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## MULTIPLE ACCOUNTS POLICY

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**LAST UPDATED JULY 2023**

## 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. MULTIPLE ACCOUNTS ELIGIBILITY

In accordance with the Terms of Service, Bittrex Global may, at its sole discretion, limit the number of Bittrex Global Accounts that you may hold, maintain, or acquire, consistent with its AML/KYC policy. At this time, non-corporate Bittrex Global users may only open one account. Corporate Bittrex Global users may be permitted, at Bittrex Global’s sole discretion, to have more than one account, providing the accounts are upgraded to Corporate accounts. To learn more about Corporate accounts, [click here](#).

## 3. CLOSURE OF MULTIPLE ACCOUNTS

We have procedures in place to detect and disable any new accounts created that are linked to existing Bittrex Global users. If you have opened multiple accounts, and one or more of them has been disabled, please contact Bittrex Global Support or reply to your existing ticket and let us know:

- (a) which account you would like to keep;
- (b) which account(s) you would like to close; and
- (c) what you would like to do with any remaining balance(s), options include:
  - withdrawing the funds; or
  - adding funds to meet the minimum withdrawal amount and then withdrawing the funds.

The minimum withdrawal amount is 3 times the transaction fee plus 1 Satoshi for each individual token/coin.

If we do not receive a response from you within 14 days, all your accounts will be disabled until we hear from you again.

For added security, we will ask you to provide Proof of Identity (POI) before any action is taken on the account(s). Once proper POI is received from you, we will enable the account of your choosing.

Upon confirmation from you, if there are no funds in the account(s) that remain disabled, we will close them for you. If there are funds in any of the remaining disabled account(s), we will enable and/or close these account(s) after you have decided what to do with the funds.

#### **4. MORE INFORMATION**

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