



FTX Digital Markets Ltd. Claims User Guide

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CLOSED

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YOU
ARE
HERE

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1

Account Registration



Account Registration

YOU
ARE
HERE



Electronic Proof of Debt
Submission



Claim adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Account Registration

Why?

- The Bahamas Bar Date, which represented the last date customers could lodge a claim in the Bahamas Process, has now passed and therefore customers are no longer able to submit a claim in the Bahamas Process. However, certain customers (i.e. who registered manually before the Bahamas Bar Date) will be required to now create an account on the FTX Digital Claim Portal. Customers in this situation will be contacted separately with specific instructions.
- In order to submit a claim, customers were required to create an account on the [FTX Digital Claim Portal](#).
- Once they created an account they could link their FTX accounts, view the account balances (per the JOLs records) and submit a claim.

How do I create an
account?

- **No action is required at this stage.** This stage is now closed to new submissions.

2

Electronic Proof of Debt Submission



Account Registration



Electronic Proof of Debt
Submission

YOU
ARE
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Claim adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Electronic Proof of Debt Submission

Why?

- After customers had linked their accounts, they were directed to a page detailing their portfolio (per FTX Digital Markets Ltd. records). This page shows the balance of all accounts linked (which can also be downloaded as an excel file).
- Customers had the option to accept or dispute this balance. Customers who disputed their balance were invited to provide further details to substantiate their claim.

How do I submit an
EPOD?

- **No action is required at this stage.** This stage is now closed.



**Action: Important election
related to your Dotcom
Claim**



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Action: Important election related to your Dotcom Claim

Why?

- Customers with claims in FTX.com (“Dotcom Claims”) were provided a choice to participate in either the Bahamas Process or alternatively the US Chapter 11 cases (the “US Process”) of FTX Trading Ltd. and its affiliated debtor entities (collectively the “US Debtors”) before 16 August 2024 (“the Election Deadline”). Customers cannot participate in both processes, and were required to elect which process they wish to participate in.
- All customers who have submitted in the Bahamas Process were asked to confirm whether they want to continue or withdraw their claim in the Bahamas.

How to make an election in the Bahamas Process?

- **No action is required at this stage.** The Election Deadline has passed and this stage is now closed.

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Claim Adjudication



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication

Why?

- Claims submitted in the Bahamas Process will be subject to a Claim Adjudication process.
- Further information may be required from creditors from time to time in order to finalise the adjudication of the claims. The JOLs will notify creditors if any supporting information is required to adjudicate their claim and will notify creditors of the result of the adjudication once completed.

What is required from me in the Claim Adjudication phase?

- The JOLs have started reviewing claims. No further action is required by customers in this stage unless you are contacted by the JOLs.
- While your claim is being reviewed, your Claim Adjudication status in the FTX Digital Claim Portal on the Process panel will be set as "In Review".
Please note that for customers who have accepted the scheduled balance on the FTX Digital Claim Portal, the Joint Official Liquidators ("JOLs") anticipate these claims will be valued at no less than these amounts. Claims submitted disputing a scheduled balance will be subject to a Claim Adjudication process, whereby the JOLs will assess claims submitted by customers that do not match the schedule of claim.
- You may receive a message or a request to share additional supporting evidence through the FTX Digital Claim Portal (<https://digitalmarketsclaim.pwc.com/>) whilst your claim is being adjudicated. Please action any notifications you receive as soon as possible to progress your claim.
- If you are notified that your balance has been revised upwards, you can log in to your account to view your adjusted balance. Please log in to your account by clicking the "Log in" button on the home page of the [FTX Digital Claim Portal](#).
 - On your claim dashboard, please select the button 'View Current Balance'. You will be taken to your Balance Summary.
 - The Balance Summary page has four tabs:
 - Current Balance: Your current balance (including any adjudication updates). *Note: this is subject to change from further adjudication updates.*
 - Original Balance: Your balance prior to adjustments.
 - Claim Adjustment History: Adjustments that have been applied to your account.
 - NFTs: NFTs based on FTX Digital's records.
- Once the adjudication of your claim has been completed you will receive a notification via email. You will be able to view your final notice in the "Actions" panel on your dashboard by selecting "Final Customer Notice has been uploaded". Your Claim Adjudication status will no longer be "In Review".
- **Note: All communications regarding Claim Adjudication must happen within the Claim Portal secure messaging function (including updates on your claim status), therefore please do not send any information relating to the adjudication of your claim to the Customer Support inbox.**
- However, if you have transferred your claim, please contact the JOLs at gbl_fdm_creditors@pwc.com.



4

Identity Verification



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



YOU
ARE
HERE



Payment Instruction
Submission



Claim Settlement

Identity Verification - Individuals

Why?

- The JOLs are required to conduct Know Your Customer (“KYC”) and Anti-Money Laundering (“AML”) checks for all customers.
- To complete our KYC process, we will ask for certain details through the FTX Digital Claim Portal. We are also using an external identity verification platform called SumSub Ltd (“Sumsb”).
- Sumsb technology verifies user-provided documents and conducts facial recognition checks to verify customer identities.

What is required from me in the Identity Verification phase?

- KYC invitations are being sent to customers in batches. You will receive an email notification in due course, inviting you to start Identity Verification in [FTX Digital Claim Portal](#).
- Once you receive this email, please log in to your FTX Digital Claim Portal account and review the “Process” panel of your dashboard.
 - If you are awaiting an invitation to start Identity Verification, your status will be shown as “Identity Verification Not Available”.
 - Your status will change to “Identity Verification Available” when you have been invited to start Identity Verification. **Please complete submission of the KYC questionnaire and digital Identity Verification within 30 days of being invited to do so.**

If you have not been invited to start Identity Verification you will not be able to complete Sumsb verification so please wait

- Once your status has been updated to “Identity Verification Available”, click on the arrow button.
- You will be taken to the Declaration page. Please read this page carefully then, if you wish to proceed, confirm and agree to the Terms and Conditions.
- You will reach a “Basic Information” form. Please complete this form and select “Submit & Continue”.
- Upon submission of the form, you will find a QR code. Please scan the QR code using a mobile device. *Note: Do not close your original window as you will have to return to this page. If you accidentally close your browser you can navigate back to this page via your claim dashboard.*
- Your mobile device will open Sumsb’s external website. Please follow the on screen instructions to complete digital Identity Verification.
 - You will be required to confirm your email address. *You must use the same email address you used to register on the FTX Digital Claim Portal.*
 - If you receive the error message “Unfortunately, we couldn’t verify you”. Please send us a message in the “Identity Verification” tab in the secure messaging function informing us that you did not start verification and we will provide an updated link you can use to access Sumsb.
 - You will then be asked to upload an identity document, complete a liveness check and upload your proof of address.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Individuals

What is required from
me in the Identity
Verification phase?
(cont.)

- Once you have completed Sumsb verification, your digital Identity Verification will be have one of two outcomes:
 - If your Sumsb status is *"You have successfully completed the digital verification of your identity documents"* please return to your original browser displaying the QR code. Below the QR code please select "I have completed all steps outlined above and verified my identity" then click "Continue" to confirm the outcome of your digital Identity Verification through Sumsb.
 - If your Sumsb status is *"Unfortunately, we couldn't verify your profile. If you have any questions, please contact the company where you..."*, it indicates that you have not passed the verification checks on Sumsb.
 - Please return to your original browser displaying the QR code. Below the QR code please select "I was unable to complete verification" then click "Continue" to confirm the outcome of your digital Identity Verification through Sumsb.
 - You will be automatically redirected to the secure messaging function. Please use this to send a message stating that you were not able to be verified on Sumsb. Your documents will be reviewed manually. Once we have completed our review of your documents we will contact you using the secure messaging function to advise you of the next steps. You will receive a notification to your email address inviting you to check the portal once we have contacted you.
- We may reach out to you for additional information and documentation via the secure messaging function. If you are required to submit further information we will specify the required documents and an upload function will be provided in the secure messaging function.
- Once our checks are complete, you will receive an email inviting you to check the FTX Digital Claim Portal if your status has been updated.

What if I have
completed KYC in the
U.S. process?

- If you already completed KYC in the US Process, please follow the steps described above to start Identity Verification up until you have completed the "Basic Information" form and selected "Submit & Continue".
- Upon completion of the form you will not be asked to complete the Sumsb verification process and you will instead be automatically redirected to the dashboard where your status will be set as "Identity Verification In Progress".
- We may reach out to you for additional information and documentation via the secure messaging function. In cases where no further information is required, you will receive an email notification and message through the FTX Digital Claim Portal stating the outcome of your Identity Verification. This will be completed in batches and will take several weeks.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Institutions

Why?

- The JOLs are required to conduct Know Your Customer (“KYC”) and Anti-Money Laundering (“AML”) checks for all customers.
- To complete our KYC process, we will ask for certain details on the FTX Digital Claim Portal. We are using an external identity verification platform called Sumsub. Sumsub technology verifies user-provided documents and conducts facial recognition checks to verify identities of individuals associated with institutional customers.

What is required from me in the Identity Verification phase?

- You will receive an email notification in due course, advising that you have an update to your claim in the FTX Digital Claim Portal.
- Log in to your [FTX Digital Claim Portal](#) account and review your dashboard:
 - If you are awaiting an invitation to start Identity Verification, your status will be shown as “Identity Verification Not Available”.
 - In the “Identity Verification” box in the Process panel, the status next to the arrow button will change to “Identity Verification Available” when you have been invited to start Identity Verification. **Please complete submission of the KYC questionnaire within 30 days of being invited to do so.**
- Once your status has been updated to “Identity Verification Available”, click on the arrow button on the Identity Verification stage.
- You will be taken to the Declaration page. Please read this page carefully and then, if you wish to proceed, agree to the Terms and Conditions.
- You will reach the “Questionnaire” page. Here you will be prompted to select your organisation’s Entity Type.
- Once this has been selected you will be asked to complete the corresponding form. Please complete each section and click “Continue” to progress through each page of the form.
- When you reach the final page of the form, you must upload a document that serves as evidence of your entity’s incorporation or establishment, such as Articles of Association, Certification of Incorporation, Trust Deed or similar documentation, in order to complete your questionnaire.
- Once this has been uploaded select “Submit & Continue” to submit the form.
- We will reach out to you for additional information and documentation via the secure messaging function. If you are required to submit further information we will specify the required documents and an upload function will be provided in the secure messaging function.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Institutions

What is required from
me in the Identity
Verification phase?
(Cont.)

