



COMPLETED WITHDRAWAL FAQ

1. My completed withdrawal never arrived, why is it not showing up on the balance checker tool?

The [Trustee's website](#) indicates the balance of an Affected User's claim based on Quadriga's books and records. If your completed withdrawal does not appear on the [Trustee's website](#), you have to include the total amount of your claim, including "completed" withdrawals, in your Affected User Proof of Claim and provide supporting documentation. Please review our [Guide to Proving Your Claim](#).

2. What do I do if my completed withdrawal never arrived?

If your completed withdrawal never arrived, you will need to include those amounts as part of your claim in your Proof of Claim. You will also have to provide a detailed explanation with supporting documentation, as required by Section B of the Affected User Proof of Claim form, to prove each amount you are claiming in addition to the amounts set out on the [Trustee's website](#).

3. I do not have my withdrawal history, and I don't know how much I'm owed without it.

The only information being provided by Ernst & Young Inc. (the "Trustee") is on the [Trustee's website](#). To the extent you do not agree with the quantum of your claim on the [Trustee's website](#), you must prove your claim. Evidence could include email correspondence or other messaging service correspondence, screenshots, sworn statements, bank statements, wire transfer records or accounting records. Please review our [Guide to Proving Your Claim](#).

4. Can we access our withdrawal history on the Quadriga website?

Withdrawal history cannot be accessed on the Quadriga website. Affected Users only have access to the information on the [Trustee's website](#).

5. Why should I provide evidence when EY should have a list of all completed, unspent withdrawals?

The process requires you to submit evidence to prove your claim if you do not agree with the quantum of your claim on the [Trustee's website](#). If you fail to submit evidence proving your completed withdrawal claim, you should expect your claim to be rejected.

6. How do I know that the correct balance I last had on the exchange will be accounted for?

The Trustee will determine the quantum of valid claims in accordance with the *Bankruptcy and Insolvency Act*. If you disagree with the Trustee's assessment of your claim, you have the right under the *Bankruptcy and Insolvency Act* to appeal the Trustee's decision and have your claim determined by the Court.

7. What kind of evidence should I provide?

Evidence may include email correspondence, messaging or other electronic communication, screenshots, sworn statements, bank statements, wire transfer records or accounting records.

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