



## **CLAIMS PROCESS FAQ**

1. Is my Account Number the same as my Client ID/ Customer ID?

Yes. Our understanding is that “Account Number”, “Client ID” and “Customer ID” are used interchangeably and reference the same number.

2. How do I find my Account Number?

You are responsible for locating and providing your Quadriga Account Number.

To protect the privacy rights of Affected Users, Miller Thomson (“**Representative Counsel**”) cannot provide you with the information required to view your claim on the Trustee’s website. If you do not have access to your Quadriga Account Number, please contact the Trustee: [quadriga.monitor@ca.ey.com](mailto:quadriga.monitor@ca.ey.com).

Under any circumstances, regardless of whether you have your Quadriga Account Information (Quadriga Account Number, and/or the address/phone number associated with your account), if you believe you have a claim, you should submit an Affected User Proof of Claim with the best information available to you, together with any supporting documentation.

3. The [Trustee’s website](#) states “Record Not Found” when I enter my information. What do I do?

If the Trustee’s website for your claim isn’t showing a balance, or states “Record Not Found,” you should still fill out a proof of claim with all of your information and supporting documentation.

4. In Section C of the Affected User Proof of Claim form, it says I need a witness. Who can be a witness?

The witness does not have to be a lawyer, notary or commissioner of oaths, but the witness does need to disclose their name and address where it is required in this section of the Affected User Proof of Claim, and they should sign underneath “Witness Signature”.

5. There is no spot on the Affected User Proof of Claim form for the Affected User to sign. Where should I sign?

The Affected User’s signature line is located on the bottom of the 4<sup>th</sup> page of the Affected User Proof of Claim under “Name of Affected User”. Please sign on the line.

6. Is Bitcoin Cash SV the same as Bitcoin SV?

Yes.

7. How do I qualify for a Priority claim?

Priority claims are not “obtained”; a claim either has or does not have priority under the *Bankruptcy and Insolvency Act* by its nature. The [Instruction Letter](#) outlines the various ways a

claim can may have priority under the *Bankruptcy and Insolvency Act* (e.g. secured claim, preferred claim). While any Affected User's situation may be different, **in general, Representative Counsel's view is that Affected Users' claims are not secured claims or preferred claims under the *Bankruptcy and Insolvency Act***; rather Affected Users' claims generally are unsecured claims that would share *pro rata* in any distribution. Again, your specific situation may be different and you should contact Representative Counsel if you believe you have a unique claim that is entitled to priority over other claims.

8. How much detail from the Proof of Claim form will be revealed in the "Review of Claims by User Process"? I'm concerned about whether the supporting documentation, including my bank account information, will be revealed to requesting creditors.

Paragraph 4 of the Order of the Court in respect of the Claims Process ([click here](#)) requires that the Trustee maintain the identities of Affected Users and their Proofs of Claim confidential. Creditors wishing to view Affected Users' Proofs of Claims would receive it anonymized with necessary redactions.

If the redacted information is required by the reviewing creditor, such creditor would have to seek a court order to obtain that information. Representative Counsel, at that time, if instructed to do so, would take appropriate steps to protect the personal information of Affected Users.

9. I had pending withdrawals with Quadriga that are not stated in my account balance on the Trustee's website, but I have documentation to prove the pending withdrawal amounts. What do I do?

Please review our [Guide to Proving your Claim](#).