



VAULT PRODUCT OVERVIEW & BENEFITS GUIDE



**Comprehensive
Guide for Users**

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Introduction



Overview

Bitaroo Vault is a highly secure, offline storage solution designed to protect your bitcoin from online threats and hackers. With this advanced system, you can easily verify your holdings at any time, providing you with complete peace of mind knowing that your bitcoin is safely stored and always accessible to you whenever you need it.

Key Features

Verifiable

Easily verify your bitcoin holdings using any Bitcoin blockchain explorer, confirming the authenticity of your assets and eliminating concerns over 'paper bitcoin.'

Secure

Your bitcoin is stored in a dedicated cold wallet, completely offline, and protected by a 3-of-5 multi-sig structure, offering security beyond industry standards.

Custodial

Trust Bitaroo with safeguarding your bitcoin. Our expert team ensures your assets are protected with best-in-class technology, security and privacy practices.

Target Market

Bitaroo Vault is intended for individuals who:

- Are looking for a long-term storage solution for bitcoin.
- Prefer a custodial solution over self-custody.
- Need a high level of security for substantial holdings of bitcoin.
- Are comfortable with the time-locked nature of the unlocking process and understand the associated fees.
- May be inactive for extended periods, who wish to ensure their bitcoin remains safe.
- Undergoing life changes (such as moving overseas) who require a temporary, secure storage solution for their bitcoin.
- Understand and accept the risks involved in using the Vault, as outlined in the Risk Disclosure section.

Security



Security

Bitaroo Vault provides top-tier security for your bitcoin with a comprehensive range of protective features designed to keep your assets safe:

- **Fully offline cold storage:** Your bitcoin is kept completely offline, ensuring it's entirely disconnected from the internet and protected from any online threats, such as hacking or phishing attempts.
- **3-of-5 multi-signature structure:** Access to your funds requires the approval of multiple keys, enhancing security by ensuring no single person or system can gain control without collaboration, adding an extra layer of protection.
- **Time-locked withdrawals:** In the unlikely event of unauthorised access, time-locked withdrawals give you ample time to react and take action, safeguarding your bitcoin from immediate threats.
- **Two-factor authentication (2FA):** An extra layer of protection that ensures only you can access your account, even if your primary login details are compromised.
- **Additional security for dormant accounts:** For accounts that have been inactive for a period, Bitaroo Vault implements extra security measures, ensuring your assets are safeguarded and protected, even if they are not actively managed.

These measures work together to offer unmatched peace of mind, knowing your bitcoin is always secure, no matter the circumstances.

Risk



Risk disclosure

While Bitaroo Vault provides exceptional security and advanced protection for your bitcoin, it is important to acknowledge that all investments and digital asset holdings come with inherent risks.

By using Bitaroo Vault, you recognise and accept the following potential risks:

- **Custodial risks:** As a custodial solution, Bitaroo Vault manages your bitcoin. While we employ robust security protocols, no system is entirely immune to breaches or errors.
- **Operational risks:** Temporary service disruptions may occur, affecting access to funds or transactions, although we work to minimise downtime.
- **Regulatory risks:** Bitcoin regulations are evolving, and changes could affect your holdings or the use of Bitaroo Vault services. Users should stay aware of any relevant legal and compliance obligations.
- **Time-lock access delays:** Time-locked withdrawals enhance security but may cause delays in accessing funds, which may not suit users requiring immediate access.

By using Bitaroo Vault, you agree to these risks and acknowledge that you are solely responsible for managing your bitcoin. We recommend that all users understand the risks involved and take appropriate precautions to protect their assets.

Getting started

Creating an account (new users)

1. Go to the Bitaroo platform or app
 - a. [Web](#)
 - b. [Apple Store](#) app
 - c. [Google Play](#) app
2. Sign up for a new account by following the on-screen instructions
3. Set up 2FA to ensure maximum security for your account

Transferring BTC to the Vault: **Locking funds** (existing users)

When you send bitcoin into your Vault, it is immediately locked in secure, offline cold storage. This means that your funds are inaccessible via online channels and are safe from cyber threats.

You can manually move bitcoin to the Vault at any time by navigating to 'Account' → 'Vault'. The minimum amount that can be locked in the Bitaroo Vault is 0.1 BTC.