- Associated persons in positions of ownership and control of the institution will also be required to complete their digital Identity Verification via Sumsb. We will reach out to those via the email address provided in the “Questionnaire” with the Sumsb QR code and instructions to complete their digital Identity Verification.
- Please ensure the contact details of the associated persons provided in the “Questionnaire” are regularly monitored to ensure the submission is completed within 30 days of being sent the invitation.
- Once the associated persons has completed Sumsb verification, they will see one of the following:
 - “You have successfully completed the digital verification of your identity documents”.
 - This indicates that the associated person has passed the verification checks on Sumsb and no further action is required.
 - “Unfortunately, we couldn’t verify you”
 - This indicates that the associated person has not passed the verification checks on Sumsb. They should refer to the instructions on the email to contact us via their authorised representative who controls the Portal account through the secure messaging function for assistance.
- You will receive an email inviting you to check the FTX Digital Claim Portal if your status has been updated.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification

What does my Identity
Verification status
mean on the FTX
Digital Claim Portal?

- You can view your Identity Verification status on the “Process” panel of your dashboard on the FTX Digital Claim Portal. Below is a brief summary of each status:
 - Identity Verification Not Available: You have not been invited to commence the Identity Verification stage yet. You will be notified via in-portal message and email when we are ready to start your Identity Verification.
 - Identity Verification Available: You can proceed to start the Identity Verification stage. To do so, please click on the arrow button next to the status and fill in the KYC questionnaire.
 - Identity Verification In Progress: Your profile information is currently under review, and we will contact you to initiate the next steps. We appreciate your patience in the meantime.
 - Document Submission Required: Further documentation is required to verify your identity and you have been invited to submit this via the FTX Digital portal. Once you have successfully submitted your documents your status will revert to “Identity Verification In Progress”.
 - Identity Verification Successful: Your identity has been successfully verified and we will contact you once your progress to the next stage in the portal.
 - Identity Verification Unsuccessful: Your identity verification submission did not meet FTX Digital requirements. Please contact us via the secure messaging function if you have any queries.

Note: All communications regarding Identity Verification must happen within the FTX Digital Claim Portal secure messaging function (including updates on your KYC status), therefore please do not send any information relating to the verification of your identity to the Customer Support inbox.

5

**Payment Instruction
Submission: *Convenience
class selection, Tax details
& Payment agents***



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Payment Instruction Submission: Convenience Class Selection

Why?

- Customers with reconciled claim values over US\$50,000 will have the option to opt into the Convenience Class.
- This will result in their reconciled claim value being capped at US\$50,000 (i.e. they will forgo any right to claim any balance above US\$50,000), but will entitle them to receive a distribution payment at the same date and on the same basis as other Convenience Class customers (subject to them completing the required steps in the required timeframe). For further information please refer to the Convenience Class FAQs on the JOLs case website (<https://www.pwc.com/bs/en/services/business-restructuring-ftx-digital-markets/assets/ftx-dm-convenience-class-faqs.pdf>).
- Customers with claims less than US\$50,000 are automatically in the Convenience Class and do not need to take any action at this stage of the portal.

What is required
from me in the
Convenience Class
Selection stage?

- You will receive a notification in the FTX Digital Claim Portal to invite you to start the Convenience Class Selection section of the Payment Instruction Submission stage. Please note that this section will not be open to customers until the Claim Adjudication stage has been completed.
- Log in to your [FTX Digital Claim Portal](#) account and review your dashboard:
 1. If you are awaiting an invitation to start Payment Instruction Submission, your status will be shown as “Locked”.
 2. In the “Payment Instruction Submission” box in the Process panel, the status next to the arrow button will change to “Available” when you have been invited to start. Please click on the arrow to commence this stage in the portal.
- Only customers with claims greater than US\$50,000 can make a Convenience Class Selection:
 1. If your claim value is US\$50,000 or less you will not have the option to opt out of the Convenience Class and you are automatically “Opted In”. There is no further action required, please proceed to complete the Tax Details section (when available).
 2. If your reconciled claim values is over US\$50,000 you have the option to opt in to the Convenience Class which will cap your claim at US\$50,000.
 - To make your election click the blue button labelled “View/Change” in the Convenience Class Selection box.
 - You will be taken to the Convenience Class Selection page. Click the button labelled “Convenience Class FAQs” to access the guidance from the JOLs. **You must review this document prior to making your selection to understand the implication of your selection as opting in to the Convenience Class will reduce your distribution.** For any further queries, please email the JOLs at gbl_fdm_creditors@pwc.com.
 - Select one of the following options a) Option 1: DO NOT PARTICIPATE IN THE CONVENIENCE CLASS; or b) Option 2: PARTICIPATE IN THE CONVENIENCE CLASS
 - Once you have made your selection you will be required to draw your signature to confirm your decision and that you have read the Convenience Class FAQ Document.
 - If you opt in to the Convenience class your status will change to “Opted in” in the Convenience Class Selection box on your Payment Instruction Submission Dashboard.
 - You can amend your election by selecting “View/Change” on your Payment Instruction Submission dashboard up until the deadline (date to be determined).



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



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Claim Settlement

Payment Instruction Submission: *Tax Details - Individuals*

Why?

- Due to the requirements under the US Debtors Plan of Reorganisation and the Global Settlement agreement, all customers are required to submit tax residency information prior to any distribution
- Only customers who have submitted the necessary tax information will be eligible for a distribution.
- For further information please refer to the Tax Details FAQs on the JOLs case website (<https://www.pwc.com/bs/en/services/business-restructuring-ftx-digital-markets/assets/ftx-dm-tax-stage-faqs.pdf>).

What is required from me in the Tax Details stage?

- You will receive an email inviting you to start the Tax Details stage. Please click on the arrow on the "Payment Instruction Submission" box in the Process pane to access your Payment Instruction Submission dashboard. Note: You can only access this stage once you have received the email and your Payment Instruction Submission status is "Available"
- To commence the Tax Details stage, click the blue button labelled "Proceed" at the bottom of the "Tax Details" box.
- You will be taken to the Tax details. You will be asked to confirm whether the beneficial owner of this claim a U.S. Tax resident. Once you have made your selection please select "Continue".
 - If you are a US tax resident, you will be instructed to download a PDF W-9 Form.
 - Please complete the form in full, sign and upload
 - A text box will pop up in relation to data sharing, please review the message and select either "I consent" or "I do not consent".
 - If you are not a US tax resident and you selected "No" to the previous question, you will be directed to complete questions regarding your residency which will be used to populate a W-8BEN tax.
 - Please complete the form
 - Once this is completed, you can preview the form by clicking "Preview Form". Please review the completed form carefully..
 - If you would like to make a change, please select "Amend Form".
 - If everything is correct, you will be required to click each of the confirmations to confirm they are correct, insert a signature and name then click "Confirm & Continue". A text box will pop up in relation to data sharing, you will be required to read this and click either "I consent" or "I do not consent".

Further guidance on completing these forms can be found on the IRS website:

- W-9 Form – <https://www.irs.gov/forms-pubs/about-form-w-9>
- W-8BEN – <https://www.irs.gov/forms-pubs/about-form-w-8-ben>

Note: Institutional customers will receive separate instructions via email.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



YOU
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Claim Settlement

Payment Instruction Submission: *Payment Details (1 of 3)*

Why?

- Customers are required to select a payment method and provide information prior to receiving their distribution payment.
- The Payment Details section will option first to Convenience Class creditors and then this stage will be opened to all eligible customers once further payment dates have been set.

What is required from me in the Payment Details stage?

- Customers/Creditors will receive a notification in the FTX Digital Claim Portal inviting them to start the Payment agents section of the Payment Instruction Submission stage.
- Once you receive your email invitation, please log in to your [FTX Digital Claim Portal](#) account and click on the arrow within the 'Payment Instruction Submission' box to commence this stage in the portal.
 - You will see that your status on the 'Payment Details' box is set to incomplete, click the blue 'Proceed' button.
 - Note: Invitations are being sent in batches and you can only access this stage once you have received an email and your Payment Details status has changed from "Locked" to "Incomplete".
- You will be redirected to the 'Please Enter Your Payment Details' page. Please read the guidance carefully.
- When you reach this page the Payment Selection Guidance document is linked in the top right of the page, as well as in several places throughout the text. Please click this link to read the Payment Selection Guidance document, which will open in a new window.
- **You must review the the Payment Selection Guidance document prior to proceeding.**
- At the bottom of the page a drop down menu labelled "Please select your payment method" will appear. Please click on the arrow to open the payment methods available to you.
 - Please only select a payment method if you are comfortable that, following your review of the Payment Selection Guidance document, the available payment option is appropriate for you.
 - Other payment options may be made available at a later date, if you would prefer to wait for an alternative option please select 'Other'
 - We will contact you via email if alternative payment providers become available



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Payment Instruction Submission: *Payment Details (2 of 3)*

What is required
from me in the
Payment Details
stage?

- If you choose to select BitGo:
 - The “BitGo Retail Account Details” section will appear, and you will be assigned a unique 16 Digit Verification Code.
 - Please select the blue button labelled “Create BitGo Account (external link)”.
 - A black box will appear labelled “External Link”, please select the blue button labelled “Continue” which will open the BitGo FTX Digital page in a new window with the URL “bitgo.uk/ftx-digital”. Note: Do not close your original window as you will have to return to this page. If you accidentally close your browser you can navigate back to this page via your FTX Digital Claim Portal dashboard.
 - Please click the blue button labelled “Claim your assets” and you will be redirected to a page where you will be invited to enter your unique 16 Digit Verification code and select your claim type to create an account.
 - Please follow all the steps to create an account including providing your identity verification documents.
 - Once you have created your BitGo account please return to your FTX Digital Claim Portal account and select the checkbox at the bottom of the page to confirm that you have created your BitGo account.
 - A box will appear labelled “BitGo Account Email Address”, please enter the same email address that you used to set up your new BitGo account.
 - You will be required to read and consent to the data sharing box so that we can verify your account with BitGo. You will have an option to consent to sharing tax information with BitGo, however, unlike the data sharing consent, it is not compulsory to provide this consent to share tax information.

