

[English Translation for Reference Purpose Only]

July 5, 2019

(Updated on October 9, 2019)

To whom it may concern:

Rehabilitation Debtor: MTGOX Co., Ltd.

Rehabilitation Trustee: Nobuaki Kobayashi, Attorney-at-law

## **Basic Q&A regarding Proofs of Rehabilitation Claims Filed after Deadline**

Please find below our answers to basic questions regarding proofs of rehabilitation claims filed after the deadline.

Q1 Is it too late to file proofs of rehabilitation claims?

A1 Under the Civil Rehabilitation Act of Japan, if you were unable to file a proof of your rehabilitation claim by the deadline (in this case, October 22, 2018) due to grounds not attributable to you, you may file a proof of your rehabilitation claim only within one month after the relevant grounds cease to exist.

Please note that if you file your proofs of rehabilitation claims via the System (i.e., the Online Method) they will not be accepted, so please file them via the Offline Method (i.e., prepare Proof of Rehabilitation Claims and post them to the Office of the Rehabilitation Trustee).

Q2 Where can I obtain a form for filing a proof of rehabilitation claim?

A2 You can download the form from the section titled “Filing a Proof of Rehabilitation Claim Offline” found by accessing the link below. If you do file a rehabilitation claim, please ensure that you carefully read the section titled “Filing a Proof of Rehabilitation Claim Offline” and the instructions of the form before doing so.

[\[MTGOX Rehabilitation Claim Filing System\]](#)

Q3 May I use a form other than the form specified by the Rehabilitation Trustee?

A3 If you use any form other than the form specified by the Rehabilitation Trustee, it may cause lack of information required under applicable laws or discrepancies in the

interpretation of its information which could result in confusion, thereby harming your interests. Please refrain from using any form other than that specified by the Rehabilitation Trustee.

Q4 I do not know how to fill in the proof of rehabilitation claim form.

A4 The Rehabilitation Trustee has prepared guidelines for how to fill in the proof of rehabilitation claim form as follows, so please ensure that you refer to them:

[\[Guidelines for how to fill in the Proofs of Rehabilitation Claims\]](#)

Q5 The automatic calculation of the claim amounts in the Proofs of Rehabilitation Claims is not working.

A5 We have found that the automatic calculation of the claim amounts may not work properly when the PDF form functions are used in any software other than Adobe software (e.g., Google Chrome, Safari or Microsoft Edge web browsers). **IN ORDER TO ENSURE THAT YOUR FILING IS ACCURATE, YOU MUST USE EITHER ADOBE ACROBAT READER DC OR ADOBE ACROBAT WHEN FILLING OUT THE FORM.**

Q6 I do not know my rehabilitation claim balance.

A6 You can check your cash and/or Bitcoin balance(s) on the MTGOX database that reflects the result of the claim investigations to date by entering your username or e-mail address and password registered with MTGOX's exchange in the section titled "Sign in to your MTGOX account to see your wallet(s) balance" which is found by accessing the link below. Please note that, if you currently hold rehabilitation claims which the Rehabilitation Trustee accepted, you are not able to inquire your account balance in the link below.

<https://inquiry.mtgox.com/inquiry/index.php>

Q7 I do not remember my information registered with MTGOX's exchange.

A7 It is advisable that you enter as much information as you can, to the extent possible. If the information is insufficient, the Rehabilitation Trustee may not be able to confirm that you are a creditor, and may not accept the filed proof of rehabilitation claim.

Q8 Once I have filled in the necessary information in the form, what should I do?

**A8 ONCE YOU HAVE FILLED IN THE NECESSARY INFORMATION, PLEASE PRINT ALL PAGES INCLUDING THOSE ON WHICH YOU DID NOT ENTER ANY INFORMATION (I.E., A TOTAL OF 16 PAGES INCLUDED THE STATEMENT), AFFIX YOUR SIGNATURE OR SEAL ON THE FORM, AND SEND IT TO THE OFFICE OF THE REHABILITATION TRUSTEE TOGETHER WITH THE FOLLOWING DOCUMENTS BY POST:**

