

[English Translation for Reference Purpose Only]

April 3, 2019

To whom it may concern:

Rehabilitation Debtor: MTGOX Co., Ltd.
Rehabilitation Trustee: Nobuaki Kobayashi, Attorney-at-law

Q&As regarding Approval or Disapproval

On March 15, 2019, the Rehabilitation Trustee filed with the Tokyo District Court a statement in which it approved or disapproved all or part of each rehabilitation claim filed by MTGOX Bitcoin exchange users (the “**Users**”) for their rights to claim for return of cryptocurrency and/or cash against MTGOX (the “**Exchange-Related Rehabilitation Claim(s)**”).

The Q&As below give details on our approval or disapproval of the filed claims.

Q1-1: How can I check the result of the approval or disapproval of my filed claims?

The Rehabilitation Trustee sent emails to Users who filed the Exchange-Related Rehabilitation Claims at their contact email address. These emails state the results of our approval or disapproval of their filed claims.

Additionally, Users who filed their claims using the online filing system (the “**System**”) can check our approval or disapproval of their filed claims online by logging into the System.

For further details, please refer to the post below.

[\[Notification of Approval or Disapproval on Exchange-Related Rehabilitation Claims\]](#)

Q1-2: I cannot log into the System and check the result of the approval or disapproval of my filed claims.

Please login to the System by entering (i) your contact email address and the password that you registered when you filed your claim online and (ii) the code that appears on your Authenticator. If you still cannot login to the System, please reset your password on the password reset page.

[\[If you forgot your password\]](#)

Q1-3: I filed a proof of rehabilitation claim but have not received the email from the Rehabilitation Trustee that informs me of the result of approval or disapproval of my filed claim.

The Rehabilitation Trustee sent emails to the contact email addresses designated in proofs of rehabilitation claim filed by Users. These emails state whether your filed claims have been approved or disapproved. Please check your email inbox again.

If you filed a proof of rehabilitation claim but still have not received an email from the Rehabilitation Trustee, please email our email support below. When you email our

email support please (i) provide your name, creditor number that starts with “X” or “Y,” username and email address that are registered with the MTGOX Bitcoin exchange and (ii) attach a copy of your photo ID.

Email: support@mtgox.com

Q1-4: The statement of approval or disapproval that is released on the System discloses the names of the creditors who filed claims. Is this not an infringement of my privacy?

The statement of approval or disapproval states the content of the filings and the details of approval or disapproval made by the Rehabilitation Trustee. Pursuant to Civil Rehabilitation Act of Japan, the names of the creditors who filed claims are required to be noted on the statement of approval or disapproval. The disclosure on the System was made following consultation with the Tokyo District Court and we believe there are no legal issues with this disclosure.

Q1-5: I have not filed a proof of rehabilitation claim under these proceedings, but my claim has been approved by the Rehabilitation Trustee. Why is that?

The Civil Rehabilitation Act of Japan provides that the rehabilitation trustee must approve rehabilitation claims that he/she is aware of, including those that Users have not duly filed (Article 101 (3)). The claims that the rehabilitation trustee approved but are not duly filed by Users are called “**Self-Approved Claim(s)**.” Distribution will be made to creditors, including those who have the Self-Approved Claims, under the civil rehabilitation proceedings. However, the Self-Approved Claims will be handled differently from ordinary rehabilitation claims (*i.e.*, rehabilitation claims duly filed by creditors). For example, holders of Self-Approved Claims who have not duly filed their claims cannot vote on the proposed rehabilitation plan.

Q2-1: Why was my claim disapproved?

In general, if the balance in your MTGOX account did not cover the amount of your filed claim, we disapproved that amount of your filed claim that exceeded the balance in your MTGOX account. In addition, we disapproved whole claims where the balance in your MTGOX account was zero or where we could not verify that you are the user of MTGOX. Please note that we cannot respond to individual inquiries regarding the approval or disapproval of such claims.

Q2-2: If I disagree with the disapproved amount of my rehabilitation claims, what should I do?

If you would like to object to the Rehabilitation Trustee’s disapproval of your claim, please file an application for an assessment of your claim with the court. Upon application, the court will determine the existence and amount of your claim after reviewing relevant documentary evidence.

In particular, you need to prepare two copies of an application for claim assessment (written in Japanese), documentary evidence (translated into Japanese) and a copy of your photo ID, and submit them to the office of the Rehabilitation Trustee during the period from March 30, 2019 to May 7, 2019 (Japan time) by post.

