



April 17th, 2026  
bitFlyer, Inc.

## Golden Week Holiday Operating Schedule

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

Japanese yen deposits, withdrawals, and telephone support may be suspended for the full day on certain dates during this period.

For details, please refer to the table below.

Service		April 2026					May 2026						
		26 Sun	27 Mon	28 Tue	29 Wed	30 Thu	1 Fri	2 Sat	3 Sun	4 Mon	5 Tue	6 Wed	7 Thu
New account verification	Quick ID verification	Operating as usual											
	In-person ID verification *	Requests accepted	Operating as usual	Requests accepted	Operating as usual	Requests accepted					Operating as usual		
Buy/Sell, Easy Exchange, bitFlyer Lightning		Operating as usual											
Crypto asset deposits and withdrawals		Operating as usual											
JPY deposits	Sumitomo Mitsui Banking Corporation	Operating as usual					Available 9:00 am - 5:00 pm only			Operating as usual			
	SBI Sumishin Net Bank	Operating as usual											
	GMO Aozora Net Bank	Operating as usual											
	Instant deposit	Operating as usual											
	Convenience store deposit	Operating as usual											
JPY withdrawals		Requests accepted	Operating as usual	Requests accepted	Operating as usual	Requests accepted					Operating as usual		
Bitcoin payments		Operating as usual											
Customer Support	Inquiry Form	Operating as usual											
	Telephone support	Closed	Operating as usual	Closed	Operating as usual	Closed					Operating as usual		

\* Days marked "Requests accepted," indicate that submissions will be received, but processed on the next business day or later.

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

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

- 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.

### **Japanese yen withdrawals from your bitFlyer account**

- Withdrawal requests made while services are suspended will be reflected in your financial institution account sequentially, starting Thursday, May 7th. The processing on Thursday, May 7th 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 allow sufficient lead time when submitting withdrawal requests.
- 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.

### **bitFlyer credit card applications**

- Applications for the bitFlyer credit card will be reviewed until Tuesday, April 28th. Applications can still be submitted after that date, but the review process and card issuance will resume sequentially starting Thursday, May 7th.

#### **About the bitFlyer Group**

bitFlyer, Inc. is a crypto asset services company founded in 2014 with the mission to “Simplify the World with Blockchain.” The Company provides services including the buying, selling, and trading of crypto assets, and has achieved the No.1\* Bitcoin trading volume in Japan for ten consecutive years. Since its founding, bitFlyer has operated under a framework that prioritizes security and regulatory compliance, providing customers with services that are safe, secure, and easy to use. Together with bitFlyer USA, Inc. and bitFlyer EUROPE S.A., the Company has expanded its crypto asset exchange business beyond Japan into the United States and Europe, developing its operations on a global scale. In addition, bitFlyer Blockchain, Inc. has developed and is providing its proprietary blockchain, Miyabi, which has been adopted as the underlying infrastructure for tokens listed on crypto asset exchanges. By leveraging synergies across the Group, bitFlyer will continue to contribute to the broader adoption of blockchain technology and the sound development of the crypto asset market, while striving to become the No.1 player in Asia.

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

\* Based on data published by the JVCEA and other companies, compiled by bitFlyer (annual trading volume, including contract for difference (CFD) and futures trading, from 2016 to 2025).

**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 107-6230

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