December 25, 2023
bitFlyer, Inc.

2023 Year-end Holiday Operating Hours

Dear customer,

Thank you for using bitFlyer.

Our hours of operation during the year-end holidays are as follows. Please make sure to confirm the schedule and read the important notes below.

<table>
<tr><th colspan="2" rowspan="2">Service</th><th colspan="4">December 2023</th><th colspan="4">January 2024</th></tr>
<tr><th>28 (Thu)</th><th>29 (Fri)</th><th>30 (Sat)</th><th>31 (Sun)</th><th>1 (Mon)</th><th>2 (Tue)</th><th>3 (Wed)</th><th>4 (Thu)</th></tr>
<tr><td rowspan="2">New account examination</td><td>Quick ID verification</td><td colspan="8">Operating as usual</td></tr>
<tr><td>In-person ID verification</td><td colspan="2">Operating as usual</td><td colspan="5">Admission only ※1</td><td>Operating as usual</td></tr>
<tr><td colspan="2">Buy/Sell , Exchange and bitFlyer Lightning</td><td colspan="8">Operating as usual</td></tr>
<tr><td colspan="2">Crypto currency deposits and withdrawals</td><td colspan="8">Operating as usual</td></tr>
<tr><td rowspan="3">JPY deposits</td><td>Deposits made through SBI Sumishin Net Bank/ Quick Deposits</td><td>Operating as usual</td><td>Closed from 3 pm</td><td colspan="5">Closed</td><td>Operating as usual after 8:30 am</td></tr>
<tr><td>Deposits made through Sumitomo Mitsui Banking Corporation</td><td colspan="3">Operating as usual ※2</td><td colspan="4">Closed</td><td>Operating as usual ※3</td></tr>
<tr><td>Deposits made through GMO Aozora Net Bank</td><td colspan="8">Operating as usual</td></tr>
<tr><td colspan="2">JPY withdrawals</td><td colspan="3">Operating as usual ※2</td><td colspan="4">Closed</td><td>Operating as usual ※3</td></tr>
<tr><td colspan="2">Bitcoin payments</td><td colspan="8">Operating as usual</td></tr>
<tr><td colspan="2">Customer support</td><td colspan="2">Operating as usual</td><td colspan="5">Closed</td><td>Operating as usual</td></tr>
</table>

※1 Letters for in-person identification will be sent out again from Thursday, January 4, 2024.
※2 On Saturday, December 30, 2023 executions will be accepted until 5:00 pm
※3 On Thursday January 4, 2024, service will resume at 8:45 am

Regarding JPY deposits:

- JPY deposits will be reflected after our approval procedures are completed.
- JPY deposits can be reflected during weekends and national holidays, if you use theJapanese 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 to bitFlyer accounts under SBI Sumishin Net Bank, Sumitomo Mitsui Banking Corporation will be closed as follows:
  ・SBI Sumishin Net Bank: Friday, December 29, from 3:00 pm to Wednesday, January 3
  ・Mitsui Sumitomo Banking Corporation: Sunday, December 31 to Wednesday, January 3
  Even if the JPY deposit is made through the More Time System, it cannot be reflected during the period mentioned above.
- JPY deposits made through a bank that is not using the More Time System, will generally be reflected to the customer's account in order of reception on or after Thursday, January 4. JPY deposits on January 4 are expected to take longer than usual

to approve. JPY deposits that are delayed are expected to be reflected to customer accounts on or after the following business day.

- 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.

Regarding JPY withdrawals:

- JPY withdrawals will be reflected after our approval procedures are completed.
- JPY withdrawal requests made while our services are closed are expected to be reflected to customer accounts in order of reception on or after Thursday, January 4. JPY withdrawals are expected to take longer than usual to process on Thursday, January 4. JPY withdrawals that are delayed are expected to be reflected to customer accounts on or after the following business day. Please allot plenty of time for JPY withdrawal requests.
- If there are service restrictions on the destination bank account, if the name on the bank account does not match the name on the bitFlyer account, or any problem or error in the bank account or bank account information is detected, the withdrawal may be delayed or canceled.

Important notes on the bitFlyer credit card

- Screenings for the bitFlyer credit card will be suspended beginning on Friday, December 29. Screening for applications made during the suspension will begin on Friday, January 5. Applications will be screened and cards will be issued in the order they are received.

Click here to contact us if you have any questions.

We appreciate your continued support.

Media Inquiries

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