

## <bitFlyer Holiday Hours of Operation>

Our holiday hours of operation are as follows. Please confirm the schedule and important notes.

Service	December 2018				January 2020					
	28 (Sat)	29 (Sun)	30 (Mon)	31 (Tue)	1 (Wed)	2 (Thu)	3 (Fri)	4 (Sat)	5 (Sun)	
New account examination and registered mail	Partially closed									
Buy/Sell Bitcoin, Buy/Sell Altcoins, and the Bitcoin Exchange	Standard hours of operation									
bitFlyer Lightning	Standard hours of operation									
Virtual currency deposits and withdrawals	Standard hours of operation									
JPY deposits	Standard hours of operation									
JPY withdrawals	Closed		Partial availability		Closed					
Bitcoin payments	Standard hours of operation									
Customer support	Telephone 10:00~17:00 Email 9:00 ~ 18:00				Closed				Telephone 10:00~17:00 Email 9:00 ~ 18:00	

### Regarding new account examination and registered mail:

\*New account examination will be closed from Saturday, December 28, 2019 to Sunday, January 5, 2020. Some customers may be notified of inadequacies in their registered information.

\*The sending of registered mail for ID verification will be suspended from Saturday, December 28, 2019 through Sunday, January 5, 2020.

### Important Notes on JPY Deposits:

\*JPY deposits will be reflected after our approval procedures.

\*JPY deposits made during the end of the year holidays, weekends, and national holidays can be done through Japanese domestic banks participating in the More Time System. Click [here](#) for a list of banks participating in the More Time System (only available in Japanese).

\*JPY deposits may be delayed or unable to be performed if the customer's account is under service restrictions or if the name on the bank account of origin does not match the name of the customer's bitFlyer account.

### Important Notes on JPY Withdrawals:

\*JPY withdrawals will be reflected after our approval procedures.

\*JPY withdrawal requests will be compiled on Friday, December 27 as well as on Monday, December 30 and may face delays in processing. If delayed, the requests will be processed on the next business day. Please allot plenty of time for JPY withdrawal requests.

\*JPY withdrawal requests made while the service is closed shall be processed in the order they are received beginning on Monday, January 6. Also, since Monday, January 6 is the first day of withdrawal processing after continuous holidays, processing is expected to take longer than usual.