BitGo has set up FTX Digital website and therefore customers who already have a BitGo account will still be required to set up a new BitGo account.

- Once you have submitted your payment details, you are not required to take any further action. We will review whether you have been successfully verified via BitGo and, if you have been verified, we will update your status in your portal or, if you have not been verified, we will contact you to verify your payment information.
- Please note a distribution will be made at set times, so do not expect to receive your distribution as soon as you input your payment details.
- If you become aware of any discrepancies following confirmation of your payment information, please immediately make us aware of this at gbl_fdm_payment_instructions@pwc.com.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Payment Instruction Submission: *Payment Details (3 of 3)*

What is required
from me in the
Payment Details
stage?

- If you choose to select Payoneer:
 - The “Payoneer Details” section will appear.
 - Please tick on the consent boxes to proceed.
 - Please select the blue button labelled “Go to Payoneer”.
 - Each claim will generate a unique URL and you will be redirected to Payoneer’s FTX sign up page in a new tab on your browser. The link will expire after 1 hour. **Please do not share the URL.**
 - Note: Do not close your original window as you will have to return to this page. If you accidentally close your browser you can navigate back to this page via your FTX Digital Claim Portal dashboard.
 - Please follow all the steps to register with Payoneer.
 - Once the onboarding is completed, you will be redirected to the FTX Digital portal automatically.
 - You will be required to read and consent to the data sharing box so that we can verify your account with Payoneer. You will have an option to consent to sharing tax information with Payoneer, however, unlike the data sharing consent, it is not compulsory to provide this consent to share tax information.

Payoneer has set up a specific FTX Digital page and therefore Customers who have previously registered with Payoneer will still be required to onboard through the FTX Digital page. Please do not try to register for Payoneer using other links as this may result in delays to receiving payment.

- Once you have submitted your details, you are not required to take any further action. We will review whether you have been successfully verified via Payoneer and, if you have been verified, we will update your status in your portal or, if you have not been verified, we will contact you to verify your payment information.
- Please note a distribution will be made at set times, so do not expect to receive your distribution as soon as you input your payment details.
- If you become aware of any discrepancies following confirmation of your payment information, please immediately make us aware of this at gbl_fdm_payment_instructions@pwc.com.

A large, white, sans-serif number '6' is centered on the left side of the image. The background is a solid blue color with a pattern of faint, white, geometric shapes (rectangles and squares) of various sizes and orientations, creating a textured effect.

6

Claim Settlement



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement



YOU
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Claim Settlement

NO ACTION REQUIRED FROM CUSTOMERS AT THIS STAGE

Why?

- The JOLs are using an electronic transfer mechanism to remit distributions to creditors via one or more third-party payment providers.
- BitGo and Payoneer are the available Distribution Service Providers to Customers and no further providers are expected to be made available.

Is anything further required in order to receive my distribution?

- You will receive an email informing you when your distribution has been paid.
- In the weeks following receipt of your payment, a calculation of your payment will be uploaded to the FTX Digital Claim Portal account. This will show the breakdown of your balance.
- Log in to your [FTX Digital Claim Portal](#) account and navigate to stage 6 Claim Settlement, to view your calculation.
- Please note that this section will not be open until a few weeks following a customers' payment being made.

**Re-accessing the portal: Checking the portal
for updates to your claim**



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Checking the portal for updates to your claim

How can I check
what is required to
progress my claim?

- Updates on the progress of your claim will be displayed on your claim dashboard on the FTX Digital Claim Portal. If your claim has been updated you will receive an email inviting you to check the portal.
- To re-access the FTX Digital Claim Portal, please log in to your account by clicking the “Log in” button in the top right hand corner of the home page of the [FTX Digital Claim Portal](#).
- After entering your email address and password you will receive an 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. If you do not receive an email please check your spam folder or you can select “Resend verification email”.

Note: If you have unsubscribed from our emails you will not receive a “one-time PIN”. You can update your settings by selecting “Unsubscribe Preferences” at the end of any email sent from claims@ftx.pwc.com.

- If you have forgotten your password, please click the “Forgot Password?” link 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.
- Once you have successfully logged in to your account you will be taken to your claim dashboard where you will find one of the following:
 1. An update to your status on one of the six stages in the portal. This can be viewed in the “Process” panel on the left hand side of your dashboard.
 2. A request for further information to progress your claim. You can view the requests you have received by clicking on the bell icon in the top right hand corner of your dashboard. This will open a list of notifications, you can click on each notification to check if you are required to take any action.
 - If you click on a notification that an analyst has contacted you you will be taken to the Client Communication page. This is a secure messaging function that the analyst assigned to your case may use to communicate with you. You can also reach the messaging function by selecting “View Communications” on the top right hand side of your claim dashboard.
 - The secure messaging function in the FTX Digital Claim Portal has two panels one labelled “Claim Adjudication” and one labelled “Identity Verification”.
 - You may be required to respond to the messages you receive within the messaging function.
 - If you click on a notification informing you that further supporting evidence has been requested you can upload the requested information and a supporting explanation. You can also upload additional documentation by selecting “View Documents” on your claim dashboard.
 - If you click on a notification informing you that a document has been uploaded for your review you can view and download the document.
- Please action notifications you receive as soon as possible to progress your claim.

7

Appendices

The background of the left half of the slide is a solid blue color. It is decorated with a pattern of white, stylized geometric shapes, including rectangles and chevrons, some of which contain white letters like 'F', 'V', and 'T'. Overlaid on this pattern are the large white numbers '7' and 'A' in a bold, sans-serif font.

7A

Portal screenshots



Account Registration

YOU
ARE
HERE



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification




Payment Instruction
Submission



Claim Settlement

Logging in to your Claim Portal account

 FTX Digital Markets Ltd: Claim Portal



Important Notice - The Bahamas Bar Date of 16 August 2024 has now passed. We have closed the FTX Digital Claim portal to new claimants. Existing claimants can still log in to see the status of their claim or provide required KYC, Tax or Distribution documents.

If you have any questions regarding your claim, please contact gbl_fdm_creditors@pwc.com.

We will NEVER contact you by email asking for your wallet details. Emails of this nature should be treated as suspicious and you should avoid opening or clicking on any links within these emails. Please verify all emails about FTX are from legitimate sources by checking whether the email addresses are listed [here](#). If you are unsure, please contact gbl_fdm_creditors@pwc.com.

Log In

The Process

1 Account Registration

Registration of creditor and customer account details in relation to your claim.

2 Electronic Proof of Debt Submission

Provides customers with the opportunity to accept/dispute the scheduled system balance retrieved from the books and records of FTX Digital.

3 Claim Adjudication

Assessment of the Proof of Debt for distribution purposes.

4 Identity Verification

Process requiring additional identification information and documentation from customers and creditors.

5 Payment Instruction Submission

Submission of payment instruction upon admission of claim.

6 Claim Settlement

Distribution to creditors and customers.

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





Account Registration

YOU
ARE
HERE



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Logging in to your Claim Portal account



FTX Digital Markets Ltd: Claim Portal

✉ Verify your Email address

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

Code

12345678

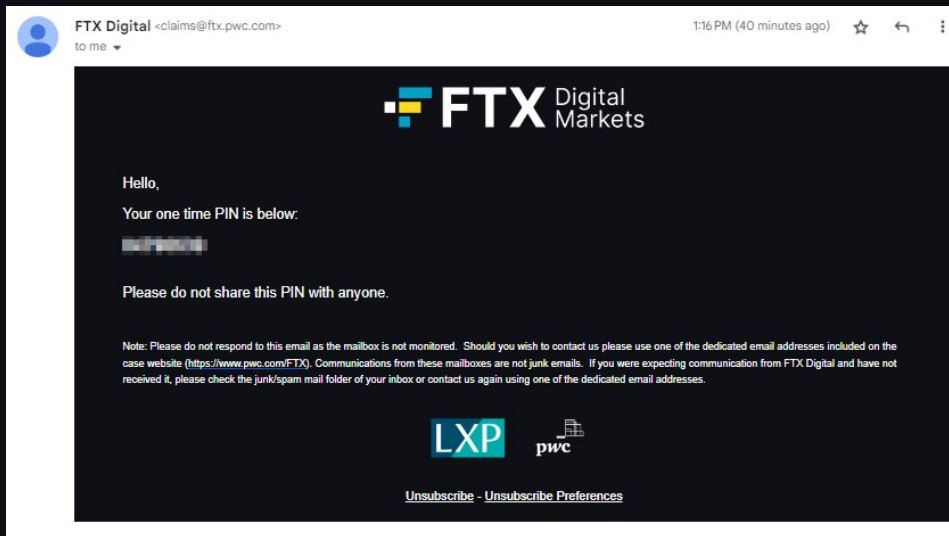
[Back](#)

[Resend verification email](#)

[Continue](#)

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

[Contact Support](#)





Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication



FTX Digital Markets Ltd: Claim Portal



Home

Sign Out

Claim #

01/08/2024

Claim Confirmed in Bahamas Process

View Current Balance

View Documents

View Communications

Process

Actions



Account Registration[Ⓢ]



Electronic Proof of Debt Submission[Ⓢ]



Claim Adjudication[Ⓢ]

In Review



Identity Verification[Ⓢ]

Verification Available



Payment Instruction Submission[Ⓢ]

Locked



Claim Settlement[Ⓢ]

Locked



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication



FTX Digital Markets Ltd: Claim Portal



Home

Sign Out

Claim

25/07/2024

Claim Confirmed in Bahamas Process

View Current Balance

View Documents

View Communications

Process

✓ Account Registration

✓ Electronic Proof of Debt Submission

🕒 Claim Adjudication

In Review

④ Identity Verification

Locked

Upload Documents

Upload Documents

Analyst Request

Please send me a document



Upload a file

Send

ing documentation has been requested.

review your claim.

