



# Bitget Onboarding Portal — Frequently Asked Questions (FAQ)

Tangany GmbH

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## Category 1: General — What Is Happening?

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### 1.1 Why am I being redirected to Tangany? What happened to Bitget?

Bitget's European operations were wound down by French regulatory authorities (AMF/ACPR) as of 1 April 2026. Bitget is no longer permitted to operate in France or the broader European market until it obtains a MiCA license. In the meantime, Tangany — a BaFin-licensed digital asset custodian based in Germany — has been appointed to safeguard your funds during this transition period.

### 1.2 Who is Tangany?

Tangany is a German company licensed by BaFin (the German Federal Financial Supervisory Authority) as a digital asset custodian. Tangany provides institutional-grade custody services for digital assets and is fully regulated under German and European financial law.

### 1.3 Are my funds safe?

Yes. Your assets are securely held in safeholding by Tangany, a BaFin-regulated custodian. Your funds are accounted for and protected regardless of whether you choose to onboard with Tangany or wait for Bitget's return.

### 1.4 How long will this arrangement last?

The expected duration is 6–12 months, starting April 2026.

### 1.5 What are my options?

**You have two choices:**

1. **Wait** — Do nothing. Your funds remain safely held. Once Bitget obtains its MiCA license (expected end of 2026), your funds will be returned to your Bitget account automatically. There is no deadline.
2. **Onboard with Tangany** — Complete the Tangany onboarding process (identity verification). This gives you access to the Tangany Customer Portal, where you can manage and withdraw your assets before Bitget is re-licensed.

### 1.6 Is there a deadline to make a decision?

No. There is no deadline. You can onboard with Tangany at any time during the transition period, or simply wait until Bitget completes its licensing.

### 1.7 What happens if I do nothing?

Your funds remain safely held by Tangany. When Bitget receives its MiCA license, your assets will be returned to Bitget and you can resume using your Bitget account as before.

### 1.8 What exactly changes for me now that Tangany is the custodian?

The change of custody takes place in the background. Your assets are simply held by a different, regulated custodian. Tangany safeguards your crypto assets but does not offer trading services and cannot buy, sell, or exchange assets on your behalf. Your main interaction point for checking balances and optionally onboarding is the Tangany Onboarding Portal at **access.tangany.com**.

### 1.9 Will I be charged any fees by Tangany?

No. The custody of your crypto assets by Tangany does not incur any costs to you. If you later request a transfer to an external wallet (after completing onboarding), network fees may apply depending on the blockchain used for that transfer. Tangany itself does not charge custody fees for this service.

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## Category 2: Accessing the Portal & Logging In

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### 2.1 How do I log in to the portal?

1. Visit the Tangany Onboarding Portal at **access.tangany.com**
2. Enter the **email address or phone number** linked to your Bitget account
3. Enter your **date of birth**
4. You will receive a **6-digit login code** via email or SMS
5. Enter the code to access your account

There are no passwords — you log in with a one-time code every time.

## 2.2 I did not receive my login code. What should I do?

- Check your spam/junk folder (for email codes)
- Make sure you entered the email or phone number that was linked to your Bitget account
- Wait at least 60 seconds, then click "Resend code"
- If the problem persists, contact [customersupport@tangany.com](mailto:customersupport@tangany.com)

## 2.3 My login code has expired. What do I do?

Login codes are valid for **10 minutes**. If your code has expired, click "Resend code" to receive a new one. Each new code invalidates any previous codes.

## 2.4 I changed my email address or phone number since I used Bitget. Can I still log in?

The portal uses the contact details from your Bitget account at the time of the regulatory transition. If you have since changed your email or phone number, you will not be able to log in using the new one. Please contact [customersupport@tangany.com](mailto:customersupport@tangany.com) to update your records.

## 2.5 I entered the wrong code too many times. What now?

After 5 failed attempts, the code is locked. You will need to request a new code. If you see "Daily verification limit reached", you have exceeded the maximum number of login attempts for the day — please try again the next day.

## 2.6 How long does my session last?

Your session expires after **1 hour** for security reasons. After that, you will need to log in again. The session cannot be extended.

## 2.7 Can I be logged in on multiple devices at the same time?

No. Each new login invalidates any previous session. Only one active session per account is allowed at a time.

## 2.8 The portal says it could not find my account. What does that mean?

The system could not match your email/phone number and date of birth to an existing Bitget account in our records. Please double-check that you are using the exact email address or phone number registered with Bitget, along with your correct date of birth. If the problem persists, contact [customersupport@tangany.com](mailto:customersupport@tangany.com).

