

October3, 2018

Announcement of E-mail Support for Use of Online System

Civil Rehabilitation Debtor: MtGox Co., Ltd.
Civil Rehabilitation Trustee: Attorney-at-law Nobuaki
Kobayashi

On August 23, 2018, we released a system on which users of MTGOX's Bitcoin exchange can file proofs of rehabilitation claim for the civil rehabilitation proceedings of MtGox Co., Ltd. (the "**System**").

We have established a call center, and have received inquiries from creditors. Having received a great deal of feedback from creditors who wish to make inquiries via e-mail, we have decided to accept inquiries regarding use of the System via e-mail.

If you wish to inquire by e-mail about use of the System, please contact us at the following e-mail address:

support@mtgox.com

As we expect to receive many inquiries, please note that our responses to your inquiries may not necessarily be timely.

In addition, only inquiries regarding use of the System will be accepted via the e-mail address above. For other inquiries, please contact the call center, as such inquires will not be addressed by contacting the e-mail address above. Please refrain from making inquiries to our send-only e-mail addresses, other than the e-mail address above, as such inquiries cannot be responded to.

Finally, the due date for filing a proof of rehabilitation claim is **October 22, 2018 (Japan time)**. We understand that, in some instances, online filing of a proof of rehabilitation claim could not be made successfully partly because passwords for the System were forgotten. In these cases, please consider filing your proof of rehabilitation claim using the offline method, where necessary, so as not to miss the filing deadline.

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