> Go to Documents



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication

Claim #

06/08/2024

Claim Confirmed In Bahamas Process

View Current Balance

View Documents

View Communications

Process

Actions

✓ Account Registration^⓪



✓ Electronic Proof of Debt Submission^⓪



🕒 Claim Adjudication^⓪

In Review



4 Identity Verification^⓪

Locked

5 Payment Instruction Submission^⓪

Locked

6 Claim Settlement^⓪

Locked



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication

< Back to Dashboard

Client Communications

All messages to and from the FTX Digital Claim Portal support team are provided below. To contact us please type in your message in the message box at the bottom of the page.

Please note this chat is not a live chat and you will be notified via email when you have been responded to.

Please visit our FAQs on the case website (<https://www.pwc.com/bank/servicess/buiness-restructuring-ftx-digital-markets/faqs.html>) if any of your questions are answered here.

Claimant Information

Claim ID: [REDACTED]

Name: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

Comments

Claim Adjudication



08/08/2024, 15:37

[REDACTED]

Add Comment...

02/08/2024, 09:59



FTX

08/08/2024, 15:36



FTX





Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication



Claim #

06/08/2024

Claim Confirmed In Bahamas Process

View Current Balance

View Documents

View Communications

Process

Actions



Account Registration^⓪



Electronic Proof of Debt Submission^⓪



Claim Adjudication^⓪

In Review



Identity Verification^⓪

Locked



Payment Instruction Submission^⓪

Locked



Claim Settlement^⓪

Locked



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



YOU
ARE
HERE



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication

Portfolio

Claim # [REDACTED]

Current Balance

\$27.24

Current Balance

Original Balance

Claim Adjustment History

NFTs

Registered Email	FTX Account #	Cryptocurrency	Currency Code	Balance	Conversion Rate	Value (USD)	Export Claim
[REDACTED]	[REDACTED]	USD Tether	USDT	21.22200000	0.99759100	21.17	
[REDACTED]	[REDACTED]	Solana	SOL	0.33000000	16.24710000	5.36	
[REDACTED]	[REDACTED]	TRON	TRX	1.00000000	0.05561070	0.05	

1 to 3 of 3

This shows the original balance as at 01 March 2024. Please note this may have since been updated due to claim revaluation and other adjudication activities. Please refer to current balance tab to see most up to date balance for your claim. To view any adjustments to your claim, please select the 'Claim Adjustment History' tab at the top of this page.

Please review your balances, by accepting or by disputing.

Back

Dispute Portfolio

Accept Portfolio



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication

Portfolio

Claim # [REDACTED]

Current Balance

\$27.24

Current Balance

Original Balance

Claim Adjustment History

NFTs

FTX Account #	Currency Code	Old Balance	New Balance	Old Conversion Rate	New Conversion Rate	Claim Value Change (USD)	Adjustment Date	Adjustment Notes
[REDACTED]	SOL	0.33000000	0.33000000	16.24710000	18.26500000	0.6659	24/07/2024	Revaluation of price from 16.2471 to 18.265

Export Claim

1 to 1 of 1

Adjustments which have occurred between 24/07/2024 and 24/07/2024

Please review your balances, by accepting or by disputing.

Back

Dispute Portfolio

Accept Portfolio



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication



Portfolio

Claim # [REDACTED]

Current Balance
\$27.24

Current Balance

Original Balance

Claim Adjustment History

NFTs

Registered Email

FTX Account #

NFT description

Export Claim

There is no NFT based on the records

◀ ◀ 0 to 0 of 0 ▶ ▶

Please review your balances, by accepting or by disputing.

Back

Dispute Portfolio

Accept Portfolio



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication

YOU
ARE
HERE



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication



FTX Digital Markets Ltd: Claim Portal



Home

Sign Out

Claim #

01/08/2024

Claim Confirmed in Bahamas Process

View Current Balance

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Account Registration[Ⓢ]



Electronic Proof of Debt Submission[Ⓢ]



Claim Adjudication[Ⓢ]



Identity Verification[Ⓢ]

Verification Available



Payment Instruction Submission[Ⓢ]

Locked



Claim Settlement[Ⓢ]

Locked

Actions



Final Customer Notice has been uploaded.

To view final customer notice, please select 'Go to Documents'.

> Go to Documents



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity verification



Payment Instruction
Submission



Claim Settlement

Claim Adjudication

[Back to Dashboard](#)

All Documents

Final Customer Notice

1 to 1 of 1

Final Notice.pdf
Uploaded:
Size:



Proof of Debt Documents

Supporting Evidence

Security Held

Claim Acquired

0 to 0 of 0

Additional Documents

0 to 0 of 0



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification

YOU
ARE
HERE



Payment Instruction
Submission



Claim Settlement

Identity Verification - Individuals



FTX Digital Markets Ltd: Claim Portal



Home

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Claim #

01/08/2024

Claim Confirmed in Bahamas Process

View Current Balance

View Documents

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Process

Actions



Account Registration^⓪



Electronic Proof of Debt Submission^⓪



Claim Adjudication^⓪



Identity Verification^⓪

Verification Available



Payment Instruction Submission^⓪

Locked



Claim Settlement^⓪

Locked



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Individuals

Re-declaration

Please read the terms and conditions carefully, and confirm whether you are the original account holder.

Terms & Conditions

Terms & Conditions

This statement (the "supplemental statement") supplements the privacy policy for the Electronic Claim Portal. Defined terms have the meaning set out in the privacy policy unless specified in this supplemental statement. The supplemental statement sets out how we may use your personal data for identity verification, other purposes described in the privacy policy or as otherwise described at the point of collection.

Processing of personal data - supplemental

The categories of personal data that may be collected from you are anticipated to include, but are not limited to, biometric data. The lawful basis for this processing is to fulfill our legal obligations. The personal data collected will facilitate identity verification, which is integral to the process of adjudicating claims from customers and non-customer creditors, conducting Know Your Customer (KYC) assessments, and distributing dividends.

When and how we share personal data and locations of processing - supplemental

In addition to the terms of the privacy policy, we share personal data processed in connection with the application as follows:

- PwC member firms

We share personal data processed with the application with the following PwC member firm:

- PwC Philippines
- Third party organizations that provide applications/functionality, data processing or IT services to us

In the course of verifying your identity or the identities of parties associated with you, we may require you to engage in an electronic identity verification process. This process is performed by Sumsub Inc. and/or Sum and Substance Ltd.

Information collected from third parties

We may collect personal data or other information about you from third party sources. This may include, but is not limited to, searches of commercial databases pertaining to news and media outlets, financial information, lists of politically exposed persons, economic sanctions, and criminal records. We reserve the right to compare the personal data obtained from you with the information received from these third-party sources.

☐ I have read and agree to the Terms & Conditions

Identity Confirmation

Please confirm whether you are the original account holder.

- ☒ Yes, I am the original account holder, or I am an employee / director / authorized signatory of the original account holder.
- ☐ No, I am acting on behalf of the original account holder or I have acquired the original account holder's claim.

Please confirm that the above information is correct. You will not be able to make further changes beyond this stage.

☐ The above information is correct

Back

> Continue





Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement



Identity Verification - Individuals

[Back to Dashboard](#)

Basic Information

Please provide details requested below. Information entered in the claims process has been automatically populated, where relevant.

1. Given name(s) (in Latin script)	1. Surname (in Latin script)
1. Full legal name in local script (if other than Latin script)	Role of authorised representative
1. Nationality(ies)	Date of Birth
BAHAMAS	dd/mm/yyyy
1. Primary Contact Email Address	
1. Country or territory	Primary contact telephone number
United Kingdom (+44)	
1. Primary residential address	
Unit, Floor, Building Name	
Street number, street name	City
State	Zip/Postal Code
	BAHAMAS
1. Government issued unique identification number	1. Occupation industry (and/or source of income if other than through employment)

☐ Please confirm that the above information is correct. You will not be able to make further changes beyond this stage.

[Back](#)



[Submit & Continue](#)



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification

YOU
ARE
HERE



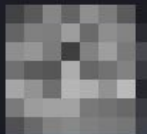
Payment Instruction
Submission



Claim Settlement

Identity Verification - Individuals

Digital Identity Verification



<https://in.sumsub.com/...>

Please scan the following QR code with your mobile device to continue with digital identity verification. You will be brought to an external website.

The use of a mobile device to scan the QR code is highly encouraged. Otherwise, you may also click the link below the QR code to proceed.

You will be asked to verify your email address. You must use the same email address you are using for the FTX Digital Markets claims portal, otherwise you will not be able to proceed.

Please follow the steps on your mobile device and return to this screen once prompted.

Click 'Continue' when you have completed the verification process on your mobile device and see the message "You have successfully completed the digital verification of your identity documents. We will contact you for next steps. Please return to the Claim Portal to continue."

If you require assistance, or you see the message "Unfortunately, we couldn't verify your identity", please click the 'I need assistance' button below.

