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## DEPOSIT RECOVERY 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. DEPOSIT RECOVERY

Bittrex Global will attempt to recover funds for the scenarios set out in this policy, and the time frame of recovery is at our discretion. It is possible that some tokens may not be recoverable. In the event your tokens are not recoverable, Bittrex Global will endeavour – but does not guarantee – to return the recovery free, minus any transaction fees or other expenses. Please note, all fees are payable in USDT, USDC, or TUSD.

This policy does not apply to deposits with incorrect or missing memos on currencies such as CryptoNote, NXT, BitShares, Ripple, STEEM, or any others that rely on a message/memo/tag for crediting deposits. If you are missing a deposit due to a missing memo/tag, [submit your request here](#).

## 3. CROSSCHAIN DEPOSIT RECOVERY

A deposit of one type of coin to a different type of coin address is considered a crosschain deposit.

Bittrex Global will only attempt to recover crosschain deposits after receiving payment of the \$1,000 recovery charge.

At this time, Bittrex Global will attempt to recover the following crosschain pairs:

- BTC > BCH
- BTC > BSV
- BCH > BTC
- BSV > BTC
- ETH > ETC

BCH/BSV crosschain deposits will not be recovered. Please use caution when sending BCH/BSV as there is no replay protection.

Bittrex Global may, in its sole discretion, attempt to recover other crosschains. Any fees associated with these recoveries may vary based on the specific crosschain.

Bittrex Global will not recover funds that were distributed as part of an ICO.

#### **4. REMOVED WALLET TOKEN RECOVERY**

Bittrex Global will attempt to recover tokens from wallets that have been removed. Bittrex Global notifies customers multiple times prior to removing wallets for a token from the exchange. Bittrex Global generally seeks to provide users up to 30 days to withdraw funds from wallets that are scheduled to be removed from the exchange. Customers who do not withdraw their funds before the communicated deadline will be subject to a \$2,500 recovery fee for the wallet balance of the individual token they wish Bittrex Global to recover on their behalf.

#### **5. UNSUPPORTED ERC20 TOKEN RECOVERY**

Bittrex Global will attempt to recover unsupported ERC20 tokens sent to the exchange for a fee of \$2,500 per recovery.

#### **6. MORE INFORMATION**

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