

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").

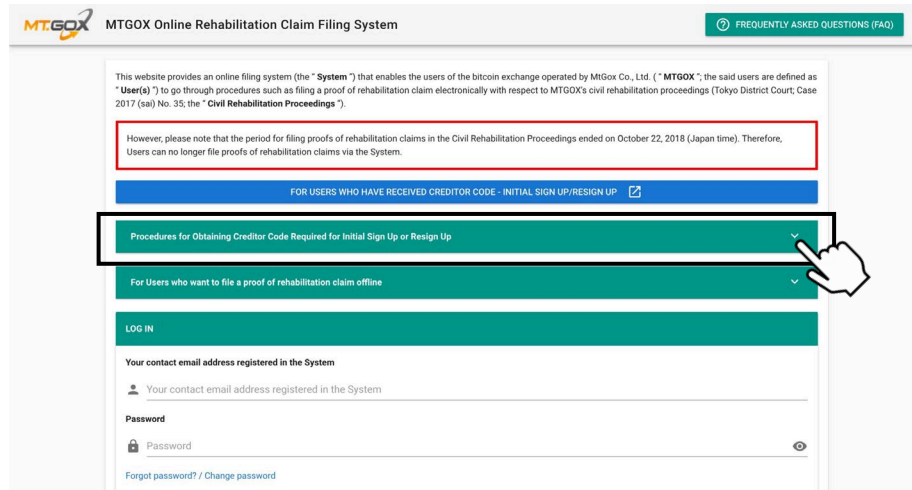
- ✓ If you do not have a Creditor Code, please follow the steps in [1] below.
- ✓ If you have a Creditor Code, please follow the steps in [2] below and enter the Creditor Code on the registration/re-registration screen and then register a password and secret question.
- ✓ Once you have completed the 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

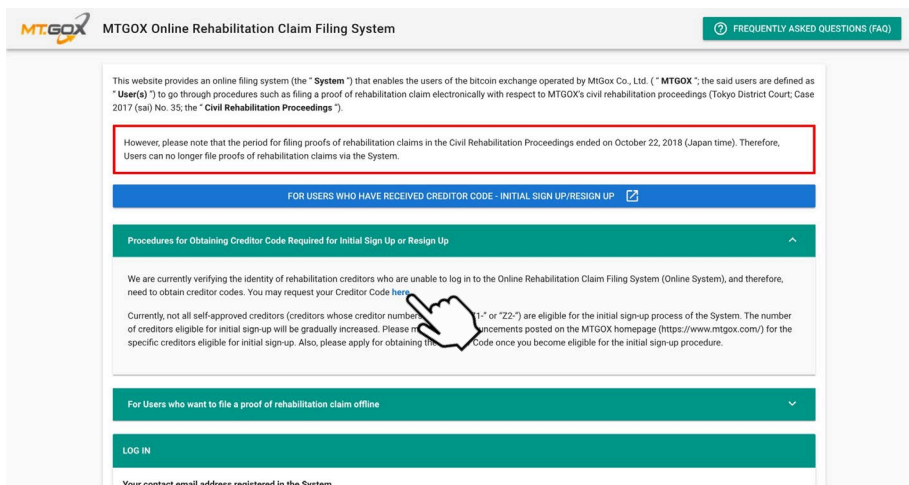
1. How to get to the “Online Request for Creditor Code” page

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>.

