October 6 2021

To whom it may concern:

Rehabilitation Debtor: MtGox Co., Ltd.

Rehabilitation Trustee: Nobuaki Kobayashi, Attorney-at-law

How to register/re-register for Online System

Please follow the steps below to register/re-register on MTGOX's online rehabilitation claim filing system ("Online System").

✓ If you do not have a Creditor Code, please follow the steps in [1] below.

✓ If you have a Creditor Code, please follow the steps in [2] below and enter the Creditor Code on the registration/re-registration screen and then register a password and secret question.

✓ Once you have completed the above steps, please follow the steps in [3] below and download the "Authenticator" app and set up multi-factor authentication.
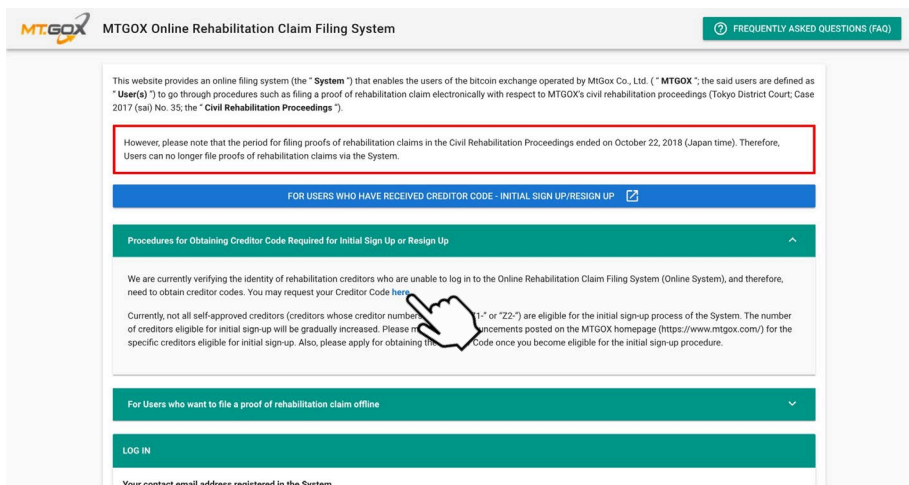
[1] Online Request for Creditor Code

1. How to get to the "Online Request for Creditor Code" page
   There are **two** ways to access the "Online Request for Creditor Code" Page. Please find the instructions below.
   1) Access from the MTGOX Online Rehabilitation Claim Filing System Login Page
      (https://claims.mtgox.com)
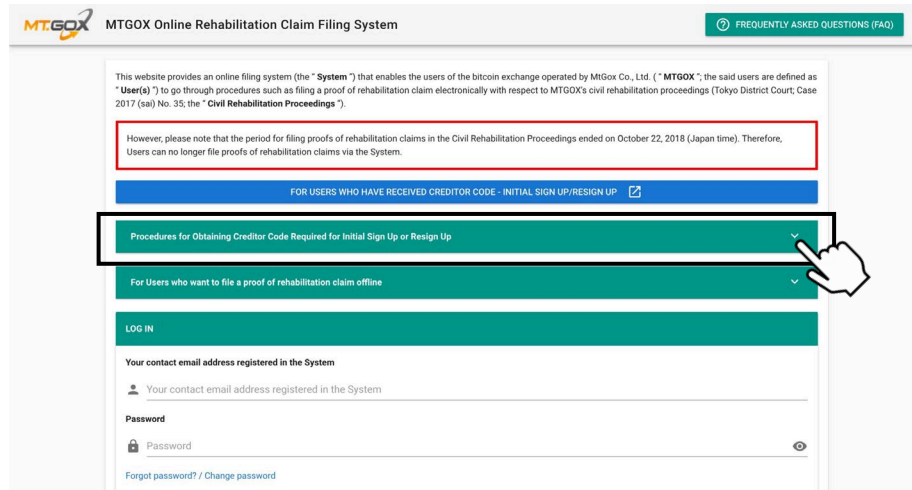
   ▲ Click to see further information.

▲ Click "Here" to get to the page for "Online Request for Creditor Code".