Assistance

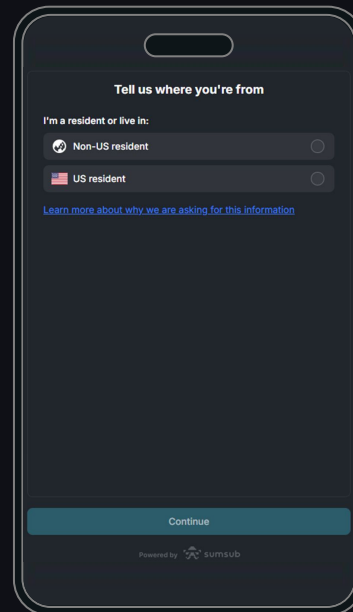
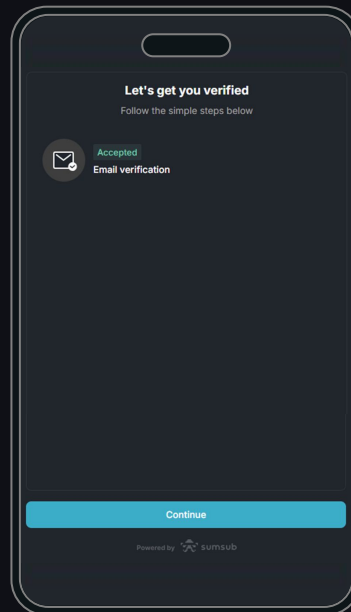
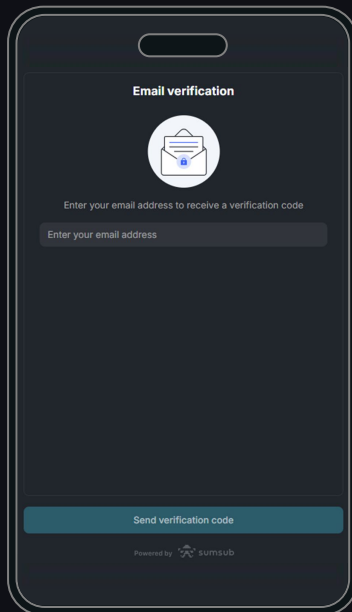
[I need assistance](#)

Once verification is completed, please confirm that you have followed all of the above steps to continue.

- ☐ I have completed all steps outlined above and verified my identity
- ☒ I was unable to complete verification

Identity Verification - Sumsu for individuals including institutions' associated parties


Please note: scanning the QR code will direct you to Sumsu. This is an **external website** outside of the Claim Portal.



1 You will be asked to verify your email address.
You **must** use the same email address that you used to set up your FTX Digital Markets Claim Portal account.

2 Please follow the steps displayed on your mobile device.

3 Following this, return to the FTX Digital Markets Claim Portal once prompted and confirm that your verification is complete.

 Instructions for institutions' associated parties will be provided separately via email.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Institutions

Questionnaire

Please provide details requested below. Information entered in the claims process has been automatically populated, where relevant.

Please select your entity type to begin the questionnaire *

Charity (including non-incorporated charities)

Foundation

Government or State Owned Entity

Partnership (e.g. LLP, LP, General Partnership, etc)

Pension Fund (e.g. GPP, PP, SIPP, etc)

Corporation (e.g. Private Company, Publicly Listed Corp., non-listed Corp., Limited, LLC, SL, SLA, Sole Proprietorship, etc)

Trust

⚠ Changing Entity Type will cause all subsequent sections to be reset.

Continue



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification

YOU
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Payment Instruction
Submission



Claim Settlement

Identity Verification - Institutions

FTX Digital Markets FTX Digital Markets Ltd: Claim Portal

[Back to Dashboard](#)

Questionnaire

Please provide details requested below. Information entered in the claims process has been automatically populated, where relevant.

Entity Name

1 Full legal name of the institution (in Latin script)
Legal Entity Name

1 Former legal name(s) of the institution (if applicable) (in Latin script)
Please Enter

1 Other known names and/or aliases of the institution (if applicable) (in Latin script)
Please Enter

1 Full legal name of the institution in local script (if other than Latin script)
Please Enter

1 Former legal name(s) of the institution (if applicable) (in local script)
Please Enter

1 Other known names and/or aliases of the institution (if applicable) (in local script)
Please Enter

Back

Sections

Click on a previous section to navigate to it.

Entity Type Selection

Entity Name- Selected

Contact Details

Identification Details

Address Details

Registration Details

Industry

Ownership / Control

Further Information

Source of Wealth and Source of Funds

Confirmation

Back

LXP pwc



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Institutions

[Back to Dashboard](#)

Questionnaire

[Jump To Section](#)

Please provide details requested below. Information entered in the claims process has been automatically populated, where relevant.

Confirmation

Please upload a document evidencing the incorporation / establishment of the entity (e.g. Articles of Association, Certificate of Incorporation, Trust Deed, etc.) *



Upload a file

Please confirm that all information is correct. You will not be able to make further changes beyond this stage.

You can review completed sections using the Jump to Section button.

☐ The preceding information is correct



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification

YOU
ARE
HERE



Payment Instruction
Submission



Claim Settlement

Identity Verification - Communications

Claim

[View Current Balance](#)

[View Documents](#)

[View Communications](#)

Process

Actions

✓ Account Registration^⓪



✓ Electronic Proof of Debt Submission^⓪



✓ Claim Adjudication^⓪



⌚ Identity Verification^⓪

Verification Available



5 Payment Instruction Submission^⓪

Locked

8 Claim Settlement^⓪

Locked



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Identity Verification - Communications

Client Communications

All messages to and from the FTX Digital Claim Portal support team are provided below. To contact us please type in your message in the message box at the bottom of the page.

Please note this chat is not a live chat and you will be notified via email when you have been responded to.

Please visit our FAQs on the case website (<https://www.pwc.com/ba/en/services/business-restructuring-ftx-digital-markets/faqs.html>) in case any of your questions are answered here.



Claimant Information

Claim ID: [REDACTED]

Name: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

Comments

Claim Adjudication

Identity Verification

Following the submission of your claim, the Joint Official Liquidators will undergo a formal adjudication process and invite you to undertake identity verification. The team will be touch via this communications window in due course if further supporting evidence is required.

Add Comment...





Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
ARE
HERE



Claim Settlement

Payment Instruction Submission

FTX Digital Markets FTX Digital Markets Ltd: Claim Portal

Home Sign Out

Claim

03/08/2024

Claim Confirmed in Bahamas Process

[View Current Balance](#)

[View Documents](#)

[View Communications](#)

Process



Account Registration[Ⓢ]



Electronic Proof of Debt Submission[Ⓢ]



Claim Adjudication[Ⓢ]



Identity Verification[Ⓢ]

Verification In Progress



Payment Instruction Submission[Ⓢ]

Available



Claim Settlement[Ⓢ]

Locked

Actions



Final Customer Notice has been uploaded.

To view final customer notice, please select 'Go to Documents'.

[Go to Documents](#)



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Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
ARE
HERE



Claim Settlement

Payment Instruction Submission - Dashboard

FTX Digital Markets FTX Digital Markets Ltd: Claim Portal

4 Home Sign Out

[Back to Dashboard](#)

Payment Instruction Dashboard

Claim

04/11/2024

Claim Confirmed in Bahamas Process

Adjudicated Balance



Opted Out

Convenience Class Selection

The Convenience Class is a category of smaller customers who will be paid on an earlier schedule to other customers and creditors. Please [click here](#) to understand the convenience class and how it will affect the payment of your claim.

1 As your reconciled claim value is greater than \$50,000, you have been excluded from the Convenience Class by default. However, you may opt into the Convenience Class if you wish. Please note this may result in you receiving a distribution lower than your reconciled claim amount, and therefore you should carefully read the guidance on Convenience Class before you do so.

View/Change



Incomplete

Tax Details

Customers are required to submit certain tax residency information prior to receiving any distribution.

Please [click here](#) to read our guidance on tax details submission, and then use the below link to submit your tax information.

Proceed



Not Available

Payment Details

Distribution methods are still being finalised and you will be prompted at a later date when you are required to provide your payment details.

Not Available



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Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
ARE
HERE



Claim Settlement

Payment Instruction Submission - Dashboard (Claims under US\$50,000 only)

FTX Digital Markets FTX Digital Markets Ltd: Claim Portal



Home

Sign Out

< Back to Dashboard

Payment Instruction Dashboard

Claim

03/08/2024

Claim Confirmed in Bahamas Process

Adjudicated Balance



Opted In

Convenience Class Selection

The Convenience Class is a category of smaller customers who will be paid on an earlier schedule to other customers and creditors. Please [click here](#) to understand the convenience class and how it will affect the payment of your claim.

i As your reconciled claim value is less than or equal to \$50,000, you are automatically classified as a Convenience Class customer. You cannot modify this selection.



Incomplete

Tax Details

Customers are required to submit certain tax residency information prior to receiving any distribution.

Please [click here](#) to read our guidance on tax details submission, and then use the below link to submit your tax information.

Note: This site is best viewed on desktop or tablet devices. Pages may not display correctly on mobile devices.

Proceed

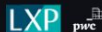


Not Available

Payment Details

Distribution methods are still being finalised and you will be prompted at a later date when you are required to provide your payment details.

Not Available



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Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
ARE
HERE



Claim Settlement

Payment Instruction Submission - Convenience Class

Only applicable to customers with claims greater than US\$50,000

FTX Digital Markets LLC Claim Portal

Home Sign Out

[Back to Payments & Tax](#)

Convenience Class Selection

Customers with recorded claim values over \$50,000 have the option to opt into the Convenience Class. This will result in the principal balance of their claim being capped at \$50,000 (i.e. they will waive any right to claim any principal balance above \$50,000, but will entitle them to receive a single, full and final distribution payment earlier than if they were not in the Convenience Class. Customers who elect to opt into the Convenience Class will remain entitled to Post-Petition interest accrued at 9% per annum (simple interest).

Please read the following document carefully for details relating to the Convenience Class before you make your selection.

FCM - Convenience Class FAQ.pdf
Size: 210KB

Your current claim value is: \$0.00

WARNING – If you participate in the Convenience Class, the principal amount paid to you will be capped at \$50,000 (per enrolled claim).

☒ Option 1: DO NOT PARTICIPATE IN THE CONVENIENCE CLASS

I confirm I have fully read and understood the FTX Digital Markets [Disclosure Statement](#), and do not wish to have my claim processed in the Convenience Class.

☐ Option 2: PARTICIPATE IN THE CONVENIENCE CLASS

I confirm I have fully read and understood the FTX Digital Markets [Disclosure Statement](#), and wish to participate in the Convenience Class. I understand that this will cap my recorded claim value at \$50,000 and therefore I agree to waive any right to claim any balance above \$50,000.

Signature

Please draw your signature in the box below to confirm your decision.

Clear Signature

Confirm & Submit



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

Payment Instruction Submission - Convenience Class

Only applicable to customers with claims greater than US\$50,000

✕

Submit Convenience Class Selection

I confirm that I am the current holder of this claim, or are otherwise acting on instruction of the current holder of this claim, and make this selection having read and understood the information on this form and the [FTX Digital Election Disclosure Statement](#).

