



February 3rd, 2026
bitFlyer, Inc.

Warning Regarding Scam Calls Impersonating bitFlyer Employees

We have confirmed instances of fraudulent activity in which third parties impersonating bitFlyer employees have contacted customers by phone and attempted to deceive them into handing over cryptoassets.

In these cases, the callers claim that “unauthorized access to your account has been detected” or that “your assets have been compromised by hacking.” By creating a sense of urgency and anxiety, they then instruct customers to create an external wallet or to send cryptoassets to a specific address, citing reasons such as “asset protection” or “ensuring security.”

1. Common Scam Tactics Confirmed

Impersonating a bitFlyer employee and escalating a sense of urgency over the phone by citing “unauthorized access,” “hacking,” etc.

Claiming that assets must be “protected” or “moved to a secure storage location,” and instructing you to create an external wallet

Urging you to send cryptoassets to the external wallet you created or to an address specified by the scammer

Pressuring you to act immediately by stating that “we plan to freeze your account” or “once your account is frozen, you will no longer be able to transfer your assets”

2. Our Policy and Important Notes

bitFlyer will never request any of the following via phone, email, SMS, or other means:

Creation of an external wallet, or sending cryptoassets to an external wallet or a specified address

Disclosure of your PIN, password, two-factor authentication (2FA) code, or other authentication information

If you receive any communication that falls under the above categories, even if the caller claims to be a bitFlyer employee, do not comply and end the call immediately.

3. What to Do If You Receive Suspicious Contact

If you receive a suspicious phone call, email, or SMS, please take the following actions:

Do not take action on the spot, even if you are instructed by phone; end the call

Do not access any URLs provided or open any attachments

To help prevent further harm, please contact our official support channels. Depending on the situation, consider consulting your local police station or the police consultation hotline (#9110).

For inquiries regarding transactions or services, please use the contact information below:

Contact for Inquiries Regarding Transactions or Services

Phone: 03-6434-5864

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

Please review this notice carefully and continue to exercise caution.