2) You can also access the "Online Request for Creditor Code" page by directly clicking on this URL: https://claims.mtgox.com/pre-signup.
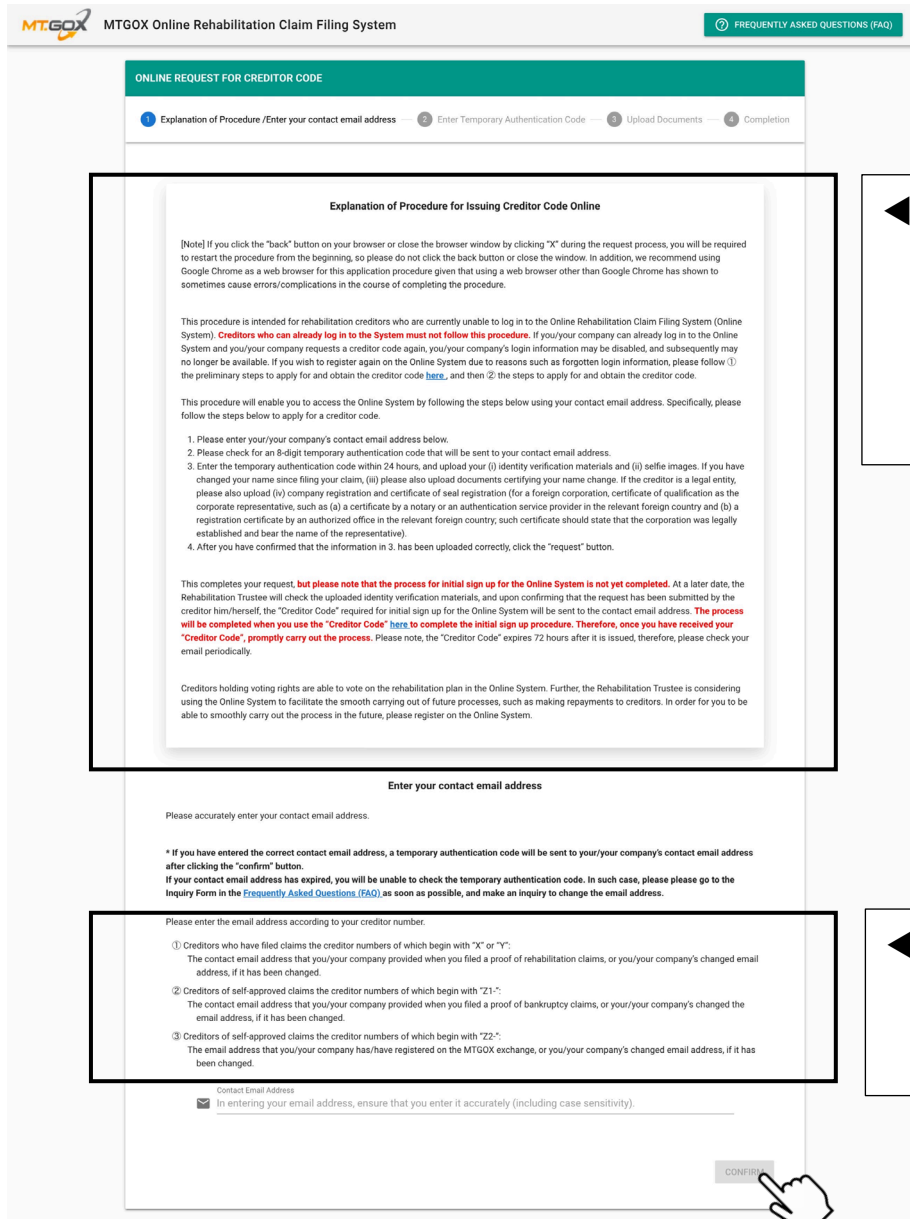

※ Difference between a Creditor Code and a Creditor Number

Creditor Code: A 32-digit alphanumeric code that is required for registering/re-registering on the Online System. It can also be requested online.

Creditor Number: The number assigned to creditors in the Rehabilitation Proceedings starting with "X", "Y", "Z1-", or "Z2-".

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2. Enter your Contact Email Address

▼ After carefully reading the "Explanation of the Procedure for Issuing Creditor Code Online", please enter your "Contact Email Address" and click the "Confirm" button. Then, an email containing an 8-digit "temporary authentication code" will be sent to your contact email address.

◀ Please carefully read the "Instructions regarding the Procedure for Issuing Creditor Code Online".

