

Frequently Asked Questions regarding Filing Proof of Rehabilitation Claim (Updated on September 21, 2018)

To All Concerned:

Rehabilitation Debtor: MtGox Co., Ltd.

Rehabilitation Trustee: Nobuaki Kobayashi, Attorney-at-law

Note: This FAQ will be updated from time to time as we receive inquiries from Users. Please check the website frequently.

Note: If you have a question that is not addressed in this FAQ, please contact the call center below. Please note that **we are not able to respond to e-mail inquiries.**

Phone: +81-3-4588-3922 (English)/03-4588-3921 (Japanese)

Hours: Mondays – Fridays (excluding Japanese holidays)

English: 1:00 p.m. to 10:00 p.m. (Japan time)

Japanese: 10:00 a.m. to 5:00 p.m. (Japan time)

Frequently Asked Question	Answer
1. <u>Proof of Rehabilitation Claim</u>	
1.1 Changing passwords	
(1) I have forgotten my password and I would like to change it.	Please change your password on the System. To change your password, you must answer the secret question set up on the System or on the system for filing proof of bankruptcy claims in the bankruptcy proceedings that commenced in 2014, and enter the 6 digit temporary authentication code

	sent to your contact e-mail address, before the code expires. If you have forgotten your answer to the secret question, you cannot change your password.
(2) I cannot answer the secret question.	If you cannot answer the secret question, you cannot change your password. Please file the proof of rehabilitation claim using the Offline Method.
(3) I cannot change my password even though I've correctly entered the temporary authentication code that I received at my e-mail address.	The temporary authentication code may have expired. For Users who have set up two-step authentication, the code expires in 24 hours; for other Users, it expires in 30 minutes. In such cases, if you go through the password setting procedures again from the beginning, you will be able to change your password.
(4) The password change function does not work at all.	If you have not logged into and set a password for the System or online filing system for bankruptcy claim, you cannot use the password reset function. Please file a proof of rehabilitation claim with the Offline Method.
1.2 Cannot log in	
(1) I have entered my username, but I cannot log in.	(a) After you completed two-step authentication, you will not be able to log in with your username. Please log in using the e-mail address and password you entered when you set up two-step authentication. (b) If your username includes capital or lowercase letters, please enter the letters correctly. If you have forgotten your correct username, please try your e-mail address. (c) If you filed a bankruptcy claim by Offline Method in the bankruptcy proceedings, or you attempted to notify the bankruptcy trustee of the

	<p>assignment of a bankruptcy claim as a transferor or a transferee in the bankruptcy proceedings, you are not able to use the System.</p> <p>(d) To prevent hacking, if you have failed login attempts certain times in one hour, you will not be able to log in for 24 hours. Please try again in 24 hours.</p>
<p>(2) I have entered my e-mail address, but still can't log in.</p>	<p>(a) If you have completed two-step authentication, please log in with the e-mail address that you used when setting up two-step authentication.</p> <p>(b) If your registered e-mail address includes capital or lowercase letters, please enter the letters correctly.</p> <p>(c) If you filed a bankruptcy claim by Offline Method in the bankruptcy proceedings, or you attempted to notify the bankruptcy trustee of the assignment of a bankruptcy claim as a transferor or a transferee in the bankruptcy proceedings, you are not able to use the System.</p> <p>(d) To prevent hacking, if you have failed login attempts certain times in one hour, you will not be able to log in for 24 hours. Please try again in 24 hours.</p>
<p>(3) My filing of the proof of rehabilitation claim should be complete. But now I can't log in.</p>	<p>(a) If you have completed two-step authentication, please enter your contact email address and the passwords registered in the System, as well as the code that appears on your Authenticator.</p> <p>(b) Users who have filed using the supplementary method will no longer be able to log in to the system. Check the e-mail notification sent automatically when you completed the claim filing and confirm whether you used the supplementary method. If you filed claims using</p>

