



FTX Digital Markets Ltd. Claims User Guide

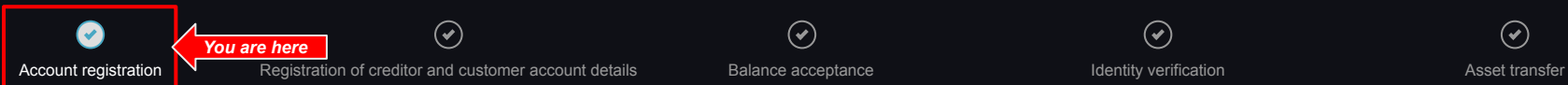


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1

Account registration



Account registration – Creation of Claim Portal account

Why?

- All customers of FTX.com or “FTX International” may claim against FTX Digital Markets Ltd. (“FTX Digital”) and are welcome to submit a claim. However, if in doubt, we welcome you to make a claim in the Bahamas Process and the Joint Official Liquidators (“JOLs”) will consider your claim.
- In order to submit a claim you will first need to create an account on the FTX Digital Claim Portal. *Note - If you have previously submitted your information with our initial version of the portal which was designed to register customer contact details, you will be sent a link to retrieve your original registered details and set a new password. Please do not select the ‘Create Claim’ button as this will not be linked to your originally registered details.*
- Once you have created your account you will be able to link your FTX accounts, view the account balances (per the JOLs records) and submit a claim (as detailed in Sections 2 and 3 on the follow pages).

How do I create an account? What is required?

- On the home page of the [FTX Digital Claim Portal](#), please select the “Create Claim” button to initiate the creation of your claims account.
- You will be required to complete the following steps to create your account:
 1. Contact information (including name, telephone number and email address)
 2. Type of claimant:
 - a. Individual customer - Customer of FTX.com or “FTX International” with claims in the name of an individual
 - b. Institutional customer - Customer of FTX.com or “FTX International” with claims in the name of a company
 - c. Non-customer creditor - Trade creditors who provided goods or services to FTX Digital. There may also be a small number of employees who fall into this category. *Note - non-customer creditors will be dealt with manually and therefore will only be required to complete Step 1 (Account registration) and the JOLs will be in contact with next steps to submit your claim.*
Please ensure you are selecting the correct category before proceeding as you will not be able to change your claimant type after moving to the next section.
 3. Details of Current Claim Owner (including name, date of birth and date account opened)
 4. Password - This password will be a new password and does not need to be the same password linked to your FTX account. Password must be at least 8 characters long and include all of the following,
 - i. At least one digit
 - ii. At least one uppercase letter
 - iii. At least one special character (!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~)
- Once you have successfully completed all of the above information, click the “Next” button and you will see a pop-up explaining an email has been sent with a “one time PIN” which you will need to enter on the following page. If you do not receive an email please check your spam folder or you can click “Resend verification email”.
- If you receive an error message saying the user name is already in use, a profile has already been created under your email address. If you have previously attempted to set up an account you will need to cancel the registration process, click the “Log In” button on the page Claims Portal home page, then click the “Forget Password?” button and enter the email address of your account. This will then allow you to reset your password and log in through the “Log In” button on the landing page of the portal.
Please ensure you create only one Claims Portal account and link all the FTX accounts to this account (please refer to Section 2 on the following page for instructions to link your account).

2

**Registration of creditor and
customer account details**

Account registration

Registration of creditor and customer account details

Balance acceptance

Identity verification

Asset transfer

You are here

Registration of creditor and customer account details – Linkage of FTX account

Why?

- To submit your claim you will be required to complete additional details to register yourself as a creditor and link your FTX accounts to your new FTX Digital Claim Portal account.
- Linking your FTX accounts to your FTX Digital Claim Portal account allows you to submit one claim for all your FTX accounts and will allow you to view your balance (according to the JOLs records).
- You will be able to either accept the balance per the JOLs records or dispute your balance and provide further details to substantiate your claim.

What is required to register my claim?

