



Janet T. Mills
Governor

STATE OF MAINE
DEPARTMENT OF PROFESSIONAL & FINANCIAL REGULATION
BUREAU OF CONSUMER CREDIT PROTECTION



Joan F. Cohen
Commissioner

Linda Conti
Superintendent

Bitcoin Depot FAQ

WHAT AGREEMENT DID MAINE MAKE WITH BITCOIN DEPOT?

After a two-year investigation into Bitcoin Depot's kiosk activity, the Bureau of Consumer Credit Protection (BCCP), with assistance from the Maine Attorney General, has resolved its concerns with Bitcoin Depot's practices. BCCP's agreement with Bitcoin Depot requires Bitcoin Depot to pay \$1.9 million dollars that will be used to make payments to Mainers who lost money in scams perpetrated at Bitcoin Depot kiosks throughout the State. You can view the entire agreement on [BCCP's website](#). If you have questions, you can reach the Bureau at 1-800-332-8529 or (207) 624-8527.

AM I ELIGIBLE FOR A REFUND?

If you were taken advantage of by a third-party by using a Bitcoin Depot kiosk, you may be eligible for a refund. To be eligible:

- You must have been a Maine resident between 2022 and 2025; and
- You must have:
 - Used a Bitcoin Depot kiosk in Maine between 2022 and 2025 to convert cash to cryptocurrency; and
 - Deposited the cryptocurrency into an "unhosted wallet" provided by a scammer or other third-party fraudster.

"Unhosted wallets" are a type of digital wallet that is hosted and controlled by a user, rather than being hosted by a financial institution, money transmitter, exchange or other virtual asset service provider.

WHAT IS THE DEADLINE FOR FILING A CLAIM?

You may submit a claim by [visiting the Bureau's website](#). You must file a claim on or before April 1, 2026. Claims received after the deadline will not be considered.

WHEN WILL I GET MY PAYMENT?

After the deadline for filing claims has passed, we will begin processing the claims. We expect to begin issuing refunds in May of 2026.

HOW MUCH WILL MY REFUND BE?

We will not know how much each refund will be until we have received and reviewed all of the claims.

Office Location: 76 Northern Avenue, Gardiner, Maine 04345
Mailing Address: 35 State House Station, Augusta, Maine 04333
www.Credit.Maine.gov

Phone: (207) 624-8527

TTY: Please Call Maine Relay 711

Consumer Assistance: 1-800-332-8529

Fax: (207) 582-7699