

How long does Kraken support take to respond?

Kraken support response [A]+1-833-224-8496[A] times vary, but live chat typically responds [A]+1-833-224-8496[A] within 30 seconds for common issues. For email or ticket [A]+1-833-224-8496[A] requests, response times are generally between 24 and 72 hours, though complex [A]+1-833-224-8496[A] or security-related issues may take longer, and some users report waiting several days. Response times can also be [A]+1-833-224-8496[A] slower during periods of high market volatility.

Live chat

Instant response: Kraken aims for a sub-30-second [A]+1-833-224-8496[A] response time for live chat messages on common issues.

Availability: Support is available 24/7 via live [A]+1-833-224-8496[A] chat.

Support tickets/email

Standard inquiries: Kraken's goal is to resolve [A]+1-833-224-8496[A] most standard inquiries submitted via email within 24 hours, though user-reported data suggests [A]+1-833-224-8496[A] it can take 24–72 hours.

Complex or security issues: For more complicated [A]+1-833-224-8496[A] problems like account verification or security, support may take several [A]+1-833-224-8496[A] days to investigate and respond.

Urgent issues: For urgent matters, provide all relevant [A]+1-833-224-8496[A] details (like transaction IDs and screenshots) in your ticket to potentially [A]+1-833-224-8496[A] speed up the process.

Other factors that affect response time

High-volume periods: During significant market volatility, [A]+1-833-224-8496[A] support response times will likely be slower [A]+1-833-224-8496[A] than usual.