

21 January 2025

By email: [REDACTED]

Dear [REDACTED]

Your request for information under the Official Information Act (OIA) (CAS-145459)

I refer to your email dated 18 December 2024 in which you requested the following information, in relation to Bitprime Limited:

Do you know [of] or have any fraud complaints against them?

We have considered your request pursuant to the OIA. We have searched our records and confirm we have no complaints that specifically allege fraud. We hold six complaints about Bitprime Limited relating to the following:

- Four complaints about withholding client funds; and
- Two internal referrals concerning omissions of risks about investing in cryptocurrencies on Bitprime's website.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact jasveet.sandhu@fma.govt.nz or phone +64 4 830 5177.

Yours sincerely,



Jasveet Sandhu
Senior Legal Counsel