

Q: The value of cryptocurrency is not what I'm receiving, why is this?

A: The conversion rates were set by the overseeing Court on March 1, 2021. A copy of the Court Order can be found at [this link](#). The Trustee reported on the currency conversion in its Seventh Report (beginning at paragraph 26), which can be found at [this link](#). The cryptocurrency and fiat conversion rates are equal to those as at the date of bankruptcy (April 15, 2019) and are summarized below:

C\$6,739.08/1.00 Bitcoin
C\$78.84/1.00 Bitcoin Cash SV
C\$419.37/1.00 Bitcoin Cash
C\$22.14/1.00 Bitcoin Gold
C\$104.84/1.00 Litecoin
C\$223.45/1.00 Ethereum
C\$1.34/1.00 US Dollar

As the bankruptcy is administered pursuant to the Bankruptcy and Insolvency Act, and all relevant Orders of the Court, the Trustee does not have any discretion to vary the conversion amounts listed above.

Q: When will I get the rest of the money I am owed?

A: At this time, the Trustee has declared a dividend equal to \$0.1309156 per Canadian dollar of proven claim. The timing and quantum of any future dividends, if any, is uncertain. It is, however, unlikely that the full amount claimed by any affected user will be recovered. The Trustee is unable to estimate if there will be an additional distribution, and if one takes place, the amount to be distributed.

Q: My claim value as per the stub on my cheque is wrong.

A: Please contact the Trustee at quadriga.trustee@ca.ey.com. A representative of Ernst & Young will be in touch regarding next steps. To expedite a response, please provide the Trustee with your Quadriga user ID, your full name and any other information that will assist in identifying your account.

Q: What is the levy being deducted from my dividend payment?

A: Pursuant to the Bankruptcy and Insolvency Act, a levy is deducted from all dividend payments to be paid to the Office of the Superintendent of Bankruptcy. The rate at which the levy is deducted is the same for all creditors and stipulated by law. No creditors are exempt from the levy.

Q: I moved and didn't get my cheque, what should I do?

A: Please contact the Trustee at quadriga.trustee@ca.ey.com. A representative of Ernst & Young will be in touch regarding next steps. In order to validate and change your address the Trustee will need the following information:

1. Confirmation of the full address (mailing) Quadriga has on file currently.
2. Evidence/support for your new address. Your name along with this new address on either a current valid driver's licence (picture with address), utility bill, etc.
3. Confirmation of your email address and telephone number.

Q: I know a creditor of Quadriga has passed away, what should I do?

A: Please contact the Trustee at quadriga.trustee@ca.ey.com. A representative of Ernst & Young will be in touch regarding next steps. In order to re-issue the cheque to the estate, the Trustee will require supporting documentation such as a copy of the death certificate and will. Following receipt of the required documents, the Trustee will re-issue the cheque to the creditor's estate.

Q: I submitted a claim and didn't get receive a cheque?

A: The Trustee anticipates the dividend cheques will be mailed via Canada Post prior to May 31, 2023. If you do not receive your cheque within two weeks of that date, please contact the Trustee at quadriga.trustee@ca.ey.com.

Q: I don't see my Quadriga user ID in the listing posted on the Trustee's website, what should I do?

A: Only those creditors who filed a claim with the Trustee are eligible to receive a dividend. If you believe you filed a claim with amounts owed, please contact the Trustee at quadriga.trustee@ca.ey.com for more information.

Q: My claim is listed as a "Disputed Claim", what does this mean?

A: You should have received a Notice regarding your claim. Please contact the Trustee at quadriga.trustee@ca.ey.com if you have any questions regarding the Notice, or next steps.

Q: I can't deposit the cheque, can you issue an electronic payment?

A: Creditors should be able to deposit the dividend cheques in Canada and the United States. If there are exceptional circumstances and you are unable to do so, please contact the Trustee at quadriga.trustee@ca.ey.com with information on why your cheque can't be deposited.

Q: My cheque was damaged in mailing, what should I do?

A: Please contact the Trustee with an image of your cheque.

Q: I did not submit a proof of claim with the Trustee. Am I too late to file a claim?

A: You may file a proof of claim with the Trustee at any time. We recommend filing a claim at your earliest opportunity. The Trustee will evaluate new claims if and when filed. You will not receive a distribution at this time, however, your distribution entitlement will be considered and paid as part of any future distribution, once approved and issued.

Q: I filed a claim for bitcoin (or other form of cryptocurrency) that I had deposited onto the Quadriga platform. Can I receive my distribution in cryptocurrency and not \$CDN?

A: The Trustee is not in a position to distribute funds in any currency other than \$CDN.