- Once you have set up your account, you can log in at any time using your username and password. After entering your username and password you will receive another email with a "one time PIN" which you will need to enter on the following page. This will be required each time you log in to ensure your account is kept secure.
- In the "Registration of creditor and customer account details" section of the portal you will be required to enter the following details:
 - Step 1: "Current Claim Owner Information" – complete all the required fields (name, date of birth, telephone number, address, country or territory of residence, occupation, nationality, ID number)
Note: acceptable/suggested forms of ID numbers are Passport, National ID Card and/or Driving Licence numbers depending on the jurisdiction. This is required for the purposes of verifying your identity.
 - Step 2: Link your FTX Accounts – enter email addresses of all your FTX accounts. This allows you to link all your FTX accounts to one FTX Digital Claim Portal account. Once you enter your email address(es), a verification code will be sent to each of the email addresses you have linked to verify you have the rights to these accounts. If you receive an error message saying "No FTX account found for email address", the JOLs records indicate either:
 - i. the JOLs have no records of an FTX account under this email address; or
 - ii. the FTX account linked to this email address has a nil or negative balance.*If you disagree with this, please contact the JOLs at gbl_fdm_creditors@pwc.com.*
- *Note: please ensure you have a legal right and ownership over the accounts you are linking, if you do not, it is likely to lead to a significant delay in verifying your claim or a rejection of your claim if you are unable to be verified as the legal owner.*
- Once you have successfully linked your accounts, you will be able to view your balance(s) (according to the JOLs records) for your review as detailed in Section 3 on the follow pages.
- *Note - as mentioned in Section 1, non-customer creditors will be dealt with manually and therefore will only be required to complete Step 1 (Account registration) and the JOLs will be in contact with next steps to submit your claim. **No action is required from non-customer creditors at this stage.***

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Balance acceptance

Account registration

Registration of creditor and customer account details

Balance acceptance

You are here

Identity verification

Asset transfer

Balance acceptance – accept or dispute balance listed

Why?

- After you have linked your account(s), you will be directed to a page detailing your portfolio (per the JOLs records). This will show the balance of all accounts you have linked (which can also be downloaded as an excel file).
- You will have the option to accept or dispute this balance. If you dispute the balance you will be able to provide further details to substantiate your claim.

How do I accept or dispute my balance?

- To accept or dispute the balance listed and submit your claim, select either the “Accept Portfolio” or “Dispute Portfolio” buttons to confirm if you agree with the balance listed.
 - If you accept your balance, an online Proof of Debt form will be auto populated with the amount listed. You will then be directed to a “Proof of Debt Form - Electronic Submission” page for you to confirm the details in the online Proof of Debt form and complete the “Confirmation” step with your signature.
 - If you do not agree with the balance or do not have a balance listed, you will be required to enter the amended balance and provide details of why you disagree with this amount. You will then be directed to a “Proof of Debt Form - Electronic Submission” page for you to enter the below information:
 - Section 1 - Details of the Customer/Non-Customer. Please enter your full name, address of primary residence, primary contact telephone number, and email address(es) (email address linked to FTX account and preferred if different).
 - Section 2 - Amount of claim (USD or USD equivalent). Please enter details on your claim amount.
 - Section 3 - Basis for claim - Please provide the reason(s) behind your claim amount. Please attach relevant supporting documents to substantiate your claim. *Please ensure the file(s) you are uploading are in the file format of any image file (e.g. jpeg, png), PDF, Word or Excel (including CSV). We do not accept email uploads (e.g. .msg files). Please instead save and upload the email as a PDF file.*
 - Section 4 - Claim Acquired / Transferred - If you have purchased your claim from another party, please indicate that here accordingly.
 - Section 5 - Security - If you hold any security in relation to your claim (i.e., mortgage, charge or other collateral).
 - Confirmation - Enter your name, capacity, contact details and signature.
- Once the above steps are complete your claim has been submitted and you will be taken to your dashboard which will provide confirmation that your claim has been submitted and the ability to view your claim. You will not have the ability to amend your claim after it has been submitted.

THIS IS THE FINAL STEP TO SUBMIT YOUR CLAIM

Additional steps (Identity verification and Asset transfer) will open as part of the claim adjudication process

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Identity verification



Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Identity verification

STAGES NOT CURRENTLY OPEN /
NO ACTION CURRENTLY REQUIRED

NO ACTION REQUIRED FROM CUSTOMERS AT THIS STAGE

Why?

- Anti-Money Laundering (“AML”) and Know-Your-Customer (“KYC”) procedures undertaken by the JOLs help confirm that creditors have legal rights to their accounts and help prevent fraudulent activities.
- As part of the KYC procedures customer and non-customer creditors will need to submit identity information and supporting documentation for review. These procedures help confirm creditor identity and accounts and enhance the security of the FTX Digital Claims process.
- Completion of the KYC procedures will not be the sole factor in determining whether a dividend can be paid and there may be external restrictions regarding distributions to certain jurisdictions.