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## Category 3: Viewing Your Balance

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### 3.1 How do I check my balance?

After logging in, your asset balances are displayed on the dashboard. You will see each asset type (e.g. BTC, ETH, USDT) with the corresponding amount.

### 3.2 What balance am I seeing?

You are seeing your **Bitget account balance as recorded at the time of the regulatory transition**. This is a snapshot of the assets you held at Bitget when the wind-down took effect. These balances are held in safeholding by Tangany.

### 3.3 Why does my balance not match what I expected?

Your balance reflects the state of your Bitget account at the time of the regulatory transition. Any transactions you made on Bitget shortly before the wind-down may or may not be reflected. If you believe there is a discrepancy, please contact [customersupport@tangany.com](mailto:customersupport@tangany.com).

### 3.4 I see "No balance found for your account." Is something wrong?

This could mean:

- Your Bitget account had no assets at the time of the transition
- Your account data has not yet been fully migrated
- There may be a data mismatch

If you believe this is an error, please contact [customersupport@tangany.com](mailto:customersupport@tangany.com).

### 3.5 Which assets are supported?

The portal displays all digital assets that were held in your Bitget account, including but not limited to: BTC, ETH, USDT, USDC, XRP, SOL, ADA, DOGE, MATIC, and LINK.

### 3.6 Why does my asset portfolio look different from what I had on Bitget?

Not all crypto assets are supported for regulated custody. Assets that Tangany cannot hold in custody may have been converted into USDC before the transfer. If you notice a different asset composition compared to your original Bitget account, this is most likely the reason. The total value of your holdings has been preserved.

### 3.7 Can I deposit additional assets through this portal?

No. This portal is for balance checking and optional onboarding only. Deposits, withdrawals, and transfers are not available through this portal. After completing Tangany onboarding, you can manage your assets through the Tangany Customer Portal.

### 3.8 Does my balance update in real-time?

Your balance is fetched fresh each time you load the dashboard. It reflects the off-chain balance record at Tangany. Since this is a safeholding arrangement, your balance does not change unless you have completed onboarding and assets have been transferred on-chain.

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## Category 4: Tangany Onboarding Process

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### 4.1 Why would I want to onboard with Tangany?

If you want to **access, manage, or withdraw your assets** before Bitget obtains its MiCA license, you need to become a full Tangany customer. Onboarding gives you access to the Tangany Customer Portal where you can:

- View balances and transaction history
- Deposit additional crypto assets
- Request withdrawals to your own wallet

If you are happy to wait, you do not need to onboard.

### 4.2 What does the onboarding process involve?

The onboarding has 3 steps and takes approximately **10 minutes**:

1. **Personal Data** (~1-2 min) — Review and complete your personal information. Some fields (name, date of birth) are pre-filled from your Bitget account and cannot be changed.
2. **Terms & Conditions** (~1-2 min) — Review and accept Tangany's Terms & Conditions and Privacy Notice.
3. **Identity Verification (KYC)** (~5-10 min) — Verify your identity using a valid government-issued ID and a selfie.

### 4.3 What documents do I need for identity verification?

You will need:

- A **valid government-issued photo ID** (passport, national ID card, or driving licence)
- A **device with a camera** (smartphone, tablet, or laptop with webcam) for the selfie/liveness check

### 4.4 Can I pause the onboarding and come back later?

Yes. Your progress is saved. If you log out or your session expires during onboarding, you can log back in and resume from where you left off.

#### 4.5 My name or date of birth is wrong in the pre-filled data. Can I change it?

Your name and date of birth are taken from your Bitget account and **cannot be changed** in this portal. If any of this information is incorrect, please contact [customersupport@tangany.com](mailto:customersupport@tangany.com) before proceeding with onboarding.

#### 4.6 What is a PEP (Politically Exposed Person)?

A PEP is a person who holds or has held a prominent public function, such as a head of state, government minister, member of parliament, senior judicial official, or a similar position. Close family members and known associates of PEPs are also considered PEPs. You are required to honestly declare your PEP status during onboarding.

#### 4.7 I logged in with my phone number. Why do I need to provide an email?

If you logged in using your phone number, you will be asked to provide and verify an email address during the onboarding process. This is required to create your Tangany customer account and to receive important notifications (such as your KYC result and Customer Portal access instructions).

#### 4.8 What are the Terms & Conditions about?

The Terms & Conditions govern the custody relationship between you and Tangany. They cover how your assets are held, your rights and obligations, data protection, and the terms of service. You also acknowledge Tangany's Privacy Notice. You can download the full document as a PDF before accepting.

