Important Notice Regarding the Orderly Cessation of BitMart Operations

Dear BitMart Users,

After a careful evaluation of the Company's operating conditions, market environment, and future strategic direction, BitMart has made the difficult decision to commence an orderly wind-down of its trading platform operations. We deeply regret having to make this decision.

Since its establishment, BitMart has been privileged to serve users from countries and regions around the world. We sincerely thank every user, partner, and team member for your trust and support over the years.

To ensure the discontinuation process is carried out in an orderly, transparent, and responsible manner, please review the following arrangements.

I. Timeline for the Cessation of Operations

1. Suspension of New User Registration
Beginning **July 26, 2026, at 01:30 (UTC)**, BitMart will gradually stop accepting new user registrations.

2. Suspension of Deposits
Beginning **July 26, 2026, at 01:30 (UTC)**, BitMart will gradually suspend all cryptocurrency and fiat deposit services.

Please **do not deposit any assets** into your BitMart account after deposits have been suspended, as such deposits may not be automatically credited.

3. Suspension of New Positions and New Orders
Beginning **July 26, 2026, at 01:30 (UTC)**, BitMart will gradually implement the following measures:

- Futures accounts will enter **Reduce-Only** mode, and opening new positions will no longer be permitted.
- Spot trading will stop accepting new orders.
- Copy Trading, Grid Trading, API Trading, and other automated trading services will be gradually discontinued.
- Outstanding open orders must be canceled by users or will be canceled by the

system.

4. Suspension of Trading Services
Beginning **August 26, 2026, at 01:00 (UTC)**, BitMart will discontinue all spot, futures, and other trading services.

Any futures positions that remain open at that time may be settled by the platform based on the applicable mark price, index price, or settlement rules in effect at the time. Detailed settlement arrangements will be announced separately.

5. Earn and Other Products
BitMart Earn, Staking, Lending, Launchpad, and other products will be discontinued in phases according to their respective product arrangements.

Specific redemption, settlement, and subsequent processing procedures will be communicated to affected users through dedicated announcements and in-platform notifications.

6. Official Termination of Platform Operations
BitMart plans to officially cease trading platform operations at **15:59 (UTC) on January 31, 2027**.

After operations have ceased, users will still be able to log in for a specified period to access their accounts, review historical records, and submit withdrawal requests in accordance with the applicable procedures in effect at that time.

II. Withdrawal Arrangements and Manual Review

The withdrawal service will remain available after this announcement.

We strongly recommend that all users complete identity verification and close all trading positions **before 01:00 (UTC) on August 26, 2026**, and submit withdrawal requests **before 05:00 (UTC) on August 26, 2026**.

Certain withdrawal requests may be subject to further review in accordance with applicable laws and regulations, account security, and risk-control requirements. Processing times may vary depending on asset type, blockchain network conditions, and the status of verification.

Such further review may include, but is not limited to:

- Verification of account identity and KYC information;

- Verification of login devices, IP addresses, and account security status;
- Review of withdrawal addresses and blockchain transaction risks;
- Review of the source of funds and trading history;
- Travel Rule compliance, sanctions screening, and other regulatory checks;
- Where necessary, requests for additional documentation, including proof of identity, proof of address, proof of source of funds, or proof of ownership of the withdrawal address.

Withdrawal requests will generally be processed based on the order of submission, completion of compliance review, asset type, blockchain network conditions, and the platform's security and regulatory requirements.

Processing times may be extended due to a high volume of withdrawal requests, requests for supplementary documentation, blockchain network congestion, or compliance and risk reviews.

Submitting a withdrawal request **does not** mean that the review has been completed or that the assets have been broadcast to the blockchain.

Users may check the status of their withdrawal requests through their withdrawal history.

Please **do not submit duplicate withdrawal requests**.

If additional documentation is required, BitMart will contact users through official in-platform messages, the registered email address, or the ticketing system.

III. Actions Required by Users

Please complete the following actions as soon as possible:

1. Log in to the official BitMart website or official mobile app and review your account balances.
2. Complete or update your identity verification and security settings.
3. Cancel all outstanding orders.
4. Close all futures positions and other trading positions before the applicable deadlines.
5. Redeem any eligible Earn, staking, lending, or other investment products.

6. Carefully verify the withdrawal network and destination address before submitting your withdrawal request.
7. Download and securely retain your account balances, deposit history, withdrawal history, and trading records.

Please allow sufficient time and avoid waiting until the final deadline to submit your requests.

IV. Processing After the Recommended Timeframe

For users who do not complete withdrawals within the recommended timeframe, the related requests will be transferred to a dedicated processing procedure. Specific arrangements and any required documentation will be communicated separately through official announcements or direct notifications.

Accounts frozen due to disputes or sanctions-related matters will continue to have access to the applicable appeals process.

V. Fraud Prevention Notice

During the wind-down period, the risk of scams involving individuals impersonating BitMart personnel may increase. Please remain vigilant.

Please note that:

- BitMart will **never** ask users via Telegram, WhatsApp, WeChat, or private social media accounts to pay any "expedited processing fee," "account unfreezing fee," or "security deposit."
- There are **no paid priority withdrawal services** or expedited processing channels.
- BitMart staff will **never** ask for your account password, SMS verification code, Google Authenticator code, private keys, or recovery phrase.
- Please obtain information only through the official BitMart website, official mobile app, registered email, and official customer support channels.
- Do not click unofficial links or transfer assets to any personal wallet address.

VI. Customer Support

If you have any questions, please contact us through our official support channels:

- **Help Center:** https://bitmart.zendesk.com/hc/en-us

- **Submit a Support Ticket:** https://bitmart.zendesk.com/hc/en-us/requests/new

Due to the expected increase in support inquiries, response times may be longer than usual. We sincerely appreciate your patience and understanding.

Please do not submit multiple support tickets regarding the same issue.

Once again, we sincerely thank all of our users for your trust and support throughout the years.

BitMart remains committed to managing this wind-down process in a responsible, orderly, and transparent manner. We will continue to provide important updates through our official communication channels.

BitMart Team
July 26, 2026