	the supplementary method, the e-mail subject will be “MTGOX Claims System: Supplemental Claim Filing”.
(4) I have forgotten the e-mail address registered with MTGOX and the e-mail address for contact and other information submitted at the time of the bankruptcy rehabilitation filing, and I cannot log in. I would like to change some filing information, such as the e-mail address registered with MTGOX and the e-mail address submitted at the time of the bankruptcy rehabilitation filing.	<p>The e-mail address registered with MTGOX cannot be changed.</p> <p>The bankruptcy proceedings that began in 2014 have been suspended; therefore, filing information such as e-mail addresses submitted at the time of proof of bankruptcy claim filing also cannot be changed.</p> <p>Accordingly, Users who have forgotten the e-mail address required for logging in cannot log in to the System. In such case, please file the proof of rehabilitation claim using the Offline Method.</p>
1.3 Cannot set up two-step authentication	
(1) I have forgotten the exact address (domicile) and cannot set up two-step authentication.	<p>Even if you were unable to enter the correct address, you can still set up two-step authentication. The reason that you cannot set up two-step authentication may be due to incorrect name or e-mail address you entered.</p> <p>The Rehabilitation Trustee may review the address entry at the stage when the Rehabilitation Trustee approves or rejects the submitted claim; therefore, it is advisable to enter the address as accurately as you can.</p>
(2) I have entered all of the necessary fields but still cannot set up two-step authentication.	<p>(a) Users who have filed proof of claims online in bankruptcy proceedings must enter the name and e-mail address for contact they filed when filing the proof of bankruptcy claim. Please check that the e-mail address for contact is capitalized correctly.</p> <p>(b) Users who have not filed a proof of bankruptcy claim in the bankruptcy proceeding must correctly enter the username, e-mail address and password registered with the MTGOX Bitcoin exchange. Your</p>

	<p>username is not case sensitive (as of September 4, 2018).</p> <p>(c) If you cannot set up two-step authentication and you filed a proof of claim online in the bankruptcy proceedings that commenced in 2014, you can file using the supplementary method. Once you have filed using the supplementary method, you will no longer be able to log in to the System.</p> <p>(d) If you cannot set up two-step authentication and cannot file a proof of rehabilitation claim using the supplementary method, please file using the Offline Method.</p>
1.4 Information related to filing proof of rehabilitation claims	
(1) I do not know my rehabilitation claim balance.	<p>You can check your balance of money and/or Bitcoins on the MTGOX database reflecting the claim investigations conducted thus far by either of the following ways:</p> <p>(a) By entering your username or e-mail address and password registered with MTGOX’s exchange in the web site titled “Sign in your MTGOX account to see your wallet(s) balance”; https://www.mtgox.com/balance/</p> <p>(b) For users who have filed a proof of bankruptcy claim in the bankruptcy proceeding, by accessing the web page titled “Balance Inquiry by Bankruptcy Creditor Number” in the following URL and entering their creditor number and contact e-mail address on this web page. https://inquiry.mtgox.com/</p>
(2) I do not know my creditor number, address or other bankruptcy	It is advisable that you enter as much information as you can, to the extent

filing information.	possible. If the information is insufficient, the Rehabilitation Trustee may not be able to confirm that you are a creditor, and may not allow the filed proof of rehabilitation claim.
1.5 I have entered the necessary information, but I cannot click “PROCEED TO CONFIRMATION SCREEN” button.	You cannot click the button unless you click the check-box directly above the File button.
1.6 I have completed my two-step authentication, but I do not receive an email confirming my filing of proof of claim.	Once you complete the filing of rehabilitation claim, a confirmation notice will be sent by email automatically. If you do not receive the confirmation notice, there is a possibility that your filing has not been completed. Please log in the system, and check “Status of your proof of rehabilitation claim”. If you have completed the filing, it should appear “The filing of your proof of rehabilitation claim is completed.”
1.7 I have completed the filing, but would like to correct the filed information.	<p>(a) Users who have completed filing using the Online Method should log in again, and on the Home screen, click the button labeled “VIEW OR AMEND THE PROOF OF REHABILITATION CLAIM THAT YOU HAVE FILED”, and then you will be able to change the filing details.</p> <p>(b) Users who have filed using the supplementary method or the Offline Method should change filing details using the Offline Method.</p>
1.8 I have not filed a proof of bankruptcy claim. Can I now file a proof of rehabilitation claim?	Yes.
1.9 I cannot file the rehabilitation claim using the Online Method.	(a) Users who filed a proof of claims online in their bankruptcy proceedings may log in to the System and complete the filing using the