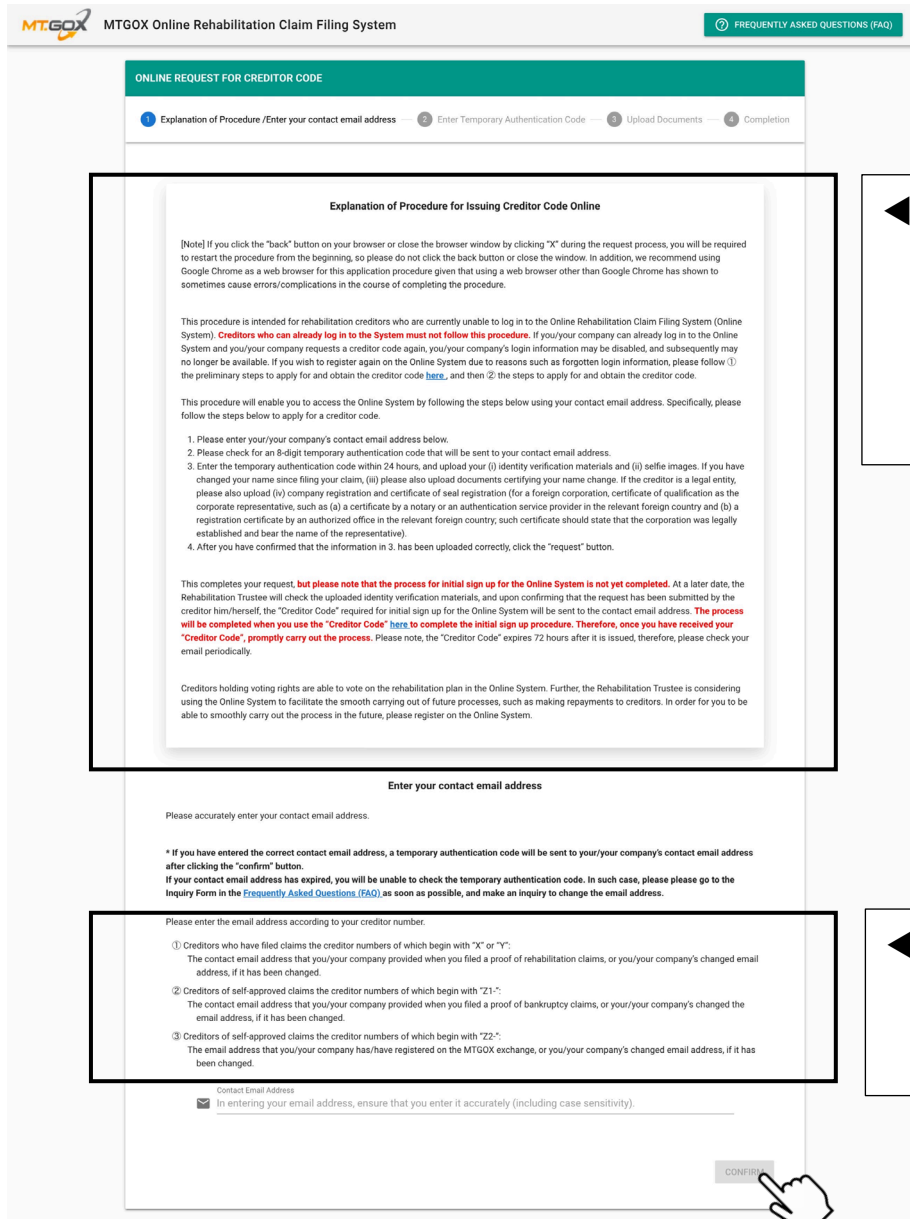
※ Difference between a Creditor Code and a Creditor Number

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-”.

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.

MTGOX Online Rehabilitation Claim Filing System

FREQUENTLY ASKED QUESTIONS (FAQ)

ONLINE REQUEST FOR CREDITOR CODE

1 Explanation of Procedure /Enter your contact email address — 2 Enter Temporary Authentication Code — 3 Upload Documents — 4 Completion

The temporary authentication code has been sent to your contact email address.
Please enter the temporary authentication code, which is an eight-digit numerical code sent to your contact email address.
The temporary authentication code is valid for 24 hours. If the temporary authentication code has expired, please re-enter the contact email address to issue the temporary authentication code again.

Temporary Authentication Code

* Note: There might be some delay before you receive the email with the temporary authentication code. If you have not received the email, please wait approximately 15 minutes.
If you are still unable to confirm receipt of the email, please check the following:

- Whether the email is stored in your spam folder.
- Whether your contact email address is set to refuse to receive email from "noreply@mtgox.com".

CONFIRM

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.**

The screenshot shows the 'ONLINE REQUEST FOR CREDITOR CODE' completion page. At the top, there is a progress bar with four steps: 'Explanation of Procedure /Enter your contact email address', 'Enter Temporary Authentication Code', 'Upload Documents', and 'Completion'. The 'Completion' step is active. Below the progress bar, a green checkmark indicates 'The request for Creditor Code has been completed.' The main content area displays the 'Request Number' as '0000' and the 'Date and time of request' as '2021-00-00 00:00:00'. A note states: 'Your request number is required for inquiries about your request. Please make note of your request number or print this page.' Another note explains: 'This completes your request, but please note that the process for initial sign up for the Online System is not yet completed. At a later date, the Rehabilitation Trustee will review the uploaded materials, and the "Creditor Code" required for initial sign up for the Online System will be sent to your contact email address. Once you have verified your "Creditor Code" please carry out the process promptly from here. Please note that the "Creditor Code" expires 72 hours after it is issued, therefore, please check your email periodically.' A final note mentions: 'Please note that, since a large number of requests are expected, it may take the Rehabilitation Trustee some time to review them. The Rehabilitation Trustee's review could take 2 weeks at the earliest, but, depending on the number of requests, it could take more than a month. In addition, in order to ensure that the review proceeds smoothly, in principle, questions in relation to the progress of individual process of the requests will not be answered.' A 'PRINT' button is located at the bottom of the content area.

