

August 23, 2018

To whom it may concern:

Rehabilitation Debtor: MtGox Co., Ltd.

Rehabilitation Trustee: Nobuaki Kobayashi, Attorney-at-law

Q&As for Filing Proofs of Rehabilitation Claim

The Rehabilitation Trustee hereby lists questions and answers related to users (“**Users**”) of the Bitcoin exchange of MtGox Co., Ltd. (“**MTGOX**”) and other creditors filing proofs of rehabilitation claim with respect to claims for return of cryptocurrency and money against MTGOX (“**Exchange-Related Rehabilitation Claim(s)**”), so please refer hereto when filing proofs of Exchange-Related Rehabilitation Claim.

A guideline for how to use the Online Method and for how to use the Offline Method is referenced at the following links, so please also refer to these when filing proofs of Exchange-Related Rehabilitation Claim:

- How to Use Online Method:

https://www.mtgox.com/img/pdf/201808_online_how_to_en.pdf

- How to Use Offline Method:

https://www.mtgox.com/img/pdf/201808_offline_how_to_en.pdf

* When you read the guidelines, please download the guidelines from the above link and read them with Adobe Acrobat Reader DC.

No. 1 Questions about methods for filing proofs of rehabilitation claim

Q1-1 It seems that there are multiple methods for filing proofs of rehabilitation claim. What methods are available?

A1-1 The three following methods are available to file proofs of Exchange-Related Rehabilitation Claim:

- (1) A method in which a system on which, among others, proofs of rehabilitation claim can be filed for Exchange-Related Rehabilitation Claim (the “**System**”) is used to file proofs of Exchange-Related Rehabilitation Claim (the “**Online Method**”);
- (2) A method in which proofs of rehabilitation claim are filed for Exchange-Related

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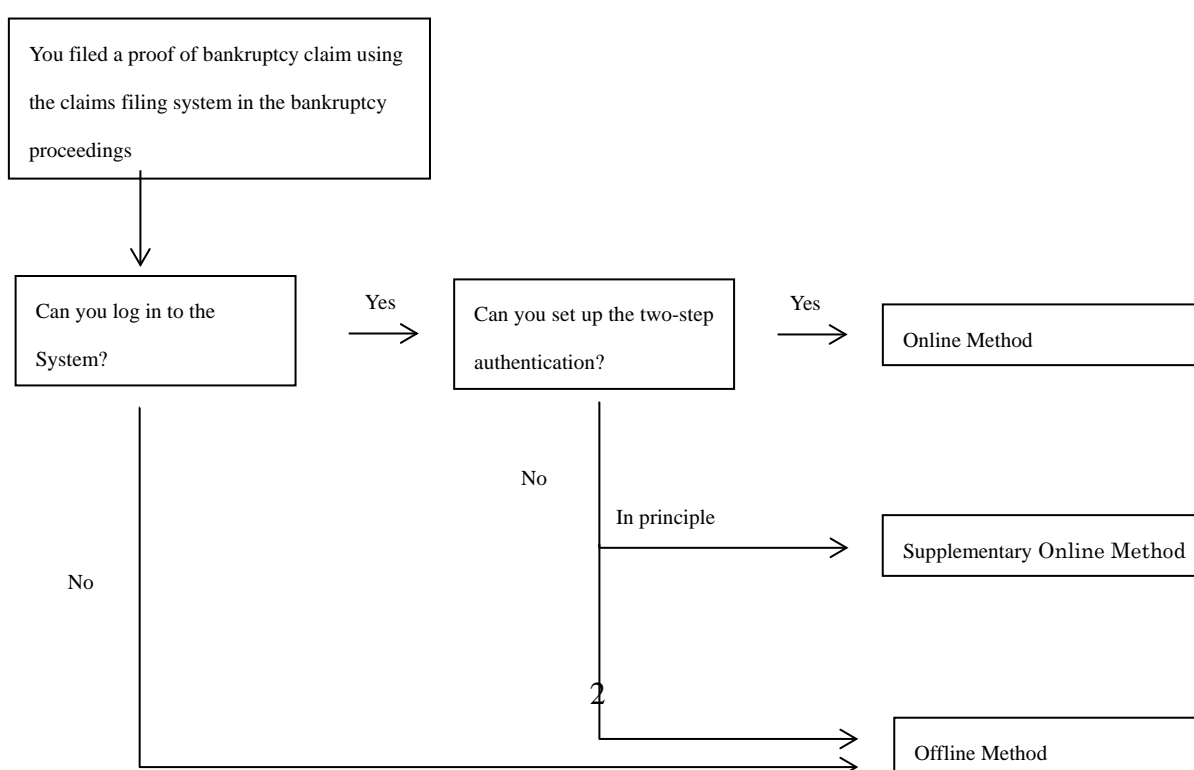
Rehabilitation Claim on a website using the same content as that for the proof of bankruptcy claim that you filed (excluding some information), if you filed a proof of bankruptcy claim at the time of the bankruptcy proceedings by using a system on which proofs of bankruptcy claim were able to be filed for exchange-related bankruptcy claims but you failed to set up the two-step authentication on the System (the “**Supplementary Online Method**”); or

- (3) A method in which a form to file proofs of rehabilitation claim designated by the Rehabilitation Trustee is downloaded, necessary items are entered into it with a computer, and then, after printing it out and writing a signature, or affixing a name and seal, it is sent by post to the office of Rehabilitation Trustee (the “**Offline Method**”).

