

Affected Users:

The purpose of this communication is to update Affected Users on (i) tax-related matters, (ii) email inquiries and (iii) answers to some frequently asked questions.

(i) Tax-Related Matters:

Representative Counsel has received a significant number of questions from Affected Users about their 2018 tax filings.

To assist Affected Users, Representative Counsel has written a tip sheet, which can be found [here](#). We have also drafted an updated FAQ specifically on tax inquiries [here](#).

Please note that specific tax advice to individual Affected Users is outside the scope of Representative Counsel's mandate. The content provided by Representative Counsel on our website is given for general information purposes and does not constitute legal, tax or other professional advice or an opinion of any kind.

(ii) Email Inquiries:

Representative Counsel is experiencing a high volume of email inquiries.

Part of Representative Counsel's duties prescribed by the order of the Supreme Court of Nova Scotia (the "Court"), issued February 28, 2019 (the "**Representative Counsel Appointment Order**"), is to communicate with Affected Users regarding the proceedings. However, this aspect of our mandate can be time consuming and expensive. Representative Counsel is dedicated to fulfilling its mandate in the most cost-effective way to limit the drain on the resources of the estate. To achieve this objective, we request that Affected Users who wish to communicate with Representative Counsel follow the procedure set out herein.

If you have a question for Representative Counsel, please ensure the following details are included in your email to quadrigacx@millerthomson.com:

- Your full name;
- Your Quadriga CX ID;
- The amount of your claim; and
- The nature of your claim:
 - Fiat;
 - Cryptocurrency (ex. BTC, Ethereum, etc.);
 - Pending Withdrawal;
 - Completed Withdrawal; or
 - Other (please clarify).

This will ensure that Representative Counsel's communications are efficient and that parties communicating with Representative Counsel are in fact Affected Users. **If you do not provide the information listed above in your email, you may not receive a response from Representative Counsel.** Representative Counsel is committed to responding to Affected Users, rather than members of the general public or the media.

Email is the preferred form of communication with Representative Counsel.

(iii) Frequently Asked Questions:

A significant number of Affected Users' email inquiries are already answered on Representative Counsel's website. For the convenience of Affected Users, Representative Counsel has excerpted and summarized the answers to some commonly asked questions below. Representative Counsel again advises Affected Users to refer to our [FAQ](#), [updated FAQ](#) and [tax-related FAQ](#) sheets for further information.

Am I represented by Representative Counsel?

If you are an Affected User, your interests are represented by Representative Counsel, unless you chose to opt-out.

Has a claims process been implemented? Do I need to register to be part of this process? What information do you require of me?

For the purposes of the first meeting of creditors, an omnibus proof of claim will be filed by Representative Counsel for all Affected Users, excluding those who have opted out of representation by Representative Counsel. At this stage no further steps need to be taken by Affected Users. We will provide further information to Affected Users once the formal claims process begins.

The scope and timeline of the claims process is expected to be determined by the Court. At this point, Representative Counsel cannot provide individual Affected Users with further information on the ultimate process, nor on the anticipated return for individual Affected Users. We advise you to monitor your email inbox and the Representative Counsel Website to stay up to date on the matter so that when it does start, you are able to file your claim in a timely fashion.

I was a user of the QuadrigaCX platform. Will my personal information become public? How will it be protected?

Your personal information will not be shared publicly by Representative Counsel unless required by court order.

Can you send me my transaction history?

As stated by Ernst & Young [here](#), customer accounts, including trading history, are not accessible at this time. Access to the platform is secured by Ernst & Young. Questions to Ernst & Young on their decision to secure the platform can be directed to quadriga.trustee@ca.ey.com, or to their telephone hotline at 855-870-2285.

Affected Users are encouraged to voice their concerns by tweeting to the Official Committee as a method to reduce costs on communications. The Official Committee's twitter account (@QCXCommittee) can be found [here](#). The Official Committee will select and collate tweets from Affected Users for inclusion in updated future FAQs.



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