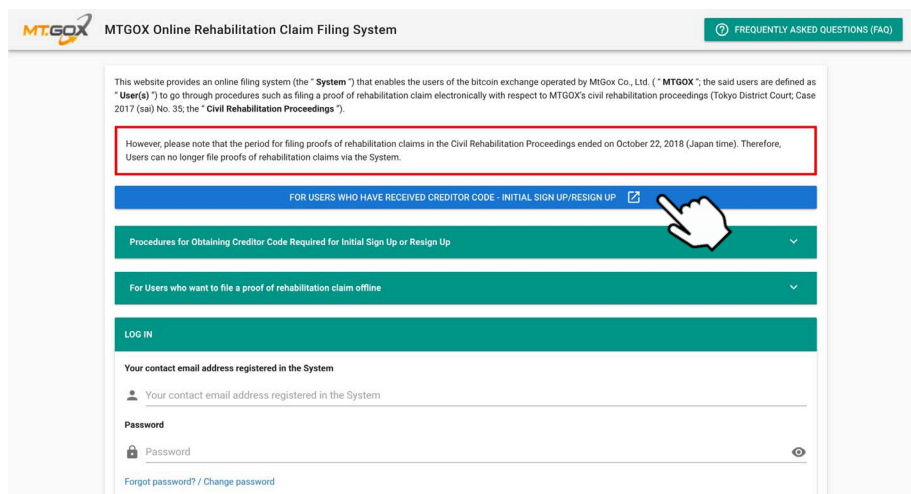
After receiving the email containing the Creditor Code, please register/re-register sign up on the Online System using the Creditor Code by following the steps in [2] below. **Please register/re-register on the Online System within 72 hours after the Creditor Code is issued. Otherwise, the Creditor Code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

MTGOX Online Rehabilitation Claim Filing System

FREQUENTLY ASKED QUESTIONS (FAQ)

INITIAL SIGN UP

1 Enter Your Contact Email Address and Creditor Code

2 Setting Password and Secret Questions

3 Confirmation

Setting Password

Please set up a new password.
Your password must be at least 12 characters and contain at least one uppercase letter, one lowercase letter, one special character and one number.

New Password

New Password (Confirm)

Setting Secret Questions

If you have forgotten your password, you will be required to answer the secret questions set up below.
If you have forgotten the answers to your secret questions, you will no longer be able to reset your password and use the System. Please do not lose this information.

First Secret Question

What was the maker and model of your first car?

Answer

Please answer your first secret question.

Second Secret Question

What was the name of the company where you had your first job?

Answer

Please answer your second secret question.

REGISTER

*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.

This website provides an online filing system (the "System") that enables the users of the bitcoin exchange operated by MtGox Co., Ltd. ("MTGOX"; the said users are defined as "User(s)") to go through procedures such as filing a proof of rehabilitation claim electronically with respect to MTGOX's civil rehabilitation proceedings (Tokyo District Court, Case 2017 (sa) No. 35, the "Civil Rehabilitation Proceedings").

However, please note that the period for filing proofs of rehabilitation claims in the Civil Rehabilitation Proceedings ended on October 22, 2018 (Japan time). Therefore, Users can no longer file proofs of rehabilitation claims via the System.

FOR USERS WHO HAVE RECEIVED CREDITOR CODE - INITIAL SIGN UP/RESIGN UP

Procedures for Obtaining Creditor Code Required for Initial Sign Up or Resign Up

For Users who want to file a proof of rehabilitation claim offline

LOG IN

Your initial sign-up has been completed. Please log in to the System from this page, and then set up two-step authentication.