Is anything further required at this stage for me to progress to the Identity verification stage?

- The claims handling process is anticipated to include further stages including Identity Verification as part of AML procedures. As part of this, creditors will be asked to provide information about their identity and supporting documentation to verify their identity for review by the JOLs.
- **No action is required at this stage.** You will be notified through your account on the portal and/or contacted via email about any action you need to take in due course.
- The JOLs will provide further updates and information on this stage of the process in due course. Updates will be provided via email and/or the PwC case website (<https://www.pwc.com/FTX>).

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Asset transfer



Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Asset transfer

**STAGES NOT CURRENTLY OPEN /
NO ACTION CURRENTLY REQUIRED**

NO ACTION REQUIRED FROM CUSTOMERS AT THIS STAGE

Why?

- Claims against FTX Digital will be undergoing a formal adjudication process in which further supporting evidence might be requested to substantiate the position, and creditors will be notified of the adjudication results thereafter.
- Payment of the first interim dividend distribution is then expected to be paid in late 2024 or early 2025. The JOLs will provide further information on additional distributions in due course.

Is anything further required in order to receive my distribution?

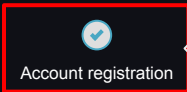
- The JOLs will be in contact if further information is required to assist them in adjudicating your claim or verifying your identity.
- The JOLs will provide further updates as required via email and/or the PwC's case website (<https://www.pwc.com/FTX>).

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Appendices

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Portal screenshots



You are here

Registration of creditor and customer account details

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Identity verification

Asset transfer

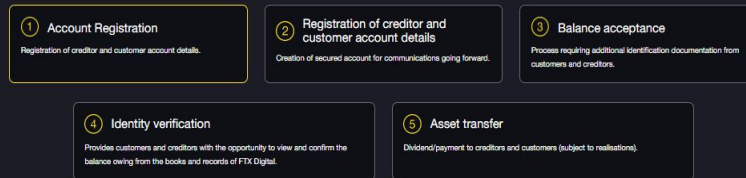
Account registration – Creation of claims portal account

FTX Digital Markets Ltd. (In Official Liquidation)

[Log in](#) [Create Claim](#)

The Joint Official Liquidators (the "JOLs") invite you to register your contact information using the "Create Claim" button above. The JOLs invite customers of FTX Digital Markets Ltd. ("FTX Digital") and non-customer creditor claim holders with potential claims against FTX Digital to register their contact details with us.

The Process



Information

Click on the boxes below to expand them

- Background
- Useful information
- Interaction of the Liquidation of FTX Digital Markets Ltd with proceedings under Chapter 11 of the United States Bankruptcy Code
- Queries regarding phishing and junk email enquiries



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Registration of creditor and customer account details

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Account registration – Creation of claims portal account

Individual Customer

FTX Digital Markets Ltd. Claim Portal

Account registration Registration of creditor and customer account details Balance acceptance Identity verification Asset transfer

Tell us about you

Please provide information to help us contact you.

Contact Information

Primary Contact First Name	Primary Contact Surname	Primary Contact Email <small>This email will be used to create your account.</small>
Country or Territory Code	Primary Contact Telephone	
Secondary Contact First Name	Secondary Contact Surname	Secondary Contact Email
Country or Territory Code	Secondary Contact Telephone	

We will contact you via Email

Type of claimant

Please select what type of claimant you are so we can ask you the right questions.

- Individual customer
- Institutional customer
- Non-customer creditor

Details of Current Claim Owner

Please enter the details of the Current Claim Owner. If the Current Claim Owner is different from the original FTX.com account owner, we will collect details of the original FTX.com account owner separately.

First Name	Surname
Date of Birth	Date Account Opened

This password will be a new password and may not need to be the same password linked to your FTX account

Password

Password must be at least 8 characters long with one digit, one uppercase letter and one special character.

Confirm Password

Cancel

Next

Institutional Customer

FTX Digital Markets Ltd. Claim Portal

Account Registration Registration of Creditor and Customer Account Details Balance Acceptance Identity Verification Asset Transfer

Tell us about you

Please provide information to help us contact you.

Contact Information

Primary Contact First Name	Primary Contact Surname	Primary Contact Email <small>This email will be used to create your account.</small>
Country or Territory Code	Primary Contact Telephone	
Secondary Contact First Name	Secondary Contact Surname	Secondary Contact Email
Country or Territory Code	Secondary Contact Telephone	

We will contact you via email.