Confirm & Submit

✕

WARNING!

Your claim is greater than \$50,000. You should only make this election if you fully understand how the \$50,000 cap on your principal entitlement will affect your claim and payment.

Your current claim value is

By clicking "Submit Anyway", you confirm you have fully read and understood the [FTX Digital Election Disclosure Statement](#), and understand that this will cap your reconciled claim value at \$50,000. You therefore agree to forgo any right to claim any balance above \$50,000.

Confirm & Submit



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
ARE
HERE



Claim Settlement

Payment Instruction Submission - Tax - Individual Claimants



FTX Digital Markets Ltd: Claim Portal



Home

Sign Out

[← Back to Convenience Class, Tax & Payments](#)

Tax Details

Due to the requirements of the U.S. Debtors Reorganisation Plan and Global Settlement Agreement, to meet the required criteria to be eligible to receive distributions against your claim you must provide details regarding your tax status with respect to your United States tax residency status. This enables you to receive your distribution free from any U.S. tax withholding.

Please first read the [FTX DM Tax Form Submission Guide](#), which provides key information why this information needs to be collected.

The following screens will then guide you through the submission process.

Is the beneficial owner of this claim a U.S. Tax resident?

- ☐ Yes
☒ No



A U.S. tax resident is a(n):

- U.S. Citizen (for more information see [About Publication 519, U.S. Tax Guide for Aliens | Internal Revenue Service \(irs.gov\)](#))
- U.S. permanent resident (Green Card holder)
- Individual who meets the Substantial Presence Test (See <https://www.irs.gov/individuals/international-taxpayers/substantial-presence-test>)
- Legal entity that is incorporated or has a primary place of business in the U.S.

Continue



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
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Claim Settlement

Payment Instruction Submission - Tax - US Individual Claimants (only)

FTX Digital Markets FTX Digital Markets Ltd. Claim Portal

Home Sign Out

[Back to Convenience Claim, Tax & Payments](#)

Tax Details

W9 Form Required

What should I do next?

As you have indicated you are a U.S. resident for tax purposes, you must complete and upload your W9 Tax Form to continue. You can download the relevant form below, complete it, and then upload the completed version at the bottom of this page.

Important: Please download the PDF to your computer and complete electronically using a PDF editor. You should be able to enter text or tick boxes in the relevant sections.

Please refer to the [FTX DM Tax Form Submission Guide](#) for any questions or queries.



Once completed, upload your W9 Tax Form [here](#).



Upload File

Drag and drop your file or browse. Note: only PDF file formats with file size under 15MB are supported.

[Browse Files](#)

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Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

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Claim Settlement

Payment Instruction Submission - Tax - Individual Claimants (non US)



FTX Digital Markets Ltd. Claim Portal

Home Sign Out

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Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting (Individuals)

The questions below will populate a W-8BEN tax form, and is for individuals who are non U.S. tax residents. Please consider the United States Internal Revenue Service's guidance when completing this form. In particular visit www.irs.gov/Form8878 for instructions and the latest information. From here you can view and download a document titled "Instructions for Form W-8BEN". Please note fields marked with an asterisk (*) should be completed prior to proceeding your form.

Beneficial owner details

The information provided on this form should match the information you have provided during Identity verification.

Name of individual who is the beneficial owner

Please Enter

Date of Birth (MM-dd-yyyy)

Please Enter

Country of Citizenship

Please Select

Important: The Date of Birth format used in this field is in the American format MM-dd-yyyy which may differ to the format which you have previously used in the FTX Digital process.

US Social Security Number (if any)

Please Enter

US Individual Taxpayer Identification Number (if any)

Please Enter

Please enter a U.S. Social Security Number or U.S. Individual Taxpayer Identification Number if you have one. If you do not have either of these, please leave the fields empty. Values entered in either of these fields should be a 9-digit number.

Foreign Tax Identification Number (if any)

Please Enter

Check this box if FTX is not legally required

Please note that you should either enter a "Foreign Tax Identification Number" if you have one, otherwise you should tick the check box to certify one is not legally required.

Residence address

Your permanent residence address is the address in the country where you claim to be a resident for purposes of that country's income tax.

If you are completing Form W-8BEN to claim a reduced rate of withholding either on income tax treaty, you must determine your residency in the manner required by the treaty.

You may provide the address of an alternate residence, a grand office box, or an address used solely for mailing purposes.

If you do not have a tax residence in any country, your permanent residence is where you normally reside.

Please note: The W-8BEN form is for individuals who are non-U.S. tax residents and you therefore cannot enter a United States residence address in this section. If you have a U.S. residence address, you should not fill this form and complete a W-9 form by confirming on the previous page that you are U.S. Tax resident.

Permanent Residence Address

Street, apt, or number, or land route

City or Town

Please Enter

State or Province

Please Enter

Postal Code

Please Enter

Country

Please Select

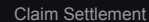
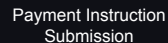
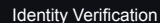
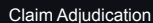
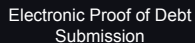
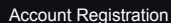
Check this box if Mailing Address is different than above

Further Information

I acknowledge that if I am a resident in a FATCA partner jurisdiction that is a Model 1 EOI jurisdiction with reciprocity, certain tax account information may be provided to the jurisdiction of residence.

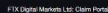
Back

Previous Tax Form



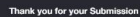
**YOU
ARE
HERE**

Payment Instruction Submission - Tax - Individual Claimants (non US)



Horn

Sign Out



[You may return to the dashboard and continue your claim.](#)

 Download my W-8BEN

Tax Form

[illegible]



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

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Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital Markets Ltd: Claim Portal



Home

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Process



Account Registration^⓪



Manual Proof of Debt Submission^⓪



Claim Adjudication^⓪



Identity Verification^⓪

Locked



Payment Instruction Submission^⓪

Available



Claim Settlement^⓪

Locked

Actions



Final Customer Notice has been uploaded.

To view final customer notice, please select 'Go to Documents'.

[Go to Documents](#)

For regular updates on the timeline to progress through each stage in the portal please [click this link](#).



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification




Payment Instruction
Submission



Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)

 FTX Digital Markets Ltd: Claim Portal



Home

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Payment Instruction Dashboard

Claim #249

11/12/2024

Claim Confirmed In Bahamas Process

ashleigh.brown+2@pwc.com • PJTEST8002

Adjudicated Balance
\$555,555.00



Not Available

Convenience Class Selection

The Convenience Class is a category of smaller customers who will be paid on an earlier schedule to other customers and creditors. Please [click here](#) to understand the convenience class and how it will affect the payment of your claim.

Not Available



Not Available

Tax Details

Customers are required to submit certain tax residency information prior to receiving any distribution.

Please [click here](#) to read our guidance on tax details submission, and then use the below link to submit your tax information.

Note: This site is best viewed on desktop or tablet devices. Pages may not display correctly on mobile devices.

Not Available



Incomplete

Payment Details

You are now able to submit the details regarding your payment channel.

Please click proceed and follow the instructions to make your selection.

This is a requirement in order for you to receive a distribution.

Proceed



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)

[Back to Convenience Class, Tax & Payments](#)

Please select your payment provider

[Payment Selection Guidance document](#)

On the following screens you will be asked to select the method via which you will receive a distribution. Please read the instructions carefully before proceeding. If you are having issues creating an account due to jurisdiction restrictions then please navigate to our [Payment Selection Guidance](#) document.



Security Warning - Please do not provide any sensitive information over emails. We will never ask for any banking details over email.

Please only click on the link to enter your personal details used to register with the payment provider via the FTX Digital Claim Portal (this portal), do not click into external websites via emails.

All official email addresses that will be used to contact you in relation to your claim can be viewed on the Joint Official Liquidator's official website <https://www.pwc.com/bs/en/services/business-restructuring-ftx-digital-markets/official-email-addresses.html>.

If you have any doubts if an email is legitimate please contact the JOLs at gbl_fdm_payment_instructions@pwc.com to confirm whether a request is legitimate.

Instructions

1. Please carefully read the [Payment Selection Guidance](#) document attached in this page.
2. Make a decision on the payment agents / options you would like to use. If only one option is available, please only proceed if you are comfortable the available payment option is appropriate to you.
3. If selecting a payment agent, please follow the instructions on how to set up an account with your selected payment agent. We note that BitGo and Payoneer have set up a specific FTX Digital page and therefore customers who already have an account will still be required to set up a new account on this specific page. If you set up an account on an external payment agents website, please ensure you return to this portal to complete the process after you've completed the steps on the external website.
4. Once submitted, we will verify your payment instructions. No more information will be needed at this time and we will contact you if we need anything further.

☐ Please check the box to confirm you have read the [Payment Selection Guidance](#) document.



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



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FTX Digital Markets Ltd: Claim Portal

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Sign Out

All official email addresses that will be used to contact you in relation to your claim can be viewed on the Joint Official Liquidator's official website <https://www.pwc.com/bs/en/services/business-restructuring-ftx-digital-markets/official-email-addresses.html>.

If you have any doubts if an email is legitimate please contact the JOLs at gbl_fdm_payment_instructions@pwc.com to confirm whether a request is legitimate.

Instructions

1. Please carefully read the Payment Selection Guidance document attached in this page.
2. Make a decision on the payment agents / options you would like to use. If only one option is available, please only proceed if you are comfortable the available payment option is appropriate to you.
3. If selecting a payment agent, please follow the Instructions on how to set up an account with your selected payment agent. We note that BitGo has set up a specific FTX Digital page and therefore customers who already have a BitGo account will still be required to set up a new BitGo account on this specific page.
4. If creating account, please return to the platform to provide your Payment Information.
5. Once submitted, we will verify your Payment Instructions. No more information will be needed at this time and we will contact you if we need anything further.

☐ Please check the box to confirm you have read the Payment Selection Guidance document. *

Please select your payment method *

Please Select





Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital Markets Ltd: Claim Portal

[Home](#)

[Sign Out](#)

4. If creating account, please return to the platform to provide your Payment Information.

5. Once submitted, we will verify your Payment Instructions. No more information will be needed at this time and we will contact you if we need anything further.