**(I) A COPY OF AN IDENTITY VERIFICATION DOCUMENTS, SUCH AS YOUR PASSPORT, DRIVER'S LICENSE OR ANY OTHER IDENTIFICATION CARD, THAT INCLUDES A PHOTO OF YOUR FACE AND ON WHICH YOUR NAME IS WRITTEIN IN ENGLISH OR JAPANESE, IF ANY; AND**

**(II) A POWER OF ATTORNEY (IN JAPANESE), ONLY IF YOUR AGENT IS FILING YOUR PROOF OF REHABILITATION CLAIM ON YOUR BEHALF;**

**\* IF YOU DO NOT FILE AN IDENTITY VERIFICATION (KYC) DOCUMENTS, THE REHABILITATION TRUSTEE MAY NOT BE ABLE TO CONFIRM THAT YOU ARE A CREDITOR, AND MAY NOT ACCEPT YOUR FILED PROOF OF REHABILITATION CLAIM. ACCORDINGLY, YOU MUST FILE YOUR KYC DOCUMENTS.**

Q9 What identity verification (KYC) documents are needed for a corporation filing a rehabilitation claim?

A9 The documents in I. and II. below are required.

I. Company registration and certificate of seal registration. In the case of a foreign corporation, certificate of qualification as company representative, such as a certificate by a notary or an authentication service provider in the relevant foreign country or a registration certificate by an authorized office in the relevant foreign country; such certificate should state that the corporation was legally established and bear the name of the representative. Please provide documents with up-to-date information that were issued within the last three months.

II. Identity verification documents of the corporate representative. Alternatively, identity verification documents of the administrative personnel who handled the proof of rehabilitation claim procedures and power of attorney prepared by the company representative.

Q10 Can I submit my Proof of Rehabilitation Claim and attached KYC documents by

e-mail?

A10 Please note that the above documents will not be accepted by email; they must be sent to the Rehabilitation Trustee by post.

Q11 What is the address of the Office of the Rehabilitation Trustee?

A11 The address of the Office of the Rehabilitation Trustee is as follows:

*MTGOX Co., Ltd. Office of the Rehabilitation Trustee  
Suite 202, Kojimachi 3-chome Building 3-4-1 Kojimachi, Chiyoda-ku,  
Tokyo Japan 102-0083*

Q12 I want to check if my Proofs of Rehabilitation Claims have been accepted.

A12 We will send an email confirming our receipt of the filing once we have completed the necessary paper work. However, it may take some time to email you as we have to address a large number of Proofs of Rehabilitation Claims.

Please note that if you file rehabilitation claims for one account multiple times, the Rehabilitation Trustee may not be able to confirm which filing is the correct one, thereby seriously harming your interests. **ACCORDINGLY, DO NOT FILE REHABILITATION CLAIMS FOR ONE ACCOUNT MULTIPLE TIMES EVEN IF YOU CANNOT CHECK WHETHER YOUR PROOFS OF REHABILITATION CLAIMS HAVE BEEN ACCEPTED.**

Q13 I filed my Proofs of Rehabilitation Claims, but I want to amend my information.

A13 Please download the form from the section titled “Steps to change the entries filed using the Offline Method” found by accessing the link below, carefully read the section “Steps to change the entries filed using the Offline Method,” and file an “Application for Amendment to Proof of Rehabilitation Claim.”

[\[MTGOX Rehabilitation Claim Filing System\]](#)

Please note that if you file rehabilitation claims for one account multiple times, the Rehabilitation Trustee may not be able to confirm which filing is the correct one, thereby seriously harming your interests. **ACCORDINGLY, PLEASE USE THE FORM TITLED “APPLICATION FOR AMENDMENT TO PROOF OF REHABILITATION CLAIM” AND**

**NOT THE ONE TITLED “PROOFS OF REHABILITATION CLAIMS” IF YOU WOULD LIKE TO AMEND YOUR INFORMATION.**

Q14 How can I contact the Office of the Rehabilitation Trustee?

A14 Please direct any inquires you may have to the following:

Email support : [support@mtgox.com](mailto:support@mtgox.com)

Telephone number : +81-3-4588-3922 (Operating hours: Monday to Friday  
(excluding Japanese holidays), 1:00 p.m.to 10:00 p.m.  
(Japan time))

Please refrain from making inquiries to the Office of the Rehabilitation Trustee, whether by email or otherwise, as we cannot respond to them.