Type of claimant

Please select what type of claimant you are so we can ask you the right questions.

- Individual customer
- Institutional customer
- Non-customer creditor

Details of Current Claim Owner

Please enter the details of the Current Claim Owner. If the Current Claim Owner is different from the original FTX.com account owner, we will collect details of the original FTX.com account owner separately.

Account Name	Company Name
Your position in the company	Date account opened

Please check to confirm that you act on your company's behalf

This password will be a new password and may not need to be the same password linked to your FTX account

Password

Password must be at least 8 characters long with one digit, one uppercase letter and one special character.

Confirm Password

Cancel

Next

Non-customer creditor

FTX Digital Markets Ltd. Claim Portal

Account registration Registration of creditor and customer account details Balance acceptance Identity verification Asset transfer

Tell us about you

Please provide information to help us contact you.

Contact Information

Primary Contact First Name	Primary Contact Surname	Primary Contact Email <small>This email will be used to create your account.</small>
Country or Territory Code	Primary Contact Telephone	
Secondary Contact First Name	Secondary Contact Surname	Secondary Contact Email
Country or Territory Code	Secondary Contact Telephone	

We will contact you via Email

Type of claimant

Please select what type of claimant you are so we can ask you the right questions.

- Individual customer
- Institutional customer
- Non-customer creditor

Details of Current Claim Owner

Please enter the details of the Current Claim Owner. If the Current Claim Owner is different from the original FTX.com account owner, we will collect details of the original FTX.com account owner separately.

Company Name	Your position in the company
Company Address	

This password will be a new password and may not need to be the same password linked to your FTX account

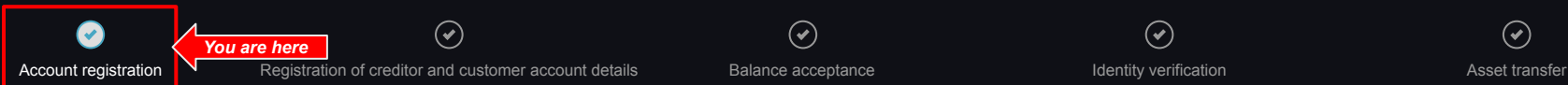
Password

Password must be at least 8 characters long with one digit, one uppercase letter and one special character.

Confirm Password

Cancel

Next



Account registration – Creation of claims portal account

Verify your email after sign up



FTX Digital Markets Ltd: Claim Portal

✉ Verify your Email address

We have sent a code to [redacted], please enter it here

Code
12345678

< Back

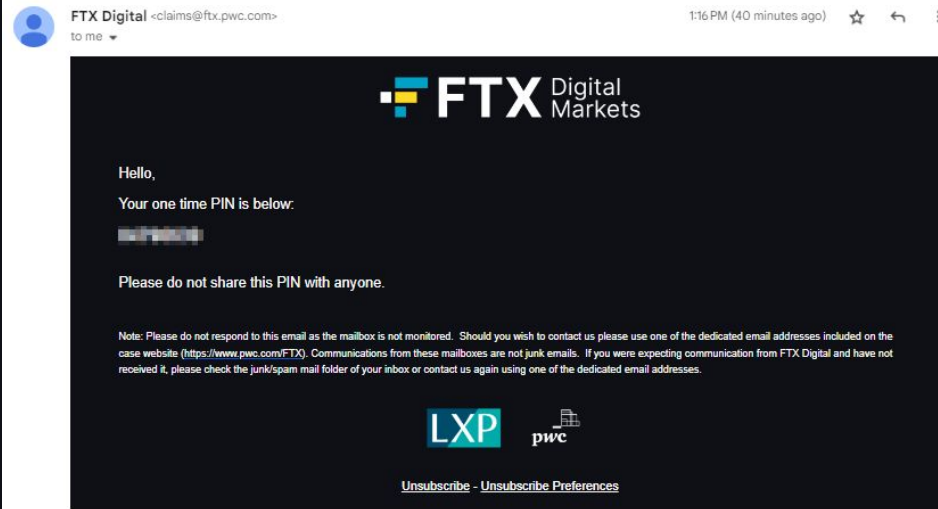
Resend verification email

Continue

If you have not received the email after a few minutes, check your spam folder

Contact Support

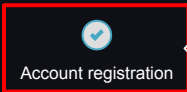
Email sent from claims@ftx.pwc.com with verification code



We can confirm that the JOLs have sent emails to potential customers of FTX Digital from the email address:

claims@ftx.pwc.com.