#### 4.9 Are the Terms & Conditions available in French?

Yes. The portal is available in English and French. If you use the portal in French, you will receive the French-language version of the Terms & Conditions. If you use it in English, you will receive a bilingual French-English version.

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### Category 5: Identity Verification (KYC)

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#### 5.1 Who performs the identity verification?

Identity verification is performed by **Sumsb**, a trusted third-party identity verification provider. The verification is embedded directly in the portal — you will not be redirected to an external website.

#### 5.2 What happens during identity verification?

1. You upload or photograph your government-issued ID (passport, national ID, or driving licence)
2. You take a selfie with a liveness check (to confirm it is really you)
3. The system automatically checks your identity against your submitted documents
4. AML (Anti-Money Laundering) screening is performed

### 5.3 How long does identity verification take?

- **Submitting documents:** Approximately 5–10 minutes
- **Review:** Typically completes within a few minutes, but in some cases it may take up to a few business days
- **You will receive an email** when the review is complete

You can safely close the portal while waiting — you do not need to keep the page open.

### 5.4 How do I check the status of my verification?

When you log back in, your dashboard will show the current status of your verification. You can also click the "Check status" button to manually refresh (available every 30 seconds).

### 5.5 My identity verification was approved. What happens next?

Congratulations! You are now a full Tangany customer. Here is what happens:

1. Your assets are automatically transferred from the Bitget safeholding account to your personal Tangany custody account
2. You receive an email with a link to the **Tangany Customer Portal**
3. Visit the Customer Portal, register with your email, and set up two-factor authentication (2FA)
4. Once logged in, you can view, manage, and withdraw your assets

### 5.6 My identity verification was rejected. What can I do?

If your verification was rejected, please contact [customersupport@tangany.com](mailto:customersupport@tangany.com) for assistance. For security reasons, specific rejection details are not disclosed. Your funds remain safe regardless of the verification outcome.

### 5.7 Can I retry the identity verification if it fails?

Automated retries are not available through the portal. If your verification was unsuccessful, please contact [customersupport@tangany.com](mailto:customersupport@tangany.com) — the Tangany team can review your case and advise on next steps.

### 5.8 Does Tangany store my identity documents?

No. Your identity documents and selfie are processed by Sumsub and are **not stored** in the Tangany Onboarding Portal. Sumsub handles document storage under their own data processing agreement.

## Category 6: After Onboarding — Tangany Customer Portal

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### 6.1 What is the Tangany Customer Portal?

The Tangany Customer Portal is Tangany's standard platform for retail custody clients. After completing onboarding on the Bitget portal, you gain access to the Customer Portal where you can:

- View your balances and full transaction history
- Deposit additional crypto assets
- Request withdrawals to your own wallet
- Access your digital postbox (statements, notices)

### 6.2 How do I access the Tangany Customer Portal?

After your identity verification is approved, you will receive an email with a link and instructions:

1. Visit the Tangany Customer Portal
2. Register using your email address
3. Set up two-factor authentication (2FA)
4. Log in and manage your assets

### 6.3 Can I withdraw my assets immediately after onboarding?

Withdrawals are subject to **manual approval by Tangany Operations**. This is because the on-chain transfer of your assets from Bitget to Tangany happens on a scheduled basis (typically daily). Your withdrawal request will be processed once Bitget's on-chain settlement for your account has been confirmed.

### 6.4 Can I deposit additional crypto assets after onboarding?

Yes. Once you are a full Tangany customer, you can deposit additional crypto assets through the Tangany Customer Portal.

### 6.5 Do I need to set up 2FA (two-factor authentication)?

Yes. The Tangany Customer Portal requires two-factor authentication as part of its standard security measures. You will set this up when you first register on the Customer Portal.

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## Category 7: Security & Data Protection

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### 7.1 How is my data protected?

- All personal data (email, phone, address) is **encrypted at rest** using AES-256-GCM encryption
- Personal data is **never stored in system logs**
- All communication is protected with **TLS/HTTPS encryption**
- Login codes are stored as one-way cryptographic hashes (bcrypt) — never in plain text
- Your session cookie is protected with httpOnly, Secure, and SameSite=Strict flags

### 7.2 What personal data does Tangany collect?

During onboarding, Tangany collects:

- First name, last name, date of birth (from your Bitget account)
- Place of birth, country of birth
- Current address (country, city, postal code, street, street number)
- Email address
- PEP (Politically Exposed Person) self-declaration
- Identity document and selfie (processed by Sumsu, not stored by Tangany)

### 7.3 Who has access to my data?

Your data is handled by:

- **Tangany** — as your custodian, to manage your account and comply with regulations
- **Sumsu** — to perform identity verification only (under a data processing agreement)
- **Azure Communication Services** — to deliver login codes and notification emails (under Microsoft's data processing agreement)

Your data is not shared with Bitget beyond what is necessary for the asset transfer process.