☐ Please check the box to confirm you have read the Payment Selection Guidance document. *

Please select your payment method *



[Select a Different Payment Method](#)



BitGo Retail Account Details

We note that BitGo has set up a specific FTX Digital page and therefore customers who already have a BitGo account will still be required to set up a new BitGo account on this specific page.

IMPORTANT - All customers must go through the BitGo FTX Digital landing page (refer to link below) to sign up for an account at BitGo. Please do not try to sign up for BitGo using any other route as this will not be sufficient to set up your account to receive a distribution and may result in delays to receiving payment.

Please follow the below link to setup your BitGo account.

A separate window will open which will forward you to the BitGo FTX website which will provide you the instructions to setup your account.

Please enter your unique FTX Digital Markets verification code (below) when setting up your account on the BitGo website.

Once you have created the BitGo account, please return to this window to complete the process.

Unique 16 Digit Verification Code (Please do not share with anyone else): 6565786234567980

[Create BitGo Account \(external link\)](#)

☐ Once you have created the BitGo account, please return to this window and check this box to complete the process. Your account must be verified to receive payment. *

[Proceed](#)



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital Markets Ltd: Claim Portal

[Home](#)

[Sign Out](#)

4. If creating account, please return to the platform to provide your Payment Information.

5. Once submitted, we will verify your Payment Instructions. No more information will be needed at this time and we will contact you if we need anything further.

☐ Please check the box to confirm you have read the Payment Selection Guidance document. *

Please select your payment method *



[Select a Different Payment Method](#)



BitGo Retail Account Details

We note that BitGo has set up a specific FTX Digital page and therefore customers who already have a BitGo account will still be required to set up a new BitGo account on this specific page.

IMPORTANT - All customers must go through the BitGo FTX Digital landing page (refer to link below) to sign up for an account at BitGo. Please do not try to sign up for BitGo using any other route as this will not be sufficient to set up your account to receive a distribution and may result in delays to receiving payment.

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Please enter your unique FTX Digital Markets verification code (below) when setting up your account on the BitGo website.

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[Proceed](#)



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital Markets Ltd: Claim Portal

[Home](#)

[Sign Out](#)

Unique 16 Digit Verification Code (Please do not share with anyone else): 6565786234567980

[Create BitGo Account \(external link\)](#)

☐ Once you have created the BitGo account, please return to this window and check this box to complete the process. **Your account must be verified to receive payment.**

Please enter the email address used to setup your BitGo account.

BitGo Account Email Address *

Please enter the email address used to setup your BitGo account

As outlined in the privacy statement provided to you which described why and how your personal data is collected and used in connection with the Electronic Claim Portal and provided information about your rights as a user of the application, in addition to the parties outlined in the privacy statement that you consented to your personal data being shared with, in order for us to facilitate a distribution to your nominated account, we are required to compare the Identity Verification records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent.

☐ In order for us to facilitate a distribution to your nominated account, we are required to compare the KYC records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent. Please click here to consent that you allow us and our payment provider to share details which each other regarding your KYC records, including but not limited to name, DOB, email address, nationality, country of incorporation.. *

☐ Yes ☐ No Your selected payment agent may require certain US Tax Status information in order to credit your account with your distribution. Please click here if you consent to us providing any US Tax form submission already provided to us to your payment agent. *



Not able to provide the above information?

Please contact our support team gbl_fdm_payment_instructions@pwc.com and state your issue. We will contact you once your query has been reviewed.

Proceed



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital Markets Ltd: Claim Portal

Home

Sig

Unique 16 Digit Verification Code (Please do not share with anyone else): 6565786234567980

Create BitGo Account (external link)

☐ Once you have created the BitGo account, please return to this window and check this box to complete the process. **Your account must be verified to receive payment.**

Please enter the email address used to setup your BitGo account.

BitGo Account Email Address *

test@test.com

As outlined in the privacy statement provided to you which described why and how your personal data is collected and used in connection with the Electronic Claim Portal and provided Information about your rights as a user of the application, in addition to the parties outlined in the privacy statement that you consented to your personal data being shared with, in order for us to facilitate a distribution to your nominated account, we are required to compare the Identity Verification records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent.

☐ In order for us to facilitate a distribution to your nominated account, we are required to compare the KYC records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent. Please click here to consent that you allow us and our payment provider to share details which each other regarding your KYC records, including but not limited to name, DOB, email address, nationality, country of incorporation.. *

☐ Yes ☐ No Your selected payment agent may require certain US Tax Status Information in order to credit your account with your distribution. Please click here if you consent to us providing any US Tax form submission already provided to us to your payment agent. *



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Proceed



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital
Markets

FTX Digital Markets Ltd: Claim Portal

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[Sign Out](#)

Unique 16 Digit Verification Code (Please do not share with anyone else): 6565786234567980

[Create BitGo Account \(external link\)](#)

☒ Once you have created the BitGo account, please return to this window and check this box to complete the process. **Your account must be verified to receive payment.**

Please enter the email address used to setup your BitGo account.

BitGo Account Email Address *

test@test.com

As outlined in the privacy statement provided to you which described why and how your personal data is collected and used in connection with the Electronic Claim Portal and provided information about your rights as a user of the application, in addition to the parties outlined in the privacy statement that you consented to your personal data being shared with, in order for us to facilitate a distribution to your nominated account, we are required to compare the Identity Verification records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent.

☒ In order for us to facilitate a distribution to your nominated account, we are required to compare the KYC records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent. Please click here to consent that you allow us and our payment provider to share details which each other regarding your KYC records, including but not limited to name, DOB, email address, nationality, country of incorporation.. *

☐ Yes ☐ No Your selected payment agent may require certain US Tax Status Information in order to credit your account with your distribution. Please click here if you consent to us providing any US Tax form submission already provided to us to your payment agent. *



Not able to provide the above information?

Please contact our support team gbi_fdm_payment_instructions@pwc.com and state your issue. We will contact you once your query has been reviewed.

Proceed



Account Registration



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Claim Adjudication



Identity Verification



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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



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Please enter the email address used to setup your BitGo account.

BitGo Account Email Address *

test@test.com

As outlined in the privacy statement provided to you which described why and how your personal data is collected and used in connection with the Electronic Claim Portal and provided information about your rights as a user of the application, in addition to the parties outlined in the privacy statement that you consented to your personal data being shared with, in order for us to facilitate a distribution to your nominated account, we are required to compare the Identity Verification records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent.

☒ In order for us to facilitate a distribution to your nominated account, we are required to compare the KYC records of your nominated account with our own. To do so, we may be required to share certain personal identifiable information with your selected payment agent. Please click here to consent that you allow us and our payment provider to share details which each other regarding your KYC records, including but not limited to name, DOB, email address, nationality, country of incorporation.. *

☒ Yes ☐ No Your selected payment agent may require certain US Tax Status Information in order to credit your account with your distribution. Please click here if you consent to us providing any US Tax form submission already provided to us to your payment agent. *



Not able to provide the above information?

Please contact our support team gbl_fdm_payment_instructions@pwc.com and state your issue. We will contact you once your query has been reviewed.

Proceed



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission

YOU
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Claim Settlement

Payment Instruction Submission - Payment Details - Institutional Claimants (non US)



FTX Digital Markets Ltd: Claim Portal

Home

Sign Out

Please enter the email address used to setup your BitGo account.

BitGo Account Email Address *

test@test.com

As outlined in the privacy statement provided to you which described why and how your personal data is shared with, in order for us to facilitate a distribution to your nominated account, we are required to share certain personal identifiable information with your selected payment agent.

☒ In order for us to facilitate a distribution to your nominated account, we are required to compile and share certain personal identifiable information with your selected payment agent. Please click here to review our privacy policy for more information.

☒ Yes ☐ No Your selected payment agent may require certain US Tax Status Information.



Not able to provide the above information?

Please contact our support team gbl_fdm_payment_instructions@pwc.com

Confirm Payment Information

Thank you for providing your payment information.

Please confirm that the payment information that you have provided is accurate.

Please review your payment information carefully.

Should you become aware of any discrepancies following confirmation of your payment information, please immediately make us aware at gbl_fdm_payment_instructions@pwc.com.

Cancel

Confirm & Submit

about your rights as a user of the application, in addition to the parties outlined in the privacy policy of your nominated account with our own. To do so, we may be required to share certain

are certain personal identifiable information with your selected payment agent. Please click here to review our privacy policy for more information.

providing any US Tax form submission already provided to us to your payment agent.

Proceed



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

YOU
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Claim settlement

Claim # 29/09/2024 Claim Confirmed in Bahamas Process

[View Current Balance](#)

[View Documents](#)

[View Communications](#)

Process

Account Registration[®]



Manual Proof of Debt Submission[®]

Claim Adjudication[®]



Identity Verification[®]

Payment Instruction Submission[®]



Claim Settlement[®]

Distribution Complete



For regular updates on the timeline to progress through each stage in the portal please [click this link](#).

Actions



Final Customer Notice has been uploaded.

To view final customer notice, please select 'Go to Documents'.

[Go to Documents](#) >



Account Registration



Electronic Proof of Debt
Submission



Claim Adjudication



Identity Verification



Payment Instruction
Submission



Claim Settlement

YOU
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Claim settlement


 FTX Digital Markets Ltd: Claim Portal

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
Distribution Schedule & Record

Claim #  29/08/2024 Distribution Complete

[View Distribution Schedule](#) [View Distribution Record](#)

[Distribution Schedule](#)

Distributions

Distribution Date	Distribution Details	Payment Channel	Amount	Currency	Account
29/08/2024	FTX Digital Markets Ltd: Claim Portal	 Bank of America	\$1,000.00	USD	12345678901234567890

Distribution Records

Distribution Date	Distribution Details	Description	Records
29/08/2024	FTX Digital Markets Ltd: Claim Portal	Payment of \$1,000.00 to FTX Digital Markets Ltd: Claim Portal	View Record



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7B

**Appendix 1 - Setting up an
FTX Digital Markets
specific BitGo account**

Setting up an FTX Digital Markets specific BitGo account

What is required
from me?

