fill out the Instruction details. OTC fees will be calculated automatically and updated every few seconds.
1. Check the disclaimer box and click on **Confirm Trade**. Please note the Submit button is only available if all entered information is correct.
1. You successfully submitted the instruction and review the information before you click on **Close**.
1. You will now see the instruction in the overview with a **Status**. The instruction will go through a review phase (Initiated) before it will be completed.

Important:

Processing time for OTC is **1 business day** and please note that we currently only support BTC, Ethereum, Tether (ERC-20) and USDC.

If you accidentally confirmed a trade or made a mistake, please contact us via Helpdesk or your Customer Success Manager.