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Dieppe
11 Englehart Street
Dieppe, NB E1A 7Y7
Tel: +1 506 853 3097
Fax: +1 506 859 7190

Fredericton
527 Queen Street
Suite 110
Fredericton, NB E3B 3T2
Tel: +1 506 455 8181
Fax: +1 506 455 8141

Halifax
RBC Waterside Centre
1871 Hollis Street
Suite 500
Halifax, NS B3J 0C3
Tel: +1 902 420 1080
Fax: +1 902 420 0503

Saint John
Red Rose Tea Building
5th floor
12 Smythe Street
Saint John, NB E2L 5G5
Tel: +1 506 634 7000
Fax: +1 506 634 2129

St. John's
Fortis Place
5 Springdale Street
Suite 800
St. John's, NL A1E 0E4
Tel: +1 709 726 2840
Fax: +1 709 726 0345

Ernst & Young Inc.
Atlantic Canada
ey.com

RE: <u>FREQUENTLY ASKED QUESTIONS – CLAIMS PROCESS</u>

The purpose of this memo is to identify and provide responses to frequently asked questions arising from the Quadriga Bankruptcy Claims Process. The Trustee will periodically update this memo as issues requiring clarification are identified through communications with Affected Users.

How do I file a Proof of Claim?

Response: A copy of the Proof of Claim and Instruction Letter can be obtained from the Trustee's website at www.ey.com/ca/quadriga. Affected Users are directed to the Instruction Letter for additional guidance on how to complete and submit claims. Affected User Proof of Claims should be received by the Trustee no later than 5:00 p.m. (Halifax time) on August 31, 2019 by hand delivery, courier, fax or e-mail (specific Trustee addresses are included within the Proof of Claim form).

Where does the Affected User sign the Proof of Claim?

Response: An amended Proof of Claim form has been posted to the Trustee's website clarifying where Affected Users sign / print their names on the Proof of Claim form. Please refer to page 4 of the amended Proof of Claim form.

Why are there two (2) blank columns in section 2(c) of the Proof of Claim? Do I have to fill out both columns when filling out how much is owed to me?

Response: An amended Proof of Claim form has been posted to the Trustee's website which has reduced the number of columns in section 2(c) to one. A new Proof of Claim does not need to be submitted to the Trustee if the Affected User previously left one of the columns blank or if the Affected User duplicated information in the second column. Please refer to page 2 and 3 of the amended Proof of Claim form.

Who can witness the Proof of Claim?

Response: The Proof of Claim form can be witnessed by any individual. A witness does <u>not</u> have to be a lawyer, notary or other legal official.

Do I have a priority claim?

Response: Section 136 of the *Bankruptcy and Insolvency Act* (Canada) (the "**BIA**") sets out specific categories of claims that may benefit from priority status. These include (a) Crown priority claims, (b) Employee priority claims, (c) Pension priority claims, (d) Secured claims and (e) Preferred claims (such as spousal and child support and claims of landlords).

It is the Trustee's expectation that <u>no claims</u> will fall under the priority claim categories defined in Section 136 of the BIA.

Affected Users claiming priority under Section 136 of the BIA are asked to specify which subsection they are claiming priority for. Affected Users can find the text of Section 136 of the BIA at https://laws-lois.justice.gc.ca/eng/acts/b-3/page-37.html#h-27334.

Additional information with respect to priorities or completing Proofs of Claim can be obtained through Representative Counsel appointed in this matter (Miller Thomson LLP and Cox Palmer www.millerthomson.com/en/quadrigacx).

Will I receive confirmation that the Trustee has received my Proof of Claim?

Response: The Trustee is currently processing high volumes of Affected User Proof of Claims. Affected Users will receive a confirmation e-mail confirming that their Proof of Claim has been logged into the Trustee's claim system when processed. However, there may be a time delay between Affected Users submitting claims and the Trustee logging claims into the claim system. Affected Users are asked to wait fifteen (15) business days prior to following up with the Trustee on the receipt status of their claim.

