



Kiwi-Coin Limited

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17 October 2025

Important Notice: Closure of Kiwi-Coin Operations in New Zealand

Dear customers,

1. I am writing to inform you of an important decision regarding the future of Kiwi-Coin.
2. Since 2020, the Virtual Asset Service Provider industry in New Zealand has faced significant barriers to doing business due to the inability to obtain, or maintain, access to banking services. Unfortunately, Kiwi-Coin has been caught in the middle of what is widely known as 'de-risking' by the New Zealand registered banks. It has been difficult for Kiwi-Coin to operate its business for the past years without a bank account, when its business is centred on exchanging New Zealand customers' New Zealand dollars to Bitcoin, and vice versa.
3. For this reason, Kiwi-Coin will cease cryptocurrency trading on **1 January 2026**.

Customer Balances and Withdrawals

1. If you currently hold either, or both:
 - a. Bitcoin in your Kiwi-Coin account; and/or
 - b. New Zealand dollars in your Kiwi-Coin ledger balance,

You are to withdraw these balances before Kiwi-Coin ceases cryptocurrency trading.

2. To arrange for transfer of any balances you may hold, please use our standard withdrawal procedure.
3. We will work with you to complete the withdrawal process in accordance with our standard verification procedures. Please note that:
 - a. NZD withdrawals can only be made to verified bank accounts that are registered with Kiwi-Coin.
 - b. For legal reasons, we are unable to process withdrawals to unverified or third-party bank accounts.

Post-Closure Arrangements for Bitcoin

4. If you are unable to make your withdrawal before **15 December 2025**, please rest assured that your Bitcoin and NZD holdings will continue to be securely retained in Kiwi-Coin's wallet. You can still contact us at any time after the closure date to arrange transfer of your Bitcoin and NZD to your nominated verified bank account. However, NZD balances should be claimed as soon as possible to avoid delays.

Important Customer Guidance

5. We encourage all customers to consider carefully where and how they wish to store their Bitcoin following withdrawal from our platform:
 - a. **Cold Wallet Storage**

You may choose to withdraw your Bitcoin to a personal cold wallet. This is generally considered the most secure method, as you maintain complete control over your Bitcoin. However, you will also bear sole responsibility for safekeeping your private keys.
 - b. **Reputable Exchange**

Alternatively, you may choose to withdraw to another reputable exchange where customer tools and password recovery assistance are available. Please be aware that exchanges can be subject to business risks, including insolvency.
6. We are not able to recommend any options to you, please undertake your own due diligence on how you will ensure you keep your Bitcoin securely.

Next Steps

7. Please review your account and initiate your withdrawal request as soon as you can but **before 15 December 2025**. This will ensure we are able to process your request in a timely manner before operations cease.
8. If you have any questions or need assistance, please do not hesitate to contact us directly at info@kiwi-coin.com.
9. We would like to thank you for your support of Kiwi-Coin from the time it was incorporated in 2014. It has been our privilege to serve you over the years.

Sincerely,

Lev Sidorenko
Director
Kiwi-Coin Limited