These emails are available to view and download in the "Frequently Asked Questions" section of our FTX Digital case website (<https://www.pwc.com/bs/en/services/business-restructuring-ftx-digital-markets.html>) under "Queries regarding phishing and junk email enquiries".



You are here

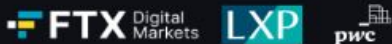
Registration of creditor and customer account details

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Account registration – Creation of claims portal account



Sign in

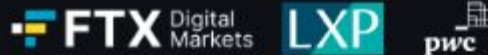
FTX Digital Markets Ltd: Claim Portal

EMAIL

PASSWORD

Login

[Forgot Password?](#)



FTX Digital Markets Ltd: Claim Portal

Forgot Password

Please enter the email address of your account

Email Address

[Back to login](#)

Continue

Account registration

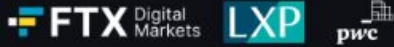
Registration of creditor and customer account details

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Registration of creditor and customer account details



FTX Digital Markets Ltd: Claim Portal

✉ Verify your Email address

We have sent a code to [redacted], please enter it here

Code

[← Back](#)

[Resend verification email](#)

[Continue](#)

If you have not received the email after a few minutes, check your spam folder

[Contact Support](#)

Account registration

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Registration of creditor and customer account details

You are here

Individual Customer

FTX Digital Markets FTX Digital Markets Ltd. Claim Portal Home Logout

- Account Registration
- Registration of Creditor and Customer Account Details
- Balance Acceptance
- Identity Verification
- Asset Transfer

Current Claim Owner Information

First Name
 Middle Name(s)
 Surname
 Date of Birth ARE YOU KNOWN BY ANY OTHER NAMES? Yes No
 Country or Territory Code Contact Telephone Number
 Building and Street number
 City State Zip or Postal Code
 Country or Territory of Residence
 Occupation
 Nationality
 ID Number
ID Number as per the National Identification document.

Contains public sector information licensed under the Open Government Licence v3.0.

Back

Continue

Institutional Customer

FTX Digital Markets FTX Digital Markets Ltd. Claim Portal Home Logout

- Account Registration
- Registration of Creditor and Customer Account Details
- Balance Acceptance
- Identity Verification
- Asset Transfer

Current Claim Owner Information

Legal Entity Name
 Registration Number
 Building and Street Number
 City
 State
 Zip or Postal Code
 Main Country or Territory of Operation
 Country or Territory of Incorporation / Registration
 Country or Territory Code Contact Telephone Number
 Full Name of Company Representative
 Role of Company Representative

Contains public sector information licensed under the Open Government Licence v3.0.

Back

Continue



Account registration



Registration of creditor and customer account details



You are here

Balance acceptance



Identity verification



Asset transfer

Registration of creditor and customer account details



Digital Markets

Link your FTX Accounts

Please enter the email address associated to your FTX account and press the Link Account button to link your account to the portal.

Accounts linked:

None, enter your FTX email address below to link an account.

Email Address *

Link Account

Contact Support

Back

Account registration

Registration of creditor and customer account details

Balance acceptance

Identity verification

Asset transfer

Registration of creditor and customer account details

You are here

The screenshot shows the FTX Digital Markets Claim Portal. At the top, there is a progress bar with five steps: Account registration, Registration of creditor and customer account details, Balance acceptance, Identity verification, and Asset transfer. The second step is highlighted with a red box and a red arrow pointing to it with the text "You are here".

The main content area is titled "Link your FTX Accounts". It contains a form with the following elements:

- A heading: "Link your FTX Accounts"
- A sub-heading: "Please enter the email address associated to your FTX account and press the Link Account button to link your account."
- A section labeled "Accounts linked:" with a text input field containing "None, enter your FTX email address below to link an account."
- A section labeled "Email Address" with a text input field containing "ftx@ftx.com".
- A "Contact Support" button.
- A "Back" button.

A modal window is open in the foreground with the title "Verify your FTX account". It contains the following elements:

- A heading: "Verify your FTX account"
- A sub-heading: "Please enter your 8 digit Code/PIN sent to your email inbox."
- A text input field labeled "PIN" with a red asterisk indicating a required field.
- Three buttons: "Cancel", "Verify", and "Resend Code".