On the 10th day of every month, our system automatically transfers any available bitcoin (BTC) exceeding 0.1 BTC into the Vault for accounts that have been dormant during the previous month. Dormant accounts are those that have not performed any of the following actions since the 1st of the previous month: depositing, withdrawing, buying, selling, or paying a BPAY bill. To opt-out of automatic locking of your funds, simply perform any one of the above actions or hold less than 0.1 BTC with us.



Getting started cont.

Transferring BTC out of the Vault: **Unlocking funds** (existing users)

To unlock Bitcoin from the Bitaroo Vault:

1. Navigate to 'Account' → 'Vault'.
2. Click the 'Unlock from Vault' button.
3. You will be prompted to enter your 2FA code for added security.
4. After completing this step, you must wait for 48 hours to receive an email code. This is an important security measure to protect your assets by ensuring the request is legitimate and minimising the risk of unauthorised access to your email or devices.
5. Once you receive the email code, go back to the 'Vault' page and enter it into the Vault Unlock request.

Your Vault Unlock request will then be placed in our queue for review. Our team will manually process it within 2 business days.

How Long Does a Vault Unlock Take?

Unlocking from the Bitaroo Vault involves the following steps:

1. Initiate the Vault Unlock request.
2. Wait 48 hours to receive the email code.
3. Enter the email code to confirm the request.
4. Our team will review and manually process the request within 2 business days.

Transaction Fees

Internal Transfers: Free of charge.

External Transfers: External deposits (bitcoin transfers from third-party wallets) will incur only a mining fee upon unlocking the funds, which is passed directly to miners.

Vault fees

Storage fees

The Bitaroo Vault attracts a storage fee based on duration and amount of bitcoin stored. The fee is calculated daily and debited only when you withdraw your funds.

Amount Held in Vault	Annual Fee
Up to 6.15 BTC	2.10% per annum
6.15 BTC - 21 BTC	1.69% per annum
21 BTC - 35 BTC	0.88% per annum
35 BTC and over	0.50% per annum

Transfer fees

Internal transfers: Internal deposits (bitcoin transferred from your exchange account) is free of charge.

External transfers: External deposits (bitcoin transfers from third-party wallets) will incur only a mining fee upon unlocking the funds, which is passed directly to miners.

Terms and conditions

Custody agreement

By using the Bitaroo Vault, you agree to the custody terms outlined in our service agreement. This includes understanding that the Vault is a custodial storage solution and the security measures in place to protect your assets.

Fee transparency

All fees associated with the Vault are calculated clearly and transparently. The fees for storage are calculated daily and charged only upon unlocking the Vault. Users can monitor the accumulated fees at any time under the 'Vault' section.

Legal and regulatory information

Bitaroo Vault complies with the necessary legal and regulatory obligations to provide custodial storage of Bitcoin. However, users should be aware of the following:

Custodial Obligations: By using Bitaroo Vault, users acknowledge that Bitaroo will have control over the keys to the Vault for security and recovery purposes.

Deceased Estates: In the event of the account holder's death, Bitaroo will follow the appropriate legal process to release the assets to designated beneficiaries. This may require legal documentation such as a death certificate or court order.



Frequently asked questions (FAQs)

Why did Bitaroo create the Vault?

Bitaroo developed the Vault to provide a secure solution for long-term bitcoin storage, addressing risks associated with custodial wallets and exchanges that have been compromised in the past. By moving dormant accounts into the Vault, Bitaroo ensures verifiable custodianship with added protection.

How are Vault fees calculated?

The Vault fee is calculated daily based on the amount of bitcoin stored in the Vault. It is charged only upon withdrawal. You can view your accumulated fees in the 'Vault' section of your account.

Am I locked into a contract?

No, there are no long-term contracts. Vault fees are calculated daily and only charged when you unlock your Vault. You can withdraw your bitcoin at any time, subject to the time-lock period.

Do you know my Bitcoin holdings?

Yes, as a custodial service, Bitaroo maintains records of your bitcoin holdings. However, these holdings are verifiable through the public blockchain, ensuring transparency and accountability.

What is my Vault address?

Each Bitaroo account is assigned a unique Bitcoin Vault address. This address can be found under the 'Vault' section of your account. You can also view this address using any blockchain explorer to confirm your holdings.

Where can I view my holdings?

You can view your bitcoin holdings in three ways:

- Through the Bitaroo app.
- On the Bitaroo web platform.
- Using any Bitcoin blockchain explorer with your unique Vault address.

What happens in case of death?

Bitaroo has specific protocols for handling deceased estates. Since we maintain custody of the bitcoin, your designated beneficiaries can access the funds through proper legal channels and documentation.

