



October 22, 2021
bitFlyer, Inc.

Our decision on opting in for Symbol (XYM) from NEM (XEM) (October 22 update)

Thank you for using bitFlyer.

This is to inform you of our policy regarding the NEM (XEM) opt-in for the crypto asset Symbol (XYM) . We apologize for the delay in informing you of our policy.

We are currently preparing for the XYM to be sent. Details will be announced as soon as they are finalized.

When they will be provided (tentative schedule)

In March 2022

Who is eligible (tentative schedule)

Customers who had XEM in their accounts at the time of the snapshot (as of 1:26 pm on March 12, 2021) and customers who are able to use their accounts as usual at the time of granting (for details, please refer to the following Important notes)

Important notes:

- The timing of the delivery may be postponed.
- We may not send the XYM if we determine that it is not permanent, that there are legal concerns, that there it may cause problems with the protection of the customer assets (e.g., the protocol is vulnerable in some way), or that it is not appropriate for some other reason. If this happens, we will not compensate for any damages.
- We will not respond to any questions regarding our decision, such as whether or not XYM is permanent.
- In the event of a hard fork or other blockchain divergence, a change in the specifications of other crypto assets, or an event such as an airdrop, we will, at our own discretion, determine whether or not to respond, and if we respond, the content of our response. In no event will we be liable for any damages incurred by customers or third parties due to such action, or due to defects or changes in the method of our response.
- Please note that XYM may not be granted to customers who fall under any of the following.
 - Customers whose identity has not been confirmed
 - Customers who have already canceled their accounts
 - Customers with a negative balance in their margin account
 - Customers who have not selected their Confirmation of Purpose of Transaction, etc.
 - Customers whose accounts have been frozen

- Customers who are unable to use their accounts due to restrictions on account functions imposed by us.
- Other customers that we judge to be out of scope

Media Inquiries

PR team, bitFlyer, Inc.

Midtown Tower, 9-7-1 Akasaka, Minato-ku, Tokyo 107-6233

HP: <https://bitflyer.com/en-jp> Contact: <https://bitflyer.com/en-jp/Contact>