



June 1st, 2024  
bitFlyer, Inc.

## **bitFlyer's Response to DMM Bitcoin's Bitcoin Leak**

On May 31st, 2024, DMM Bitcoin Co., Ltd. reported that approximately 48.2-billion-yen worth of bitcoins had been leaked. In response, bitFlyer, Inc. (Head office: Minato-ku, Tokyo; Representative Director: Yuzo Kano; hereinafter referred to as "bitFlyer") has carried out checks on all company wallets and reconfirmed that all customer assets are safe. Customers are advised to be careful when sending cryptocurrencies to exchanges other than bitFlyer.

### **Status of Security Measures and Confirmation of Potential Damage at bitFlyer**

After the incident was discovered, bitFlyer immediately carried out checks on whether there had been any similar damage, including the status of customer assets, analysis of blockchain data, any system malfunctions, and the operating system. At present, no damage has been confirmed, and it has been verified that there are no concerns with bitFlyer's security measures. bitFlyer customers' assets are being stored safely.

### **Call for Caution**

bitFlyer strongly recommends all customers to be very careful when sending cryptocurrencies to exchanges other than bitFlyer.

### **bitFlyer Security Measures**

In 2018, bitFlyer announced the "bitFlyer Security First Principle" and has always made security and the protection of customer assets its top management priority. Since its founding, bitFlyer has never been the victim of a hacking incident. All crypto assets entrusted to bitFlyer by its customers are stored in cold wallets that are isolated from the network. In addition, bitFlyer does not use any wallets developed by external vendors. Strong security is guaranteed with bitFlyer's own wallets, whose architecture also makes investigations possible. Furthermore, access to the cold wallet is strictly controlled physically, and multiple physical and technical security measures are in place when moving crypto assets out from the cold wallet. As a result, all customer assets are strictly protected.

### **About bitFlyer, Inc.**

bitFlyer was founded in 2014 with the mission to "Simplify the World with Blockchain" and has developed its crypto asset trading business globally with its group companies bitFlyer USA, Inc. and bitFlyer EUROPE S.A.

bitFlyer has achieved the highest customer satisfaction\* thanks to the patronage of its customers.

As a crypto asset exchange operator and a type 1 financial instruments trade operator, bitFlyer continues to expand and improve its services and aims to provide a highly liquid crypto asset exchange that satisfies as many customers as possible.

Official website: <https://bitflyer.com/en-jp>

\*Survey: November 2022 Market Research on Crypto Asset Exchange Services  
Research Organization: Japan Marketing Research Organization  
Survey period: November 11, 2022 - November 25, 2022

### **Disclaimer (Please read carefully):**

- Crypto assets are not a legal tender.
- Crypto assets may be used to settle a payment only in the event that the person receiving the payment agrees.
- Buying/selling crypto assets or exchanging them for other crypto assets are transactions which may result in losses incurred from price fluctuations of crypto assets. It is possible that the price of crypto assets declines due to influences from changes in balance of supply and demand, trends on prices of goods, currencies and other markets, as well as changes in situation related to crypto assets.
- Trading with over-the-counter crypto asset derivatives may cause losses, because their trading price may fluctuate in either way due to influence from changes in balance of supply and demand of over-the-counter crypto asset derivatives on our platform as well as indirect influence from price changes of the crypto assets referred by those over-the-counter crypto asset derivatives.
- Over-the-counter crypto asset derivative trades are trades in which the notional amount, which is the product of the trading price and the open interest volume, can be larger than the amount of the margin deposit. Therefore, the amount of loss incurred may be larger than the amount of margin deposit if the notional amount fluctuates to a greater extent than the amount of margin deposit to your disadvantage due to changes in balance of supply and demand of over-the-counter crypto asset derivatives or price fluctuations of the crypto assets referred by the derivatives.
- The margin deposit size for over-the-counter crypto assets derivatives must be no less than 50% of the notional amount, while the notional amount must be no more than 2 times the margin deposit. (Both for individual customers.) More information can be found on our "[What is bitFlyer Crypto CFD?](#)" page.
- When making purchases or sales of crypto assets on Buy/Sell, or exchanging them for other crypto assets, customers bear the spread. The spread is the difference between the purchase and selling prices. The fees incurred when buying or selling crypto assets, exchanging them for other crypto assets or over-the-counter crypto asset derivatives as well as the calculation methods for the corresponding fees can be found on our "[Fees and Taxes](#)" page.
- Over-the-counter crypto asset derivatives are negotiated transactions between you and bitFlyer, Inc. which is the counterparty for you on those derivatives.
- You should thoroughly read and understand all of our documents that require user agreement. Trade at your own risk and judgment.

bitFlyer, Inc.

Director-General of the Kanto Finance Bureau No. 00003

Financial Instruments Business Kanto Local Finance Bureau (FIBO) No. 3294

Member of Japan Virtual and Crypto asset Exchange Association, which is Certified Association for Payment Service Providers as well as Financial Instruments Firms Association

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