
TRAVEL RULE STATEMENT

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 statement is made by Bittrex Global (Bermuda) Ltd., Bittrex Global GmbH, and their relevant affiliates (collectively “**Bittrex Global**”, “**we**”, “**us**” and their derivatives). This statement 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 statement, the Terms of Service will apply. Bittrex Global may, at its sole discretion and without notice, amend or modify this statement from time to time by publishing an updated statement on its website.

2. THE TRAVEL RULE

Bittrex Global has implemented controls in compliance with EU Regulations¹ and the Bank Secrecy Act, each commonly known as the “Travel Rule”.

The Travel Rule requires all financial institutions to pass on certain information to the counterparty financial institution, in certain funds transmittals involving more than one financial institution. Virtual Asset Service Providers (“**VASPs**”) such as Bittrex Global and other cryptocurrency exchanges must transmit required originator information for cryptocurrency transactions subject to the rule.

When Bittrex Global is required to do this for qualifying transactions, the information will be transmitted securely and automatically and will not require any additional action by you.

3. MORE INFORMATION

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

¹ Based on Regulation (EU) 2015/847 of 20 May 2015 on information accompanying transfers of funds and repealing Regulation (EC) No 1781/2006, as amended by Regulation (EU) 2019/2175 of 18 December 2019, as well as the latest amendments to the recommendations of the Financial Action Task Force (FATF).

Frequently Asked Questions

Am I subject to this regulation?

Yes. All transactions to and from Bittrex Global that qualify are subject to the Travel Rule requirements, regardless of your location.

Why is Bittrex Global doing this?

The Travel Rule is a regulatory requirement, prescribed by Annex VIII BMA Guidance on Digital Asset Business Sector for all VASPs operating in Bermuda and the FMA Guideline 2021/18 (Obligations when carrying out TT Transfers) for all VASPs operating in Liechtenstein. It is also a requirement in most global locations where cryptocurrency is regulated, as prescribed by the Financial Action Task Force (FATF).

How does this impact my use of Bittrex Global?

In most cases, you will not notice a difference, as this transfer of information happens automatically. However, some cryptocurrency deposits subject to the Travel Rule may be held for up to 48 hours while we await information from the sender.

If you have a pending deposit, it will be reflected in your Bittrex Global account with a “verifying sender” message. Once the details are verified, your deposit will move to confirmed status.

What happens if I don't see my funds after 48 hours?

If you have waited more than 48 hours for a deposit to be credited to your Bittrex Global account that was held due to Travel Rule verification, [create a ticket with our support team here](#) to investigate.

If you have sent funds from Bittrex Global to another VASP and they have not been credited to that account you will need to reach out to the exchange or wallet provider where the funds were sent.