

GUIDE TO PROVING YOUR CLAIM

If you disagree with the total quantum of your claim (as at April 15, 2019) as disclosed on the [Trustee's website](#), the following guide (this “**Guide**”) is designed to assist you with proving your claim to the Trustee (Ernst & Young Inc.).

Disclaimer Note: The determination of whether a claim is valid or sufficiently proven is the Trustee's decision. Miller Thomson (“**Representative Counsel**”) provides no assurance that submitting the documentation suggested in this Guide will result in a claim being accepted by the Trustee.

Filling out the Affected User Proof of Claim

Particulars of Affected User

Fill out all of the requested particulars in this section. **You must ensure** that you include your complete name, address, telephone number and Quadriga account number on the Affected User Proof of Claim form. **This information must be the same as the particulars that would be associated with your Quadriga account.**

Section A: Proof of Claim

You or your representative should fill in your (or their) name and the City and Province of residence. If you reside outside of Canada, please also include the Country in which you reside.

In Section A (a), if you are filling out the Affected User Proof of Claim form on your own behalf, check the box beside “am an Affected User of Quadriga”. If you are filling out the Affected User Proof of Claim as a representative of an Affected User, check the second box in Section A (a) and state the nature of your relationship with the Affected User and the name of the Affected User in the blank spaces.

In Section A (c), insert the amount of each currency (in either box of the table) that you allege is the proper quantum of your claim. For example, if your claim does not reflect a completed withdrawal, add those amounts to your Affected User Proof of Claim in the US\$ or CDN\$ (as applicable) row of the table in Section A (c).

Repeat this step for each currency related to your claim.

Priority. Check the box of whether you are claiming any sort of priority. The [Instruction Letter](#) outlines how a claim 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 to creditors. 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.

Section B: Particulars of Claim / Proving Your Claim

If you **DISAGREE** with the quantum of your claim on the [Trustee's website](#), on a blank page in a word processing software, create a document titled "Schedule A", which sets out, in your own words, each discrepancy between the amount of your claim on the [Trustee's website](#) and your alleged claim. You will also need to reference and provide supporting documentation to prove your claim for each amount you allege you are owed. Most likely, you will be preparing this schedule if you have a completed withdrawal claim.

Gather Supporting Documents

Gather supporting documents to prove each amount you claim. Evidence could include:

- any email correspondence with Quadriga. For example, if you have any emails to Quadriga following up on the status of your withdrawal requests, and any responses from Quadriga on your follow up requests, include those emails. If you used the "ticket" system to communicate with Quadriga, please indicate in your additional statement that your communications occurred within the Quadriga platform using the "ticket" system;
- any email correspondence from Quadriga confirming your withdrawal request and that it had been completed, including any reference number provided to you by Quadriga with respect to your withdrawal request;
- any screenshots of the Quadriga platform that you may have indicating a withdrawal marked "completed";
- your bank account statements, for example, to establish that a completed withdrawal never arrived into your bank account; or
- any other email, communication or document that you think helps prove your claim.

For answers to frequently asked questions with respect to completed withdrawal claims, please [click here](#).

Part C: Filing of Affected User's Proof of Claim

As stated on the Affected User Proof of Claim form, Affected User Proofs of Claim should be submitted by mail or email to the Trustee by no later than August 31, 2019. Only Affected Users with claims that are determined to be valid will be entitled to participate in any distribution declared by the Trustee.

The Affected User must include their name in the acknowledgment that the filing of a false claim may be an offence under the *Bankruptcy and Insolvency Act*.

The Affected User, or their representative, should execute the Affected User Proof of Claim in front of a witness. The witness does not have to be a lawyer, notary or commissioner of oaths. The witness is required 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”.

Email your Proof of Claim to: quadriga.trustee@ca.ey.com. See below for a sample draft email:

SAMPLE DRAFT EMAIL FOR SUBMITTING PROOF OF CLAIM

Subject: Affected User Proof of Claim –(Insert your name here)

Dear Quadriga Trustee:

Pursuant to Section 124 of the *Bankruptcy and Insolvency Act*, I hereby deliver the attached the Affected User Proof of Claim, together with all supporting documentation, for the following Affected User:

- Full name:
- Quadriga Account Number:
- Address:
- Telephone number:
- Contact person:

Please contact me if you require anything further. Thank you.