
MARKET AND TOKEN REMOVAL POLICY

LAST UPDATED JULY 2023

Bittrex Global operates cryptocurrency exchanges in Liechtenstein and Bermuda. Bittrex Global GmbH is registered with the Financial Market Authority under Law of 3 October 2019 on Tokens and TT Service Providers (TVTG) in Liechtenstein to operate as a TT Exchange Service Provider, TT Token Depositary and Token Issuer on behalf and for the account of third parties. Bittrex Global (Bermuda) Limited is regulated by the Bermuda Monetary Authority and licensed as a Class F Digital Asset Business under the Bermuda Digital Asset Business Act 2018 to operate as a digital asset exchange, provide custodial wallet services and operate as a digital asset derivative exchange provider.

1. GENERAL

This policy is relevant to all users of services provided by Bittrex Global (Bermuda) Ltd., Bittrex Global GmbH, or their affiliates, as applicable (collectively “**Bittrex Global**”, “**we**”, “**us**” and their derivatives). This policy is provided for information purposes only and is not a binding contract. It is of general application and may apply to both customers and non-customers. For customers of Bittrex Global, the relevant Bittrex Global Terms of Service (as amended from time to time) which have been accepted by you in connection with your use of Bittrex Global’s services govern any access to, or use of, any services provided by us; and in the event of any conflict between the Terms of Service and this policy, the Terms of Service will apply. Bittrex Global may, at its sole discretion and without notice, amend or modify this policy from time to time by publishing an updated policy on its website.

2. MARKET & TOKEN REMOVAL

To help drive innovation in the blockchain industry, Bittrex Global is committed to supporting both new and established blockchains. Bittrex Global takes seriously its ability to provide its users with an ever-growing selection of blockchain technologies and digital tokens.

There are circumstances where Bittrex Global may decide to remove a token from the Bittrex Global Exchange. Bittrex Global reserves the right to remove any token or market from its Exchange for any reason and without prior notice.

Although not exhaustive, below is a list of factors that Bittrex Global generally reviews when determining whether to delist a token or remove a market:

- Evolving regulatory standards and other compliance issues;
- Poor implementation of use cases or poor reception by community;
- Blockchain or related technology becomes compromised or defective;
- Token no longer supported by token team or others;
- Limited trading volume on the exchange or potentially suspicious trading activity;
- Experience with token applicant/team and their responsiveness to information requests;
- Violation of Bittrex Global’s terms of service or token listing agreement; and/or
- Complaints by users or traders of the token.

3. DELISTING PROCESS

Bittrex Global may delist a market or token without prior notice. Bittrex Global, in its discretion, may also publish its intention to delist a token or market in the future. Delisting notices will appear on the Bittrex Global website under the market page.

If a market or token is flagged in advance for removal, the date of removal generally will be the second Friday after notification. For example, if a market is flagged for removal on a Wednesday, the market will be removed the next Friday (+ 9 days from notification). Nevertheless, Bittrex Global reserves the right, in its sole discretion, to immediately delist a token or market if Bittrex Global believes circumstances so warrant.

4. TOKEN WITHDRAWAL AFTER DELISTING

After a market or token is removed, Bittrex Global generally seeks to provide users up to 30 days to withdraw any delisted tokens, but in certain instances the withdrawal period may be shortened. Users should withdraw any tokens before the posted withdrawal deadline. There may be circumstances under which a user may not be able to withdraw a token due to events outside of Bittrex Global's control. For example, there could be technical difficulties (e.g., the blockchain is broken) which prevent users from being able to withdraw their tokens.

For more information, please review our FAQs below related to Market & Token Removals.

5. MORE INFORMATION

If you need additional information, please contact us at [Bittrex Global Support](#).

Frequently Asked Questions

Why would Bittrex Global delist my token?

Although not exhaustive, below is a list of factors that Bittrex Global generally reviews when determining whether to delist a token or remove a market:

- (a) Evolving regulatory standards and other compliance issues;

- (b) Poor implementation of use cases or poor reception by community;
- (c) Blockchain or related technology becomes compromised or defective;
- (d) Token no longer supported by token team or others;
- (e) Limited trading volume on the exchange or potentially suspicious trading activity;
- (f) Experience with token applicant/team and their responsiveness to information requests;
- (g) Violation of Bittrex Global's terms of service or token listing agreement; and/or
- (h) Complaints by users or traders of the token.

How do I prevent my coin from being delisted?

Please see the list of non-exhaustive factors that Bittrex Global generally reviews when determining whether to delist a token or remove a market.

Bittrex Global periodically reviews tokens on the Exchange to ensure the tokens and markets are consistent with the Company's listing standards. If we reach out to a token team, please respond to us quickly and provide all the information requested. In addition, please keep us informed as to what is happening with your token or blockchain. For example, do not surprise us with a fork or any other disruption of your blockchain and please be responsive to our requests for support.

Why are some tokens delisted but others are not?

We review each token and market on a case-by-case basis, reviewing the specific facts and circumstances applicable.

If limited trading volume is one of the factors you look at in deciding whether to delist a token or remove a market, can the token owner simply self-trade to keep up liquidity?

No. Bittrex Global actively discourages any type of market manipulation. Consistent with our terms of service, we will suspend and close any accounts we determine to be engaging in this type of activity and notify the appropriate authorities.

How will Bittrex Global notify users about tokens or markets that are being delisted?

Bittrex Global issues a notification that a token or market will be or has been delisted on its website under the market page.

I missed the notification that the token was being delisted. How can I recover or withdraw my tokens?

We generally seek to provide up to 14 days for users to withdraw their tokens after the date that a market or token is delisted. Please withdraw your token from the Exchange prior to the withdrawal deadline. After this date, we will be unable to help effectuate withdrawals from the exchange. As such, users should withdraw any delisted tokens that they have before the withdrawal deadline.

What is the difference between removing a market and a token?

A token may have multiple markets on the Exchange. A market is a token pair. For example, there is a Bitcoin-Ethereum market that is comprised of two tokens: Bitcoin & Ethereum. When we delist a token, we will delist all corresponding markets where that token is present.