



Frequently Asked Questions

This FAQ is provided for informational use only and does not constitute legal or investing advice.

Overview

1. What is the Bakkt Warehouse?

The Bakkt Warehouse is operated by Bakkt Trust Company LLC, a limited purpose trust company regulated by the New York Department of Financial Services (NYDFS). The Bakkt Warehouse comprises the purpose-built technology and security controls safeguarding digital assets on behalf of Bakkt's customers. Please contact Bakkt Sales at sales@bakkt.com for more information.

2. Is the Bakkt Warehouse regulated?

Yes. The Bakkt Warehouse is operated by Bakkt Trust Company LLC, which currently serves as a qualified custodian of bitcoin.

3. How is the Bakkt Warehouse secured?

Bakkt has implemented sophisticated enterprise security addressing a complex risk landscape spanning cyber, physical, and technical security. This is the same cybersecurity program used by Intercontinental Exchange's (ICE) dozen exchanges around the world, including the New York Stock Exchange (NYSE). Bitcoin held at the Bakkt Warehouse will be secured in a combination of warm and cold wallets, with the majority of customer funds stored offline in cold storage. Please see the [Bakkt Security Overview](#) for more detail.

4. Are any banks involved in the safekeeping process?

Yes. Bakkt is working closely with BNY Mellon to offer geographically-distributed storage of private keys secured by the bank. BNY Mellon has a longstanding history of safeguarding the assets of institutional clients such as hedge funds, asset managers, and broker dealers.

5. Is the bitcoin in the Bakkt Warehouse insured?

Yes. Bakkt's cold and warm wallets are covered by insurance policies totaling \$125,000,000. Bakkt regularly reviews its insurance program and coverage limits based on risk and assets under custody.

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6. What type of audits will Bakkt be subject to?

Bakkt leverages industry best practices and rigorously audited cyber and physical security policies and procedures. This includes SOC 2 Type II audits of networks, systems, and facilities. Additionally, Bakkt is finalizing a SOC 1 Type I audit of its internal custody operations and procedures.

7. Is there a Disaster Recovery plan?

Bakkt has robust controls for Disaster Recovery and Business Continuity which help prepare for the restoration of normal services in the event of an outage due to unforeseen circumstances or a physical disaster. The Bakkt Warehouse is fully supported in both the primary and backup data centers.

8. Do I need to trade the Bakkt Bitcoin Futures in order to store bitcoin with Bakkt?

No. The Bakkt Warehouse is open to customers seeking regulated and secure qualified custody of bitcoin.

Wallet Infrastructure

9. Where does Bakkt store customer private keys?

Bakkt stores client private keys on hardened systems in cold storage and on FIPS 140-2 level 3 HSMS. All cryptographic material is stored on ICE owned and operated infrastructure and does not utilize co-locations or shared facilities. ICE owned facilities include multi-zone physical security, biometrics, proximity badges, pin codes and 24x7 armed security.

10. What digital assets will Bakkt support?

The Bakkt Warehouse currently supports the deposit, withdrawal and storage of bitcoin (BTC). Bakkt will evaluate support for additional assets on an ongoing basis.

Deposit and Withdrawals

11. Are customer deposits monitored for illicit or criminal activity?

Yes. All customer deposits are verified using cryptocurrency transaction monitoring tools. These tools verify bitcoin deposits at the Bakkt Warehouse to identify bitcoin associated with criminal or illicit activity. Any bitcoin transactions found to be associated with such behavior are quarantined, rejected, and may result in the filing of a Suspicious Activities Report with the U.S. Department of the Treasury Financial Crimes Enforcement Network (FinCEN).

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12. How long does it take to withdraw bitcoin from the Warehouse?

The Bakkt Warehouse supports withdrawals in 1 business day or less.

13. When can a user request a withdrawal?

Bakkt Warehouse customers may request the withdrawal of bitcoin from the Bakkt Warehouse at any time using the Bakkt Warehouse secure online portal.

14. Who do I contact to better understand the deposit and withdrawal process?

Please contact Bakkt Sales at sales@bakkt.com for more information.

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