Comparison with Guardian

How does Vault compare with Guardian?

See the comparison table below for a detailed comparison of features and benefits.

Feature	Guardian	Vault
Solution	Multi-signature security for Bitcoin	Enterprise-Grade cold storage custody solution
Custody type	Self-custodial	Custodial
User control	Full control (2 of 3 keys)	Limited (custody-based)
Pricing model	Annual subscription plans, setup fee for Premium Plan	Daily pro-rata based on holdings, unlocked upon request
Security	Collaborative, 2-of-3 multi-signature, 2 keys user-dependent	Bitaroo-managed, 3-of-5 multi-signature, time-locked cold storage
Viewing of holdings	Through your preferred wallet client (i.e., Sparrow or Electrum)	In the Bitaroo app or web platform, verifiable via any Bitcoin blockchain explorer
Access	Full control with your keys; Bitaroo provides assistance if needed	Access requires unlocking process with time-lock
Withdrawal	Depended on time required to obtain 2 signatures	2-4 business days period
Recommended for	Advanced users who want control and extra security	Users seeking high-level custodial protection and long-term storage

Contact us

Getting Help

If you need assistance with your Bitaroo Vault, please contact our support team via the platform's [Support Centre](#).

Skippy Premium

Skippy Premium is a private client service that offers personalised support from Bitcoin experts to help with onboarding, custody, general Bitcoin literacy and inheritance planning. You will receive tailored guidance through calls, messages, or in-person meetings. This paid service connects you with independent consultants who work for you, not Bitaroo.



Parman

Bitcoin Mentor

Parman is a recognised Bitcoin economic, technical, and security writer, known for developing a trustless and loss-resistant self-custodial inheritance strategy. His articles are featured on his website and in publications like Bitcoin Magazine, Bitcoin Reserve Journal, and Citadel 21 Magazine.

[Contact](#)



Piers

Bitcoin Expert

Piers is the founder of Mineracks, a Brisbane-based Bitcoin-focused data centre and consultancy. Mineracks builds Bitcoin mining infrastructure across Australia and offers training and equipment for Bitcoin self-custody to corporations, SMSFs, family offices, and high-net-worth investors.

[Contact](#)

Glossary of terms

2FA (Two-Factor Authentication): A security measure that requires two forms of identification to access an account, enhancing protection against unauthorised access.

Blockchain: A decentralised, digital ledger that records transactions across many computers in a way that ensures the data is secure, transparent, and tamper-resistant. Each "block" contains a list of transactions, and these blocks are linked (or "chained") together in chronological order, forming a continuous record.

Blockchain explorer: A tool that allows users to view and verify transactions on a blockchain. It provides transparency by showing details such as transaction history, balances, and addresses, helping confirm the authenticity of Bitcoin holdings stored in the Vault.

Cold storage: A method of storing Bitcoin offline, disconnected from the internet, to protect it from online threats like hacking and phishing.

Custodial service: A service in which a third party (such as Bitaroo) holds and manages the user's assets, such as Bitcoin, on their behalf.

Keys: Digital cryptographic keys used to access and manage Bitcoin. In a multi-signature system, multiple keys are required to authorise a transaction.

Multi-signature security: A security protocol that requires multiple keys to access funds. Bitaroo Vault uses a 3-of-5 multi-signature structure, meaning three out of five keys are needed to access Bitcoin stored in the Vault.

Time-lock: A security feature that delays access to assets for a set period, providing time to react in case of an unauthorised attempt to withdraw funds.

Vault address: A unique Bitcoin address assigned to each Bitaroo account, where users' Bitcoin holdings are stored and can be verified on the blockchain.

Vault locking: The process of securing Bitcoin in the Bitaroo Vault, ensuring that the funds are stored in cold storage and inaccessible via online channels.

Vault unlocking: The process of transferring Bitcoin out of the Bitaroo Vault, which involves a time-lock and two-factor authentication for security.

Dormant accounts: Accounts that have not performed any transactions (such as depositing, withdrawing, buying, selling, or paying bills) for a set period. These accounts may have Bitcoin automatically locked in the Vault.

Custody agreement: The legal agreement that outlines the terms under which Bitaroo holds custody of users' Bitcoin in the Vault.

Risk disclosure: A section that informs users about the potential risks involved in using the Bitaroo Vault, such as the loss of access or cybersecurity risks.