◀ Please enter the contact email address according to your creditor number.

If an error occurs, please confirm the following possible causes.

Your online request for a Creditor Code online has not been approved. The possible causes for this are as follows:
1. **You have entered an incorrect email address.**
2. **You have multiple claims associated with the same contact email address.**
3. **Your application was made using an email address previously registered in the Online System.**
   * If 2 or 3 is applicable, please make an inquiry from the Inquiry Form in the Frequently Asked Questions (FAQ) .
4. **Your claim transfer is pending.**
5. **Others: The Rehabilitation Trustee does not consider you/your company to be a user entitled to use the Online System.**

3. Enter Temporary Authentication Code
   ▼ Please enter the 8-digit temporary authentication code, which was sent to your contact
   email address, and click the "Confirm" button.

4. Upload Documents

▼ After carefully reading the instructions, please upload the identity verification document(s) and selfie photos (two types), and then click the "Apply" button. Then, please review the contents of the confirmation pop-up and click the "OK" button to complete this step.

◀ Please make sure to read the instructions regarding required documents. Please note that if you submit verification documents/selfies that do not meet the requirements, your request for a Creditor Code will not be approved.

◀ Please upload your identity verification document(s) here.

◀ Please upload selfie photos (two types) here. In doing so, please carefully read the instructions at the top of the screen.

*Please note the following when uploading the files:

- The file format has to be ".png" or ".jpeg". (Please note that only changing the filename extension will not change the format itself.)
- A file that is more than 4MB cannot be uploaded.

5. Completion

▼ Once your request has been made, you will see the Request Number and the date and time of request on the completion page. A confirmation letter will be sent to your contact email as well. **Please note that this does not mean that the Creditor Code will be issued. Your request will be reviewed by the Trustee and once the request has been approved, you will receive an approval email with the Creditor Code. If your request is rejected, you will receive an email to that effect along with reasons for the rejection.**

After receiving the email containing the Creditor Code, please register/re-register sign up on the Online System using the Creditor Code by following the steps in [2] below. **Please register/re-register on the Online System within 72 hours after the Creditor Code is issued. Otherwise, the Creditor Code will expire.**

[2] Register/Re-register

1. How to get to the "Register/Re-register" page
    There are **two** ways to access the "Register/Re-register" page. Please find the instructions below.
    1) Access from the MTGOX Online Rehabilitation Claim Filing System Login Page
       (https://claims.mtgox.com)
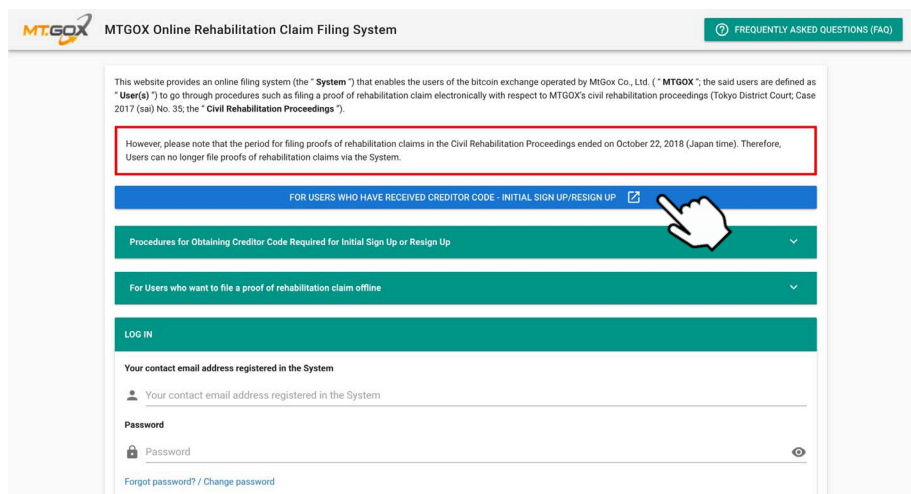
   ▲ Click the blue button labelled "FOR USERS WHO HAVE RECEIVED CREDITOR CODE –
     REGISTER/RE-REGISTER" to get to the registration/re-registration page.

    2) You can also access the "Register/Re-register" page by directly clicking on this URL:
       https://claims.mtgox.com/signup.

