



March 5, 2021  
bitFlyer, Inc.

**Our decision on opting in for Symbol (XYM) from NEM (XEM)  
(March 5, 2021 update)**

The NEM Group has announced that the snapshot of NEM (XEM) for Symbol (XYM) will occur at around 9:50 AM (JST) on Friday, March 12, 2021.

In accordance with this, we will suspend deposits and withdrawals of NEM (XEM) beginning at around 6:00 PM (JST) on Thursday, March 11, 2021.

We will announce the date and time for resumption of deposits and withdrawals of NEM (XEM) on [Twitter](#) when it has been decided. We will also announce our decision on whether or not we will support Symbol (XYM) on our services when it has been decided.

Important notes:

- There has been an increase in the number of NEM (XEM) deposits that can not be reflected to customer accounts. When making a NEM (XEM) deposit, please ensure that there are no errors and that the message field is not omitted.
- Any deposits of NEM (XEM) must be reflected to your account before the date and time of the snapshot in order to be eligible for granting Symbol (XYM).
- Our crypto asset deposit process requires time for approvals. In the case of NEM (XEM), it generally takes at least 30 minutes from the time that the transaction was created. Please ensure that any deposits are allotted plenty of time in order to be approved and reflected to your account by 6:00 PM on Thursday, March 11.
- Please be careful not to transfer any NEM (XEM) to your bitFlyer account from another service during the suspension period. If any deposits made during the suspension period, instability in the blockchain or other factors may result in being unable to confirm the deposit. In this case, we can not reflect the deposit to your account.

We apologize for the inconvenience and appreciate your continued support.

**Media Inquiries**

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