Please note that the Rehabilitation Trustee cannot provide an individual guidance to you regarding these procedures.

Address of the Office of the Rehabilitation Trustee

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

Q2-3: I do not agree with the approved or disapproved amount of my rehabilitation claim. How did the Rehabilitation Trustee determine such approval or disapproval?

The Rehabilitation Trustee made the decision to approve or disapprove your rehabilitation claim after carrying out the necessary investigation and taking into consideration various data remaining at MTGOX.

Q2-4: My claim was approved. Do I need to follow any procedures?

We will contact you in due course regarding the procedures for approved claims. Certain procedures need to be followed if other creditors objected to your claim. These procedures are explained in Q3-1~Q3-4.

Q2-5: I received several notices of your approval and disapproval; which notice is right?

If you filed rehabilitation claims for multiple accounts, the Rehabilitation Trustee approved or disapproved rehabilitation claims for each account. However, if you filed rehabilitation claims for one account multiple times, the Rehabilitation Trustee approved just one rehabilitation claim and disapproved the others to avoid overlapping in the approval of claims.

Q3-1: In the announcement posted on the MTGOX's website, the Rehabilitation Trustee explained that certain creditors objected to some claims. What does this mean?

Under the civil rehabilitation proceedings, creditors who filed proofs of rehabilitation claim may object to other rehabilitation claims that the rehabilitation trustee approved within the ordinary period for investigation prescribed by the court (under this proceedings: March 22 to March 29, 2019). Certain creditors objected to some of Exchange-Related Rehabilitation Claim on this basis.

Q3-2: Which claims did some creditors object to?

Certain creditors objected to Self-Approved Claims of Users who did not file their claims in the previous bankruptcy proceedings or in this current civil rehabilitation proceedings. "Self-Approved Claims" is defined in Q1-5.

Such creditors did not object to the following:

- (a) Users who filed proofs of rehabilitation claim under the civil rehabilitation proceedings and have a creditor number starting with "X" or "Y."
- (b) Users who filed proofs of bankruptcy claim in the previous bankruptcy proceedings and have a creditor number starting with "A" or "B."

Q3-3: If a creditor objects to my claim and I take no action, what will happen to my claim?

If a creditor objects to your claim and you do not file an application for claim assessment with the Tokyo District Court between March 30 and May 7, 2019, you will lose your rights as a creditor. The assessment procedure is explained in Q3-4.

If the objections are withdrawn by the creditors who made them, there is no need to file the application for claim assessment. Once the Rehabilitation Trustee receives such withdrawal, he will separately make an announcement to the effect.

Q3-4: If a creditor objects to my claim, how can I respond to the objection to protect my claim?

If your email address is registered with MTGOX, the Rehabilitation Trustee will email you and explain the assessment procedure.

If you believe a creditor has objected to your filed claim but the Rehabilitation Trustee has not yet emailed you, please email us at <mtgox_assessment@noandt.com>, give us the information below, and attach a copy of your photo ID to the email.

- Your name
- Username registered with the MTGOX Bitcoin exchange
- Email address registered with MTGOX Bitcoin exchange

Q4-1: I do not know my creditor number. How can I get my creditor number?

The Rehabilitation Trustee sent an email to the email address you designated as your contact email address when you filed your claims. In that email, the Rehabilitation Trustee stated (i) the result of our approval or disapproval of your filed claim and (ii) your creditor number. Please re-check the email from the Rehabilitation Trustee for your creditor number.

Q4-2: I cannot log into the System.

If you have forgotten your password, please reset your password on the password reset page.

[\[If you forgot your password\]](#)

If you cannot log into the System for other reasons, please contact our email support.
Email: support@mtgox.com

Q5-1: When will a rehabilitation plan be submitted?

The submission deadline for a rehabilitation plan is April 26, 2019, but it may be extended depending on the progress of the proceedings. You will be informed through the appropriate channels, including this website, when a rehabilitation plan is submitted.

Q5-2: What are the proceedings after submission of a rehabilitation plan?

You will be informed of the proceedings through the appropriate channels, including this website, after a rehabilitation plan is submitted.

Q5-3: How can I exercise my voting right?

You will be informed of how you can exercise your voting right through the appropriate channels, including this website, after a rehabilitation plan is submitted.

Q5-4: When and how will the payment be made?

The timing and method of the payment will be determined in a rehabilitation plan, so these have not yet been determined.