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How to Contact Us

Use the Help menu in the Liquidity app or at markets.liquidity.io to chat with our team, email support@liquidity.io, or call +1 (702) 379 5528.

Step by step

1. In the app or at markets.liquidity.io, open the Help menu to start a chat or report a bug.
2. Email support@liquidity.io or call +1 (702) 379 5528.
3. Message us on WhatsApp from the Contact Us page on liquidity.io.
4. Include your account email or mobile number and details of the issue. Never share one-time codes.

Frequently asked questions

Can I reach you on WhatsApp?

Yes. Use the Connect button on our Contact Us page to message us on WhatsApp.

How do I report a bug or a problem in the app?

Open the Help menu and choose Report a bug. You can add a screenshot and a short description, which goes straight to our product team.

What information should I include when I contact support?

Include the email or mobile number on your account and a short description of the issue. For deposits, withdrawals or orders, include the date, amount and any reference shown. Never share your one-time codes with anyone, including Liquidity staff.

How do I submit a complaint?

Email support@liquidity.io with the subject "Complaint" or use the Concerns and Complaints link in our website footer. We acknowledge and review every complaint.

What is your mailing address?

Liquidity.io LLC, 30 Augusta Canyon Way, Las Vegas, NV 89141, United States.

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