Please explain the "Attention (Contact Person)" field under the section "Particulars of Affected User"?

Response: The Contact Person is the named individual who the Trustee will communicate with in relation to the Proof of Claim. In most instances (specifically where the Affected User is an individual) the Contact Person will be the Affected User himself/herself. If the Affected User is a corporation, the Contact Person should be the named individual at the corporation responsible for dealing with the Proof of Claim documentation.

Do I need to send original copies of the Proof of Claim to the Trustee's office?

Response: The Trustee has requested Proof of Claim forms be hand delivered, couriered, faxed **OR** sent by e-mail. Any one of these methods is appropriate and acceptable. Original copies do not have to be delivered to the Trustee if otherwise sent by fax or e-mail.

How long will the Claims Process take?

Response: The Trustee has requested that claims be submitted prior to 5:00 p.m. (Halifax time) on August 31, 2019 (the "**Claims Submission Date**"). The Trustee is not in a position to speculate how long the claims process will take at this time.

How much of my claim can I anticipate recovering?

Response: The distribution to Affected Users as a percentage of their claim value cannot be reasonably estimated at this time. Distributions to Affected Users remain subject to the net Estate recoveries and the quantum of valid accepted claim submissions.

I do not know my Quadriga Account Number. How do I obtain this information to complete my Proof of Claim?

Response: Affected Users who have lost or forgotten their Quadriga Account Number should contact the Trustee via e-mail (quadriga.trustee@ca.ey.com) to advise of the issue and provide the Trustee with the following information:

1. Affected User name;
2. Civic address including postal code linked to the Quadriga Account;
3. Email address linked to the Quadriga Account;
4. Daytime telephone number linked to the Quadriga Account and current phone number (if different from the number linked to the Quadriga Account);
5. Estimated Quadriga account holdings by currency type; and
6. Estimated number of trades completed in 2018.

A representative from the Trustee's office will review the information provided to match the identity of the Affected User with the Quadriga Account Number. If the Affected User's identity is confirmed, the Trustee will forward the Affected User's Account Number to the Affected User via email. If the Trustee is unable to confirm the identity of the Affected User with the information provided, a representative of the Trustee will contact the Affected User to obtain more information.

The balance owed to me as reported on https://userbalance.quadrigacxtrustee.com/ is not correct. What information should I include in my Proof of Claim to claim the full amount owed to me?

If you disagree with the Recorded Balances for your account as reflected within the above website, you may fill in different amounts on the Proof of Claim Form and you must submit supporting documentation setting out the particulars of the discrepancies. Supporting documentation may include, but is not limited to, a detailed listing of transactions making up the balances claimed, bank confirmations, receipts or bank statements supporting fiat deposits, bank statements or credit card statements supporting receipt of requested withdrawals, blockchain transaction details with respect to cryptocurrency deposits or withdrawals and/or email correspondence with Quadriga with respect to pending transactions or transactions not processed. The Trustee may request additional information and supporting documentation to support your claim.

How can I best remain current on developments in the claims process?

Response: We recommend that Affected Users periodically review the Trustee's Website for updates on the status of the claims process. Affected Users unable to access the Trustee's Website or who have further inquiries may contact the Trustee at:

Ernst & Young Inc.
Licensed Insolvency Trustee
acting in its capacity as Trustee in Bankruptcy of
Quadriga Fintech Solutions Corp., Whiteside Capital Corporation and 0984750 B.C. Ltd.
RBC Waterside Centre
1871 Hollis Street Suite 500
Halifax, Nova Scotia B3J 0C3

Tel: 855-870-2285
Fax: 902-420-0503
Email: quadriga.trustee@ca.ey.com

Yours very truly,

Ernst & Young Inc.
Licensed Insolvency Trustee
acting solely in its capacity as Trustee in Bankruptcy of
Quadriga Fintech Solutions Corp., Whiteside Capital Corporation and 0984750 B.C. Ltd.
and not in its personal capacity.