



April 22nd, 2025  
bitFlyer, Inc.

## Operating Hours During Golden Week (April 26th to May 6th)

bitFlyer, Inc. (Head office: Minato-ku, Tokyo; Representative Director: Yuzo Kano; hereinafter referred to as “bitFlyer”) announces its operating hours during Golden Week (April 26th - May 6th). Trading on Buy/Sell, Exchange and bitFlyer Lightning, as well as deposits and withdrawals of crypto assets are available as usual.

JPY deposits to your Sumitomo Mitsui Banking Corporation account with bitFlyer are not available from Saturday, May 3rd until Monday, May 5th. Additionally, JPY withdrawals will also be unavailable during part of this period.

Operating hours for other services may also differ from the regular schedule. Further details can be found in the table below.

Service		April 2025					May 2025					
		26 Sat	27 Sun	28 Mon	29 Tue	30 Wed	1 Thu	2 Fri	3 Sat	4 Sun	5 Mon	6 Tue
New account verification	Quick ID verification	Operating as usual										
	In-person ID verification *	Applications only		Operating as usual	Applications only	Operating as usual			Applications only			
Buy/Sell, Exchange, bitFlyer Lightning		Operating as usual										
Crypto asset deposits and withdrawals		Operating as usual										
JPY deposits	Sumitomo Mitsui Banking Corporation	Operating as usual	0:00-19:00	8:00-24:00	Operating as usual			Closed			Operating as usual	
	SBI Sumishin Net Bank	Operating as usual										
	GMO Aozora Net Bank	Operating as usual										
	SBI Sumishin Net Bank	Operating as usual										
	Internet banking (Quick Deposit)	Operating as usual										
	AEON Bank	Operating as usual										
	Other banks	Operating as usual										
Convenience Store		Operating as usual										
JPY withdrawals		Closed		Operating as usual	Closed		Operating as usual			Closed		
Bitcoin payments		Operating as usual										
Customer Support	Inquiry Form	Operating as usual										
	Call Center	Closed		Operating as usual	Closed		Operating as usual			Closed		

\* In-person identity verification may take additional time depending on the delivery status of our courier service, Sagawa Express.

### Regarding JPY deposits:

- Deposits will be reflected after our internal approval procedures have been completed.
- Deposits are reflected during weekends and national holidays if transferred from financial institutions participating in the Zengin-Net More Time System. Click the link below for a list of banks participating in the More Time System.

[https://www.zengin-net.jp/zengin\\_system/member/](https://www.zengin-net.jp/zengin_system/member/) (only available in Japanese)

- Deposits to your bitFlyer Sumitomo Mitsui Banking Corporation account with bitFlyer made between Saturday, May 3rd and Monday, May 5th will be reflected on May 6th or later, even if transferred from a bank that participates in the More Time System.
- Deposits made from banks that do not participate in the More Time System will be reflected to customer accounts starting on the next business day in order of creation.

- Deposits may take longer than usual to be processed directly after the Golden Week holidays.
- Deposits may be delayed or not be reflected to your account, if your account is under service restrictions or if the name on the bank account of origin does not match the name of your bitFlyer account. Delays may also occur due to maintenance at the originating bank, its affiliated financial institutions, or payment service providers.

#### **Regarding JPY withdrawals:**

- It may take some time for withdrawals to be reflected on your bank account, even after our internal approval procedures have been completed.
- Withdrawal requests made while our service is closed will be reflected to your account after service resumption. Withdrawals may take longer than usual to be processed at this time and will be reflected on or after the following business day. We kindly ask that you initiate withdrawal requests well in advance to allow sufficient time for processing.
- Withdrawals may be delayed or not be reflected to your account, if the name on the bank account of origin does not match the name of your bitFlyer account.

#### **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 nine 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 2024.

(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

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