### 7.4 Is this portal compliant with GDPR?

Yes. The portal is fully compliant with GDPR (General Data Protection Regulation) and MiCA (Markets in Crypto-Assets Regulation) data protection requirements. Tangany collects only the data necessary for the onboarding process and regulatory compliance.

### 7.5 What security measures protect against unauthorised access?

- **Two-factor identification:** You need both your email/phone AND your date of birth to receive a login code
- **One-time codes:** 6-digit codes valid for 10 minutes only, with a maximum of 5 attempts
- **Rate limiting:** Multiple layers of protection against brute-force attacks (IP-based, contact-based, daily caps)
- **Session security:** Sessions expire after 1 hour; only one active session per account
- **Minimum response times:** Enforced to prevent timing-based attacks

## 7.6 Can someone access my account if they know my email?

Knowing your email alone is not sufficient. An attacker would also need to know your date of birth AND have access to your email inbox (to receive the one-time code). Additionally, the system enforces strict rate limiting — only 5 login attempts are allowed per 15 minutes from a single IP address.

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## Category 8: Withdrawals & Asset Transfers

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### 8.1 Can I withdraw my funds through this portal?

No. The Bitget Onboarding Portal is for balance checking and onboarding only. Withdrawals are not possible through this portal.

### 8.2 How can I withdraw my funds?

Complete the identity verification process. After approval, access the Tangany Customer Portal where you can request withdrawals to your own wallet.

### 8.3 Why do withdrawals require manual approval?

After you onboard, Bitget needs to transfer your assets on-chain to Tangany. This settlement happens on a scheduled basis (typically daily). Tangany Operations reviews and approves withdrawal requests only after confirming that the on-chain transfer has been received. This protects both you and the system.

### 8.4 How long does a withdrawal or transfer take after onboarding?

A transfer can take around **ten business days**. This is because each request is reviewed carefully for security and regulatory reasons, and may also depend on information or approval from Bitget as the platform provider. The process involves Bitget's on-chain settlement, Tangany Operations review, and blockchain confirmation time.

### 8.5 Can I transfer my crypto assets to an external wallet?

Yes, after completing onboarding. You can request a transfer to an external wallet address through the Tangany Customer Portal. Such transfers do not constitute a purchase or sale transaction — they are simply a movement of your existing assets. To ensure a smooth transfer, it is recommended to transfer only to **private wallets in your own custody**.

### 8.6 Can I transfer my assets to a wallet at another exchange or trading platform?

This may be possible in individual cases, but it is generally **not recommended**. Transfers to exchange wallets may be delayed or rejected due to additional compliance checks. To avoid complications, transfers should ideally be made only to private wallets that you personally control.

### 8.7 What if I want to withdraw but my assets have not yet been transferred from Bitget?

Withdrawals can only be processed once your assets have been successfully transferred on-chain from Bitget to Tangany and you have completed the full onboarding process including identity verification. Until both conditions are met, withdrawal requests cannot be fulfilled. Your assets remain safe throughout this process.

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## Category 9: Language & Accessibility

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### 9.1 In which languages is the portal available?

The portal is available in **English** and **French**. The language is automatically detected from your browser settings, but you can switch between languages at any time using the language toggle in the header.

### 9.2 Are notification emails also available in French?

Currently, notification emails (login codes, KYC results) are sent in English only. French email notifications are planned for a future update.

### 9.3 Can I use the portal on my phone?

Yes. The portal is fully responsive and optimised for smartphones, tablets, and desktop browsers. A camera is required for the identity verification step.

### 9.4 Which browsers are supported?

The portal supports all modern browsers: Chrome, Firefox, Safari, and Edge. Internet Explorer is not supported.

### 9.5 Do I need to install any app?

No. The portal runs entirely in your web browser. No app installation is required.

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## Category 10: Troubleshooting & Support

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### 10.1 I cannot log in. What should I do?