Q1-2 Which method is best for me to use to file a proof of rehabilitation claim?

A1-2 A proof of rehabilitation claim is to be filed by following the screen display of the System (<https://claims.mtgox.com/assets/index.html#/>). The flowchart to choose the method for filing a proof of rehabilitation claim for Exchange-Related Rehabilitation Claims is as follows:

- (1) For Users who filed a proof of bankruptcy claim using the claims filing system in the bankruptcy proceedings
→ Please select a method for filing a proof of rehabilitation claim by following the flowchart below.

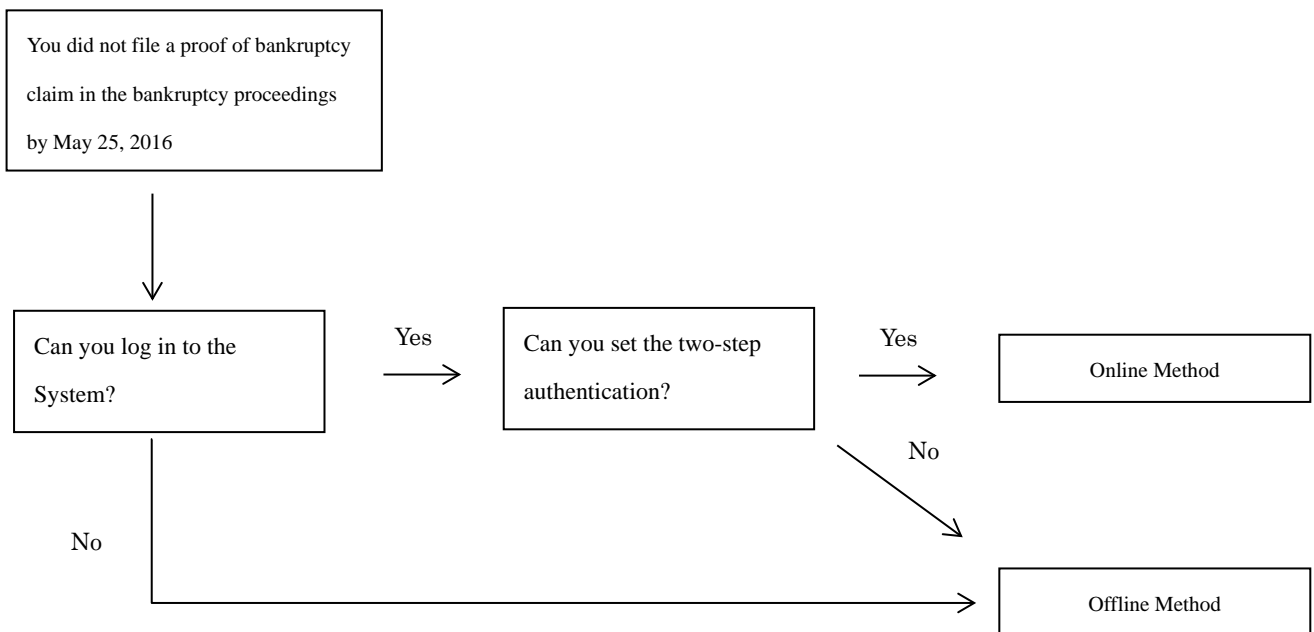


Exception

- (2) For Creditors, including Users, with respect to Exchange-Related Rehabilitation Claims who have not completed filing proofs of bankruptcy claim by the deadline for claims investigation in the bankruptcy proceedings (*i.e.*, May 25, 2016)

→ Please select a method for filing a proof of rehabilitation claim by following the flowchart below.

Note: If in the bankruptcy proceedings you have not received an e-mail from the bankruptcy trustee notifying that the processing of your proof of bankruptcy claim has been completed, then it is possible that filing your proof of the bankruptcy claim might not have been completed.



- (3) For Users who have completed filing proofs of bankruptcy claim offline by the deadline for claims investigation in the bankruptcy proceedings (*i.e.*, May 25, 2016); and
Users or creditors of Exchange-Related Rehabilitation Claims other than those in

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(1) and (2) above

→ Please file a proof of rehabilitation claim with the Offline Method.

No. 2 Questions related to account balance on the Bitcoin exchange

Q2-1 When filing a proof of Exchange-Related Rehabilitation Claim, I would like to check the balance of money and/or Bitcoins registered in my account on MTGOX' exchange. How can I do this?