At the bottom of the page, there are logos for "LXP" and "pwc", and a footer with links for "Cookie Policy", "Privacy Policy", and "Acceptable Use Policy".

Account registration

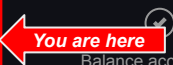
Registration of creditor and customer account details

Balance acceptance

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Registration of creditor and customer account details



FTX Digital Markets FTX Digital Markets Ltd: Claim Portal Home Logout

Account Registration Registration of Creditor and Customer Account Details Balance Acceptance Identity Verification Asset Transfer

FTX Digital Markets Link your FTX Accounts

Please enter the email address associated to your FTX account and press the Link Account button to link your account.

Accounts linked: None, enter your FTX email address below to link an account.

Email Address

Contact Support

Back

I declare as the claimant that I am the beneficial original owner of the FTX account.

Yes No

Cancel Save

LXP рнс

[Cookie Policy](#) | [Privacy Policy](#) | [Acceptable Use Policy](#)



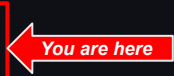
Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Balance Acceptance

Portfolio

Overall Balance - (23-02-2024)

\$418.70

Balance Summary

NFT Summary

Registered Email	FTX Account #	Currency description	Balance	Conversion Rate	Value (USD)	
██████████@██████████.com	100003491	Akropolis	-0.02281938	0.0026846	-0.00	
██████████@██████████.com	100003491	Dogecoin	0.04614561	0.0828523	0.00	
██████████@██████████.com	100003491	Dogecoin	5,062.944173	0.0828523	418.65	
██████████@██████████.com	100003491	Kin	1	0.000008	0.00	
██████████@██████████.com	100003491	Solana	0.00000001	16.2471144	0.00	
██████████@██████████.com	100003491	TRON	1	0.0556107	0.06	
██████████@██████████.com	100003491	USD Tether	0.00000001	0.997591	0.00	

1 to 7 of 7

Please review your balances, by accepting or by rejecting.

Back

Dispute Portfolio

Accept Portfolio



Account registration



Registration of creditor and customer account details



Balance acceptance

You are here



Identity verification



Asset transfer

Balance Acceptance

Portfolio

Overall Balance - (23-02-2024)

\$418.70

Balance Summary

NFT Summary

Registered Email	FTX Account #	NFT description	Export to Excel
10029274	10029274	NFT (49513108070788885582/Testbooooo Ticket Stub #493)	
10029274	10029274	NFT (49513108070788885582 Ticket Stub #4883)	
10029274	10029274	NFT (4951310807078888hj5582 Ticket Stub #5000)	
10029274	10029274	NFT (4951310807078888hj82 Ticket Stub #9900)	

1 to 4 of 4

Please review your balances, by accepting or by rejecting.

Back

Dispute Portfolio

Accept Portfolio



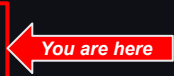
Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Balance Acceptance

Accept - confirmation

Account details

Balance acceptance

...

Accept Portfolio

Are you sure you would like to accept the portfolio? Once submitted, further editing will not be possible.

Cancel
Continue

0.0010118

1258.84

Dispute - confirmation

Customer account

...
✕

Dispute Portfolio

Please select the reason(s) in the dropdown, enter the amount you believe you should be getting, and give any supporting text for disputing the portfolio.
You will be required to enter evidence as a part of the Proof of Debt on the next page.

Disagreement on the coin valuation balance ✕

AMENDED BALANCE

0.00

REJECT REASON

I would like to dispute this claim

Cancel
Continue



Identity verification

Value

1.0272

4.2573

1.1844

1.2736



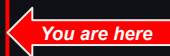
Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Balance Acceptance

COMMERCIAL DIVISION

IN THE MATTER OF the Digital Assets and Registered Exchanges Act, 2020 (as amended)
AND IN THE MATTER OF the Companies (Winding Up Amendment) Act, 2011
AND IN THE MATTER OF FTX DIGITAL MARKETS LTD. (In Official Liquidation)

(A Registered Digital Asset Business)

Proof of Debt Form - Electronic Submission

Please fill in all required fields and press the submit button to complete your Proof of Debt form.

Your information will not be saved if you close this page before submitting the form.