	<p>supplementary method. If you cannot file using the supplementary method, please file using the Offline Method.</p> <p>(b) Users who completed the offline proof of claim filing in the bankruptcy proceedings as well as users who attempted to notify the bankruptcy trustee of claim assignment as a transferor or a transferee in the bankruptcy proceedings should file using the Offline Method.</p>
<p>1.10 What identity verification (KYC) documents are needed for a corporation filing a rehabilitation claim?</p>	<p>The documents in I. and II. below are required.</p> <p>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.</p> <p>Please provide documents with up-to-date information that were issued within the last three months.</p> <p>II. Identity verification documents of the corporate representative. Alternatively, identity verification documents of the administrator who handled the proof of rehabilitation claim procedures and power of attorney prepared by the company representative.</p>
<p>1.11 I sent a proof of rehabilitation claim form/a form of amendment to proof of rehabilitation claim by the Offline Method, to the Office of the Rehabilitation Trustee, but I have not received a notice of receipt yet.</p>	<p>We will send an email confirming our receipt of the filing once we have completed the necessary paper work. The Office of the Rehabilitation Trustee in the Civil Rehabilitation Proceedings is receiving a large volume</p>

<p>When can I expect to receive a confirmation of receipt? Is there any disadvantage compared to other creditors due to the delay in receiving the confirmation of receipt?</p>	<p>of proofs of rehabilitation claim forms, and it will take some time to process the paperwork. We kindly ask that you wait for a while.</p> <p>Furthermore, if you send a proof of rehabilitation claim form which contains necessary information and it reached at the Office of the Rehabilitation Trustee by the end of the period for filing rehabilitation claims (i.e., no later than October 22, 2018 (Japan Standard Time)), there will be no disadvantage in the Civil Rehabilitation Proceedings due to the delay in receiving the confirmation from the Rehabilitation Trustee.</p>
<p>1.12 I want to change the name or contact e-mail address that I entered in a proof of rehabilitation claim through the System. Do you plan to add a function by which Users can change their name or contact e-mail address on the System? When will such function be added specifically?</p>	<p>Although Users currently cannot change their name or contact e-mail address that they entered in filing a proof of rehabilitation claim on the System, we will plan to release an additional function that enables such change on the System. The addition of such function is scheduled for around the middle of October 2018. Your patience would be appreciated.</p>
<p>1.13 After logging into the System, I cannot proceed to the next screen even after entering the six-digit confirmation code that appears on my Authenticator.</p>	<p>(a) The six-digit confirmation code that appears on your Authenticator changes at fixed intervals. Please enter your six-digit confirmation code before it changes.</p> <p>(b) If you cannot log in to the System even though you enter your confirmation code correctly before it changes, there is a possibility that your Authenticator was not set up correctly. Please set up your Authenticator again by entering the authentication code in the Authenticator application that you saved upon setting your Authenticator.</p> <p>(c) If you cannot resolve the issue even after setting up your</p>

	Authenticator again by entering the authentication code or if you fail to set up your Authenticator again, please contact the call center and follow the procedures for invalidation and initialization of your Authenticator.
1.14 I tried to prepare a proof of rehabilitation claim form or a form of amendment to proof of rehabilitation claim using the Offline Method, but I cannot properly fill out the forms with my computer.	To complete the forms, you need Adobe Acrobat Reader DC. If you use any software other than Adobe Acrobat Reader DC, you may not be able to properly fill out or print the forms. Please make sure you use Adobe Acrobat Reader DC when completing and printing the proof of rehabilitation claim form or the form of amendment to proof of rehabilitation claim. If your computer does not have Adobe Acrobat Reader DC, please download and install Adobe Acrobat Reader DC before downloading the forms.
2. Other	
2.1 When will be the proof of rehabilitation claim filing for corporate Users who filed proof of bankruptcy claims?	From September 11, 2018, corporate users who filed their proofs of bankruptcy claim by using the online system (in the bankruptcy proceedings) are able to use the System. Please file a proof of rehabilitation claim by the end of the period for filing rehabilitation claims (i.e., October 22, 2018 (Japan Standard Time)).

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