A2-1 By entering your username or e-mail address and password registered with MTGOX's exchange in the section titled "Sign in your MTGOX account to see your wallet(s) balance", you can check your balance of money and/or Bitcoins on the MTGOX database that has reflected the claim investigations conducted thus far.

<https://www.mtgox.com/balance/>

No. 3 Questions related to the Online Method and the Supplementary Online Method

Q3-1 I've lost my password to log in to the System. What should I do?

A3-1

(1) For Users who have filed a proof of bankruptcy claim in the bankruptcy proceedings by using the claims filing system

To log in to the System, the password registered in the claims filing system in the bankruptcy proceedings is required. If the password has been lost, please change the password on the System.

(2) For Users who did not complete filing a proof of bankruptcy claim by May 25, 2016, in the bankruptcy proceedings

To log in to the System, the password registered in MTGOX' exchange is required. If this password has been lost, then you cannot file a proof of rehabilitation claim with the Online Method. In that case, please use the Offline Method to file a proof of rehabilitation claim.

Q3-2 I have lost both my "username and e-mail address registered with MTGOX" for

logging in to the System. What should I do?

A3-2 You cannot file a proof of rehabilitation claim with the Online Method. Please use the Offline Method to file a proof of rehabilitation claim.

Q3-3 I have lost the contact e-mail address for setting up two-step authentication. What should I do?

A3-3 You cannot file a proof of rehabilitation claim with the Online Method. Please use the Supplementary Online Method to file a proof of rehabilitation claim.

Q3-4 I have initialized, or changed the model of, the smart phone or tablet on which the Authenticator was set up. What should I do?

A3-4 By entering on the initialized device or new device the authentication code issued when the Authenticator was set up , you can set up the Authenticator again. The authentication code is an alphanumeric string that you downloaded when the two-step authentication was being set up.

If the authentication code is lost, it is necessary to set up the Authenticator again using the method stated in Q3-5, and additional time and effort will be required to go through the procedures. Please do not disclose your authentication code to another person, and please store it carefully. Further, if you have changed your device's model for security reasons, then please uninstall the Authenticator from your old device.

Q3-5 I have lost my smart phone or tablet on which Authenticator was set up. What should I do?

A3-5 It is necessary to disable the Authenticator you set up, so immediately contact the call center to go through the disablement procedure.

After the Authenticator has been disabled by the Rehabilitation Trustee, a form for requesting the Authenticator to be set up again will be sent to the contact e-mail address. Upon entering necessary items in the form, send it to by e-mail to the Rehabilitation Trustee, together with an identity verification document. Once the person's identity has been verified, the Rehabilitation Trustee will initialize the

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Authenticator's settings. Set up the Authenticator again thereafter.

Q3-6 The authentication code issued when setting up the Authenticator has been leaked to a third party. What should I do?

A3-6 For security reasons, DO NOT disclose your authentication code to any third party and please store it carefully at your own responsibility. If your authentication code has been leaked to any third party, it is necessary to disable the Authenticator, so contact the call center to go through the disablement procedure. The procedure for re-setting up the Authenticator thereafter is stated in Q3-5.

Q3-7 If I used the Supplementary Online Method, then can I use the System in the future as well?

A3-7 Creditors who filed a proof of rehabilitation claim with the Supplemental Online Method cannot use the System thereafter. Please use the Offline Method for any procedure including an amendment to proof of rehabilitation claim.

No. 4 Questions related to the Offline Method

Q4-1 Where can I obtain a form for filing a proof of rehabilitation claim using the Offline Method?

A4-1 Please download it from the following link:
<https://claims.mtgox.com/assets/index.html#/>

Q4-2 What the identity verification document that must be posted with the proof of rehabilitation claim refers to?

A4-2 Identity verification documents include a copy of your passport, driver's license, or other identity card. Please submit an identity verification document that contains your photo copy and your name written in the English alphabet, if any.

Q4-3 To where should I send a proof of rehabilitation claim form in the case of filing by the Offline Method?

A4-3 Please send your proof of rehabilitation claim and relevant documents to the following address by post:

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

No. 5 Other questions

Q5-1 When is the deadline for filing proof of claims? If proof of claim is not filed by the deadline, what will happen?

A5-1 The deadline for filing proofs of claims is October 22, 2018 (Japan time) (must arrive by this date). If proof of claim is not filed by the deadline, then disenfranchisement (i.e., loss of the right to claim) might apply, so please be careful.

Q5-2 When will I be informed of whether a filed claim has been approved or rejected?

A5-2 The planned deadline for the Rehabilitation Trustee to submit a statement of approval or rejection to the court is January 24, 2019, but, at the current point in time, a definite date has not been determined. Please refer to the following link for the Civil Rehabilitation Proceedings schedule:

https://www.mtgox.com/img/pdf/20180622_announcement_en.pdf

Q5-3 In the future, will any functions be added to the System?

A5-3 We plan to add functions including a function that allows corporate creditors to file proofs with the Online Method, procedures related to claim assignment using the Online Method, and a function that allows the contact e-mail address to be changed. Each function will be released as soon as it is ready.

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