Your contact email address registered in the System

Contact email address

Password

Forgot password? / Change password

To log in to the System, please review, and agree and consent to the terms and conditions below by checking the box below. If you have multiple MTGOX accounts with the MTGOX Bitcoin exchange, you must log in and file a proof of rehabilitation claim separately for each account.

JAPANESE ENGLISH

iii 私/当社が本システムにアクセスし使用するときに再生管財人が自動的に収集する私/当社に関する一切の情報（位置情報、デバイス情報、ログ情報、及びクッキーその他の追跡テクノロジー）を利用して得られる情報を含むが、これらに限られない。）

iv 本破産手続において、私/当社が本破産手続の破産管財人に提供した一切の情報

v 私/当社が、MTGOXに提供した一切の情報

vi その他再生管財人が適正な方法により取得し、又は今後取得する情報

(b) 再生管財人が、収集した上記(a)の情報を、以下の目的で日本国内外で管理及び利用すること。

i 再生債権の届出、調査、再生計画の立案、再生計画に基づく弁済その他の本民事再生手続の適切な実行

ii 公益的な目的のために、日本国内外の行政官庁・捜査機関・司法機関への上記(a)の情報の開示又は提供

iii その他上記目的に付随する目的

(c) 再生管財人が、上記(b)の目的のため、上記(a)の情報を、第三者（以下の者を含むが、これらに限られない。）に開示又は提供する可能性があること。これらの第三者には、①米国、②カナダ、③イギリス、④私/当社が所在する国及び⑤私/当社が再生債権の弁済の受領のために利用する金融機関又は仮想通貨取引所が所在する国に、それぞれ所在する第三者が含まれること。東京地方裁判所その他の裁判所（日本国外の裁判所を含む。）、本民事再生手続及び本破産手続（併せて以下「本民事再生手続等」という。）における調査委員（その代理及び補佐を含む。）その他の機関、日本国内外の行政官庁・捜査機関、管財人が本民事再生手続等の実行のために依頼する法律事務所及びプロトーマツコンサルティング合同会社等の専門家、金融機関、仮想通貨取引所、他の再生債権者、メールアドレスプロバイダー、及び詐欺行為検証サービスプロバイダー

(d) 私/当社が本システムに係るクッキーを削除又は無効化すると、私/当社による本システムの使用又は機能に支障をきたす可能性があること。

(e) 管財人は、本民事再生手続等に必要限りで私/当社のブラウザ設定により影響されない特定の永続クッキーを使用する可能性があること。

25 「再生債権者の表示」及び「届出再生債権の表示」に表示された再生債権届出の内容が、オンライン上で他の再生債権者による閲覧の対象となり、また、東京地方裁判所において本民事再生手続の利害関係人の閲覧及び閲覧の対象となる場合があること。

26 私が死亡した場合、本民事再生手続との関係では、再生管財人が、日本の法令等及び実務に従って、相続に関する各種関係資料の提出を求め、また、債を再生債権者として取り扱うかについて判断すること、及び、当該判断に起因又は関連して生じるあらゆる損害等について、MTGOX及び再生管財人は一切の責任を負わず、私及び私の相続人はMTGOX及び再生管財人に対して当該損害等に関して損害賠償請求、補償請求その他一切の請求をしないこと。

27 本同意事項は日本語を正文とすること。本同意事項につき作成される英語の翻訳文は参考とせず、日本語と英語の間で相互に内容の相違、矛盾がある場合であっても、日本語のみが効力を有すること。

28 本民事再生手続等及びこれに関連又は付随して生じる一切の請求又は紛争は日本法に準拠し、東京地方裁判所を専属的合意管轄裁判所とすること。

29 再生管財人が、本同意事項を必要に応じて変更すること。但し、再生管財人が変更についてwww.mtgox.comにおいて告知したにも関わらず。

I/We hereby agree to the above terms of consent and represent as set forth in the above terms of consent before logging in to this System and going through procedures such as filing my/our proof of rehabilitation claim under the Civil Rehabilitation Proceedings.

For login to the System, please review, and agree and consent to the terms and conditions below by checking the box above.

LOGIN

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

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.

MFA Recovery Token KQLFTJ6WXN66NZQCK63R4IDVEE5HCFJ17PKK4 **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 \(FAQ\)](#)

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

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

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.

MFA Authenticator Setup


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Scan this QR code with Authenticator.

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.

Authentication Code

Enter the six-digit number that appears on Authenticator.

[REGISTER](#)

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 \(FAQ\)](#)

- ▼ 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