2. Enter Contact Email Address and Creditor Code

▼ Please enter your contact email address and the Creditor Code that you have received. Read the terms and conditions, and scroll down to the end to the checkbox to agree and consent to the terms and conditions in order to register on the Online System, then click the "Register" button.

◀ Please enter the contact email address according to your creditor number.

◀ The checkbox for consent appears when scrolling down to the end. Please review the details shown and check the box.

3. Set the Password and Secret Questions

▼ Set the password and secret question and answer and click the "Register" button. When the confirmation pop-up appears, please review the information and click the "OK" button.

*The password must be more than 12 characters and contain all of the following. *half-width only.

- Upper-cased alphabets
- Lower-cased alphabets
- numbers
- symbols (special characters)

In case you forget your password in the future, the secret question and answer will be required for resetting the password. Therefore, please remember the secret question and answer you have set.

4. Confirmation Screen

▼ Please enter the 6-digit temporary authentication code, which was sent to your contact email address, and click "Register" button.

▼ Then you will be redirected to the login page and the registration has been completed. However, the Multi-Factor Authentication (MFA) setup is required to log in. Please set up the MFA before you log in.

[3] Multi-factor Authentication (MFA) Setup

1. Login
   ▼ Please enter your contact email address and password, check the checkbox to agree and consent to the terms and conditions, then click "Login" button.

2. Setup Multi-factor Authentication (MFA)

　▼ If you have not done so already, please scan the QR code below by using your smartphone or tablet and download the Authenticator app.

　▼ After you have downloaded the Authenticator app, please open the app and scan the large QR code located at the center. Then please download the MFA Recovery Token and save it.

MFA Authenticator Setup　　　×

Please download the Authenticator by scanning the QR code below.

You will need a designated mobile application called Authenticator ("Authenticator") in order to proceed with the two-step authentication.

If you have not downloaded Authenticator yet, please install it by scanning the QR code below with your smartphone or tablet.

For iOS　　　For Android

◀ If you do not have the Authenticator app, please scan this QR code with your smartphone or tablet to download the Authenticator app.

Authenticator Setup

Instructions

1. Launch Authenticator and scan the **below QR code** . You can complete the setup on your device by scanning the below QR code.
2. Click the "Download" button and download your MFA recovery token.
3. Enter the six-digit number that is displayed on Authenticator into the "authentication code" field below to complete your registration.

* Unless the "Download" button is clicked, the "authentication code" field will not be displayed.

Scan this QR code with Authenticator.

◀ After scanning the QR code here with the Authenticator app, the "authentication code" will be displayed on the Authenticator app.

MFA Recovery Token　KQLFTJ6WXN66NZQCK63R4IDVEE5HCFJI7PKK4　[DOWNLOAD]

The MFA recovery token is required when setting up Authenticator again, such as in cases where you replace your smart phone or tablet. Please keep the MFA recovery token in a safe place. If the MFA recovery token is known to a third party, the third party may illegally login to the System using your account. Please do not share the MFA recovery token with any third party.

If your smart phone or tablet on which Authenticator is installed is lost, immediately make an inquiry from the Inquiry Form in the FAQ page below as Authenticator's settings must be disabled for security reasons.
Frequently Asked Questions (FAQ)

When you replace your smartphone or tablet, you can use the "MFA Recovery Token" to recover the authentication on your new devices. Therefore, please keep this "MFA Recovery Token" securely.

3. Authentication Code Confirmation

▼ Please enter the 6-digit number displayed on the MFA Authenticator screen in the "authentication code" field below, and click the "Register" button. Then the confirmation pop-up will appear.

▼ Review the details and click the "OK" button on the confirmation pop-up to complete the MFA setup.

Two-step authentication setup

After clicking OK, you will no longer be able to download the MFA recovery token. Before clicking OK, confirm that you have downloaded the MFA recovery token. If you have not yet downloaded the MFA recovery token, click CANCEL and download the MFA recovery token.

CANCEL   OK

*After completing the above steps, the procedures for registration/re-registration and multi-factor authentication are complete. Subsequently, when logging in, in addition to entering your email address and password, the above multi-factor authentication will be necessary. In order to conduct the multi-factor authentication, please enter the six-digit number shown on the Authenticator app in the "authentication code" field on the login screen.

End of Document