Red asterisk denotes a mandatory field. If you are unable to submit, you may have missed a mandatory field or input invalid information to a field

Section 1 - Details of the Customer/Non-Customer

Creditor Name *

Address *

Country or Territory Code *
Phone *

Email Address (linked to FTX account) *
Preferred Email Address (if different to FTX email) *

Section 2 - Amount of claim (USD or USD equivalent)

Principal value of claim *

Total value of claim *

Interest (if any)
 How much of the claim amount relates to interest



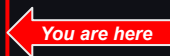
Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Balance Acceptance

Section 3 - Basis for claim

TYPE OF CLAIM

Customer Non-Customer Creditor

Basis for claim

Platform customer

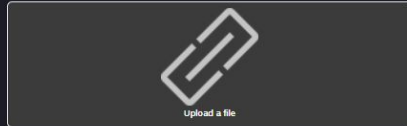
Basis for interest claim (if any)

If you feel you are owed interest on your outstanding principal, please explain why.

Interest calculation (if any)

If you are making a claim for interest, please set out the interest rate and basis of accrual.

Please attach relevant supporting documentation of the claim.



No items found

Section 4 - Claim Acquired / Transferred

HAS THE CURRENT CLAIM OWNER ACQUIRED THE CLAIM FROM SOMEONE ELSE?

Yes No

Section 5 - Security

DO YOU HOLD ANY SECURITY?

Yes No



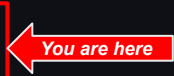
Account registration



Registration of creditor and customer account details



Balance acceptance



Identity verification



Asset transfer

Balance Acceptance

Confirmation:

State the name of the person signing the proof of debt, the capacity in which they are authorised to sign on behalf of the customer/non-customer creditor and their contact details.

Name

Capacity

Country or Territory Code

Phone

Email

Signature

Clear Signature

By clicking the Submit button, you agree to:

- (i) agree to forever, fully and finally release and discharge the FTX Trading Ltd. and its affiliated debtors and debtors-in-possession with respect to your Class 5A Dotcom Customer Entitlement as set forth above in this form, and forever, fully and finally withdraw with prejudice such Class 5A Dotcom Customer Entitlement Claim from these Chapter 11 Cases; and
- (ii) have your Class 5A Dotcom Customer Entitlement Claim as set forth above in this form administered, reconciled, valued, settled, adjudicated, resolved and satisfied in the FTX Digital Liquidation Proceeding in The Bahamas.

Cancel

Submit



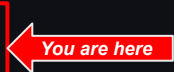
Account registration



Registration of creditor and customer account details



Balance acceptance



You are here



Identity verification

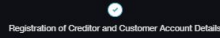


Asset transfer

Balance Acceptance



Account Registration



Registration of Creditor and Customer Account Details



Balance Acceptance



Identity Verification



Asset Transfer

Dashboard

Claim #265 Submitted: 23/02/2024 (GMT)

[View Claim](#)

Notifications

[Actionable](#)

[History](#)



No Notifications
You currently have no content in this section.

Personal Information

About you

Primary Email: [REDACTED]

Primary Telephone: [REDACTED]

Secondary Email: [REDACTED]

Secondary Telephone: [REDACTED]

Date of Birth: [REDACTED]

Date Account Opened: [REDACTED]

Additional Information

Address: [REDACTED]

Occupation: [REDACTED]

Nationality: [REDACTED]





Account registration



Registration of creditor and customer account details



Balance acceptance

You are here



Identity verification



Asset transfer

Balance Acceptance



Thank you for submitting your proof of debt form. We will contact you in respect of the Know-Your-Customer requirements in due course.

Note: Please do not respond to this email as the mailbox is not monitored. Should you wish to contact us please use one of the dedicated email addresses included on the case website (<https://www.pwc.com/FTX>). Communications from these mailboxes are not junk emails. If you were expecting communication from FTX Digital and have not received it, please check the junk/spam mail folder of your inbox or contact us again using one of the dedicated email addresses.



[Unsubscribe](#) - [Unsubscribe Preferences](#)

6B

Glossary

Glossary

The User Guide includes a number of terms and short descriptions, which we define alongside:

Term	Definition
AML	Anti-Money Laundering
FTX Digital	FTX Digital Markets Ltd (In Official Liquidation)
JOL	Joint Official Liquidator
KYC	Know Your Customer
LXP	Lennox Paton
PwC	PricewaterhouseCoopers LLP
USD	United States Dollar

If you require further information please refer to:

1. The FAQs on the PwC FTX Digital case website (pwc.com/ftx)
2. Email the JOLs at gbl_fdm_creditors@pwc.com