- Verify you are using the email or phone number registered with your Bitget account
- Double-check your date of birth
- Check your spam folder for the login code email
- Wait 60 seconds before requesting a new code
- If you see "Daily verification limit reached", try again tomorrow
- Contact [customersupport@tangany.com](mailto:customersupport@tangany.com) if the issue persists

### 10.2 My session expired while I was filling in my personal data. Is my data lost?

If you had already submitted your personal data (clicked "Continue"), it is saved. If you were still filling in the form when the session expired, you will need to re-enter the data after logging in again.

### 10.3 The identity verification camera is not working. What can I do?

- Make sure your browser has permission to access your camera (check browser settings)
- Try a different browser (Chrome is recommended)
- Ensure no other application is using the camera
- Try on a different device (e.g. smartphone instead of laptop)
- If the problem persists, contact [customersupport@tangany.com](mailto:customersupport@tangany.com)

### 10.4 I see an error message saying "An unexpected error occurred." What does this mean?

This is a generic error that can occur for various reasons. Please try refreshing the page or logging in again. If the error persists, contact [customersupport@tangany.com](mailto:customersupport@tangany.com) and mention the time the error occurred so the support team can investigate.

### 10.5 The portal shows my verification is still pending, but it has been several days. Is something wrong?

While most verifications complete within minutes, some cases require additional review and can take up to a few business days. If your verification has been pending for more than 3 business days, please contact [customersupport@tangany.com](mailto:customersupport@tangany.com).

## 10.6 I completed onboarding but cannot access the Tangany Customer Portal. What should I do?

After your identity verification is approved, you should receive an email with instructions. If you have not received it:

- Check your spam/junk folder
- Allow up to a few hours for the email to arrive
- Contact [customersupport@tangany.com](mailto:customersupport@tangany.com) if you still have not received it after 24 hours

## 10.7 How do I contact support?

For any issues, questions, or data correction requests, contact Tangany support via email:

[customersupport@tangany.com](mailto:customersupport@tangany.com)

Please include a description of your issue and the email address associated with your account.

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## Category 11: Legal & Regulatory

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### 11.1 Under which regulation does Tangany operate?

Tangany is licensed as a digital asset custodian under German financial law and is supervised by **BaFin** (Bundesanstalt für Finanzdienstleistungsaufsicht), the German Federal Financial Supervisory Authority. Tangany operates in compliance with MiCA, KWG (German Banking Act), GwG (German Money Laundering Act), and GDPR.

### 11.2 Why do I need to complete identity verification (KYC)?

KYC (Know Your Customer) is a legal requirement for all regulated financial service providers. Before Tangany can grant you access to manage or withdraw your assets, it must verify your identity in accordance with anti-money laundering (AML) regulations. This protects you and the integrity of the financial system.

### 11.3 What happens to my data when this service ends?

When Bitget obtains its MiCA license and the service period ends, data retention will be handled in accordance with GDPR requirements and applicable financial regulations. Tangany will retain only the data required by law and will inform you of any actions needed on your part.

### 11.4 Can Tangany access or move my funds without my consent?

No. During the safeholding period, your assets are securely held and cannot be moved or accessed without your explicit action (completing onboarding and requesting a withdrawal). Tangany acts solely as a custodian.

### **11.5 Is there an SLA (Service Level Agreement) for this portal?**

This portal operates as a best-effort service during the regulatory transition period. There is no formal SLA, but Tangany is committed to maintaining availability and resolving issues promptly. For urgent matters, contact [customersupport@tangany.com](mailto:customersupport@tangany.com).

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## **Category 12: Bitget-Specific Questions**

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### **12.1 Can I still use Bitget's platform?**

As of 1 April 2026, Bitget is no longer permitted to serve European customers. You cannot access Bitget's trading platform until Bitget obtains its MiCA license. During this time, the Tangany Onboarding Portal is the way to check your balance and optionally gain access to your funds.

### **12.2 Who decided that my funds should be held by Tangany?**

This arrangement was made as part of Bitget's regulatory wind-down process under the oversight of French regulatory authorities (AMF/ACPR). Tangany was appointed as the custodian to ensure your assets remain safe and accessible during the transition.

### **12.3 Does Bitget still have any control over my assets?**

During the safeholding period, your assets are under Tangany's custody. Bitget does not have direct access to your funds. If you onboard with Tangany, the on-chain transfer of assets from Bitget to Tangany is a one-way process — Bitget sends the assets, Tangany holds them for you.

### **12.4 I have assets on other exchanges. Is this only about Bitget?**

Yes. This portal and safeholding arrangement apply exclusively to assets held in Bitget European accounts at the time of the regulatory wind-down. Assets on other platforms are not affected.