



December 20th, 2024
bitFlyer, Inc.

Year-end and New Year Holiday Operating Schedule

bitFlyer, Inc. (Head office: Minato-ku, Tokyo; Representative Director: Yuzo Kano; hereinafter referred to as “bitFlyer”) is announcing its operating schedule during the year-end and New Year holidays. Account opening procedures, transactions on Buy/Sell, Exchange, and bitFlyer Lightning, as well as crypto asset deposits and withdrawals, will be available as usual during the year-end and New Year holidays.

However, Japanese yen deposits and withdrawals will be paused during certain periods.

For details, please refer to the table below.

Service		December 2024					January 2024						
		26 Thu	27 Fri	28 Sat	29 Sun	30 Mon	31 Tue	1 Wed	2 Thu	3 Fri	4 Sat	5 Sun	6 Mon
New account verification	Quick ID verification	Operating as usual											
	In-person ID verification *1	Operating as usual											
Buys/Sell, Exchange, bitFlyer Lightning		Operating as usual											
Crypto asset deposits and withdrawals		Operating as usual											
JPY deposits	Sumitomo Mitsui Banking Corporation	Operating as usual					Closed		Operating as usual				
	SBI Sumishin Net Bank	Operating as usual											
	GMO Aozora Net Bank	Operating as usual											
	Internet banking (Quick Deposit)	SBI Sumishin Net Bank	Operating as usual										
		AEON Bank	Operating as usual										
		Other banks	Operating as usual					1/1 21:00 ~ 1/2 23:59 Closed		Operating as usual			
	Convenience Store		Operating as usual										
JPY withdrawals		Operating as usual	Closed	Operating as usual	Closed						Operating as usual		
Bitcoin payments		Operating as usual											
Customer Support *2	Inquiry Form	Operating as usual											
	Call Centers	Operating as usual	Closed									Operating as usual	

*1 Postal items required for in-person identity verification may be delayed depending on the delivery schedule of the courier service (Sagawa Express).

*2 Currently, we are receiving a high volume of inquiries from our customers, which may result in longer response times than usual. We apologize for any inconvenience caused.

Regarding Japanese yen deposits to your bitFlyer account:

- Deposits will be reflected in your bitFlyer account only after our approval procedures are completed.
- Deposits made on weekends or public holidays will be reflected in your bitFlyer account only if transferred through banks participating in the Zengin Network's More Time System. Please check the list of participating banks under the following URL: https://www.zengin-net.jp/zengin_system/member/ (only available in Japanese).
- Deposits made through banks that are not using the More Time System, will generally be reflected to your bitFlyer account in order of reception, starting Monday, January 6th.

Additionally, deposits made on January 6th are expected to take longer than usual to approve due to the post-holiday workload. In case of delays, deposits will generally be reflected on or after the next business day.

- Deposits may be delayed or unable to be processed if your bitFlyer account is under restrictions or if the name on the originating financial institution account does not match the name on your bitFlyer account.

Regarding Japanese yen withdrawals from your bitFlyer account:

- Withdrawal requests made while services are paused, will generally be reflected to your financial institution account in order of reception, starting Monday, January 6th. As with deposits, the processing on January 6th is expected to take longer than usual due to the post-holiday workload. In case of delays, withdrawals will generally be reflected on or after the next business day. Please ensure to make withdrawal requests with sufficient time in advance.

- If there are restrictions on the destination financial institution account or if the name on the destination financial institution account does not match the name on the bitFlyer account, the withdrawal may be delayed or unable to be processed.

Regarding bitFlyer credit card applications

- Applications for the bitFlyer credit card will be reviewed until Saturday, December 28th. Applications can still be submitted after that date, but the review process and card issuance will resume sequentially starting Monday, January 6th.

About the bitFlyer Group

Founded in 2014 with the mission to "Simplify the World with Blockchain", bitFlyer has achieved the No. 1* in Bitcoin trading volume in Japan for eight consecutive years thanks to the patronage of its customers. The company has developed its crypto asset trading business globally with its group companies bitFlyer USA, Inc. and bitFlyer EUROPE S.A. bitFlyer Blockchain, Inc. has developed and is offering its proprietary blockchain platform, Miyabi, which is being utilized as the underlying infrastructure for tokens listed on crypto asset exchanges. Additionally, Custodiem, Inc. is preparing to launch a new crypto custody business, anticipating the increasing demand from institutional investors entering the crypto asset market. By harnessing synergies across the group to expand globally within the web3 ecosystem, the Group is striving to become Asia's leading web3 company.

Official website: <https://bitflyer.com>

*Annual trading volume, including contract for difference trading and futures trading, among domestic crypto asset exchange operators from 2016 to 2023.

(This data was aggregated by bitFlyer based on statistical information published by the Japan Virtual and Crypto assets Exchange Association and trading data disclosed by domestic crypto asset exchange operators. For the statistical information from the Japan Virtual and Crypto assets Exchange Association, data from 2018 onwards was referenced.)

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

Media Inquiries

PR team, bitFlyer, Inc.

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

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