- In the Payment Instruction Submission selection, select BitGo as your payment agent (see page 62 of the Claims User Guide).
- Click the 'Create BitGo Account (external link)' button in the portal.
- On the BitGo landing page, click the 'Claim your assets' button.
- Enter your unique 16 Digit Verification Code, which can be found in the FTX Digital Markets claim portal and select your claim type.
- Input your email address and password to create an account.
- If you previously created a normal BitGo account without using the designated link in the FTX Digital Markets claim portal, you will receive an email reminding you to sign into your account or reset your password. In this case, please sign in to continue to set up your FTX Digital Markets specific BitGo account.
- Once you have created the account, please login and check you have created a specific FTX Digital Markets BitGo account. Please refer to Appendix 7C, 'Checking if a BitGo account is dedicated for FTX Digital Markets' for further details.
- Finally, and most importantly, please return to the FTX Digital Markets claim portal and input the email address used to create your FTX Digital Markets specific BitGo account. **Please carefully check the email address prior to submitting the Payment Instruction Submission page of the portal.**

Setting up an FTX Digital Markets specific BitGo account



FTX Digital Markets Ltd: Claim Portal

[Home](#)

[Sign Out](#)

4. If creating account, please return to the platform to provide your Payment Information.

5. Once submitted, we will verify your Payment Instructions. No more information will be needed at this time and we will contact you if we need anything further.

☐ Please check the box to confirm you have read the Payment Selection Guidance document. *

Please select your payment method *



[Select a Different Payment Method](#)



BitGo Retail Account Details

We note that BitGo has set up a specific FTX Digital page and therefore customers who already have a BitGo account will still be required to set up a new BitGo account on this specific page.

IMPORTANT - All customers must go through the BitGo FTX Digital landing page (refer to link below) to sign up for an account at BitGo. Please do not try to sign up for BitGo using any other route as this will not be sufficient to set up your account to receive a distribution and may result in delays to receiving payment.

Please follow the below link to setup your BitGo account.

A separate window will open which will forward you to the BitGo FTX website which will provide you the instructions to setup your account.

Please enter your unique FTX Digital Markets verification code (below) when setting up your account on the BitGo website.

Once you have created the BitGo account, please return to this window to complete the process.

Unique 16 Digit Verification Code (Please do not share with anyone else): 6565786234567980

Create BitGo Account (external link)

☐ Once you have created the BitGo account, please return to this window and check this box to complete the process. Your account must be verified to receive payment. *

Proceed

Setting up an FTX Digital Markets specific BitGo account

The screenshot shows a web browser window with the address bar displaying "bitgo.com/ftx-digital/". The page features the BitGo logo and navigation links (Products, Solutions, Resources, Company) in the top header. The main content area has a large heading: "Asset recovery for former FTX Digital Markets Ltd (the Bahamas Process) Customers". Below this, a subheading states: "BitGo is here to help you recover and securely manage your assets." A prominent blue button with the text "Claim your assets →" is centered on the page and highlighted with a red rectangular border. At the bottom, a cookie consent banner is visible, containing the text: "By clicking 'Accept All Cookies', you agree to the storing of cookies on your device to enhance site navigation, analyze site usage, assist in our marketing efforts, to enhance security, and to improve your experience." The banner includes two buttons: "View Cookies Settings" and "Accept All Cookies".

Asset recovery for former FTX Digital Markets Ltd (the Bahamas Process) Customers

BitGo is here to help you recover and securely manage your assets.

[Claim your assets →](#)

By clicking "Accept All Cookies", you agree to the storing of cookies on your device to enhance site navigation, analyze site usage, assist in our marketing efforts, to enhance security, and to improve your experience.

[View Cookies Settings](#) [Accept All Cookies](#)

Setting up an FTX Digital Markets specific BitGo account

Asset recovery for former FTX

bitgo.com/ftx-digital-sign-in-page/

Guest Relaunch to update

BitGo Products Solutions Resources Company

ASSET RECOVERY

For former FTX Digital Markets Ltd (the Bahamas Process) Customers

Please submit your FTX Digital Markets Ltd (the Bahamas Process) unique 16 digit verification code, detailed in your payment instruction section, to continue your funds reclaim process.

UNIQUE 16 DIGIT VERIFICATION CODE*

CLAIM TYPE*

Please Select

Continue

By clicking "Accept All Cookies", you agree to the storing of cookies on your device to enhance site navigation, analyze site usage, assist in our marketing efforts, to enhance security, and to improve your experience.

View Cookies Settings Accept All Cookies

Setting up an FTX Digital Markets specific BitGo account

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UNIQUE 16 DIGIT VERIFICATION CODE*

CLAIM TYPE*

Please Select

Continue

By clicking "Accept All Cookies", you agree to the storing of cookies on your device to enhance site navigation, analyze site usage, assist in our marketing efforts, to enhance security, and to improve your experience.

View Cookies Settings Accept All Cookies



7C

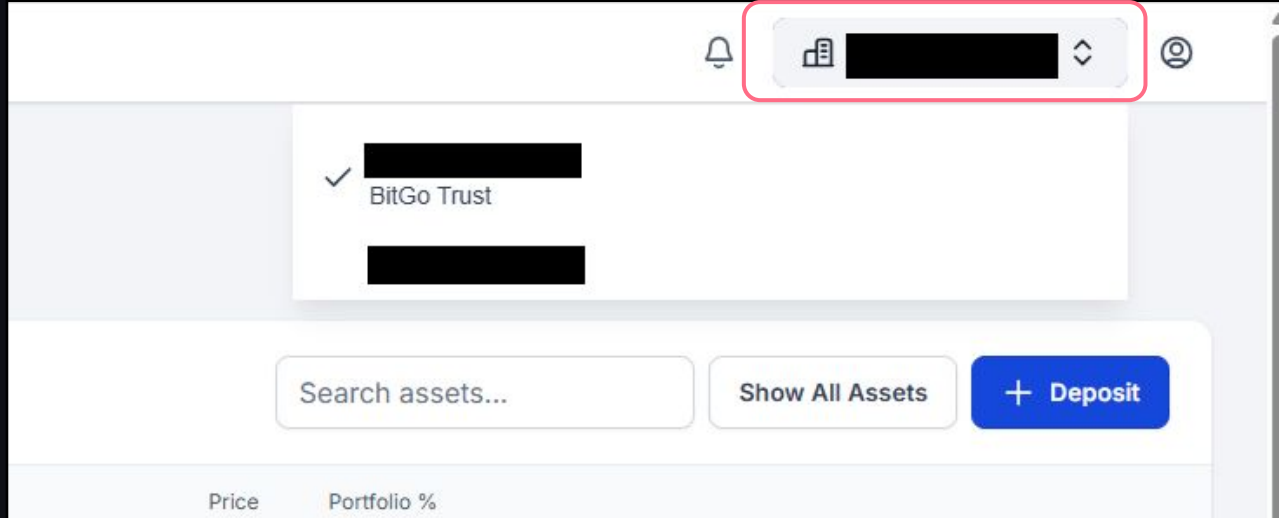
Appendix 2 - Checking if BitGo account is dedicated for FTX Digital Markets

Checking if a BitGo account is dedicated for FTX Digital Markets


What is required
from me?






- Login to BitGo.
- Click on the top right hand navigation panel.
- If you have more than one BitGo account, you will see a drop down with your account names, please select the account with the 'BitGo Trust' tag. If you only have one BitGo account, there will not be a drop down, please ignore this step).
- Go to 'account settings' and look for the Enterprise ID which is tagged with 'BitGo Trust', this is the FTX Digital Markets specific BitGo account.

Checking if BitGo account is dedicated for FTX Digital Markets




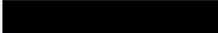

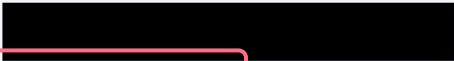
Checking if BitGo account is dedicated for FTX Digital Markets

 Assets Trade Points



Account Settings

Details

Full Name	
Email address	
Enterprise Role	
Enterprise	<div> BitGo Entity: BitGo Trust</div>



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Appendix 3 - Setting up an FTX Digital Markets specific Payoneer account

Setting up an FTX Digital Markets specific Payoneer account

What is required
from me?

- In the Payment Instruction Submission selection, select Payoneer as your payment agent (see page 62 of the Claims User Guide).
- Click the 'Go to Payoneer' (external link) button in the portal.
- On the FTX Digital portal each claim will generate a unique URL will redirect you to Payoneer's FTX sign up page. **Please do not share the URL.**
- Customers need to onboard via this link which will expire after 1 hour.
- Follow the steps to register with Payoneer.
- Existing Payoneer registrations created outside the portal or created by accessing the link from elsewhere cannot be used.
- Once the onboarding is completed, you will be redirected to the FTX Digital portal automatically and your payment status will be updated. **Please carefully check the email address prior to submitting the Payment Instruction Submission page of the portal.**

Setting up an FTX Digital Markets specific Payoneer account

Please select your payment method



BitGo



BitGo is a regulated digital asset custodian and supports both retail and institutional users. Through BitGo, distributions can be withdrawn as cash, exchanged for digital assets, or held in a digital wallet.

There is no charge to open a Go account. Transaction fees vary depending on the type of transaction and jurisdiction. Approximate fees are detailed below:

Fiat: Withdraw via Wire (\$30) or ACH (U.S. only), (\$1) per transfer; Digital Asset: Trade USD for stablecoins (up to 10 bps) or other assets (up to 50 bps).

Please refer to BitGo for further details on fees.

BitGo is not available to creditors in New York State. By choosing to receive your distribution through a Distribution Services Provider, you will be required to consent to certain personal information that you provided to FTX being shared with the selected Distribution Services Provider.

To receive a distribution from BitGo, you will be required to complete onboarding with BitGo, including creating an account, agreeing to terms of service, and completing KYC.

You will also be required to consent to the disclaimers below.



Payoneer



Payoneer is a global financial services listed on the NASDAQ stock exchange (PAYO). It provides digital payment and money transfer services in over 200 countries.

Distributions from FTX can be received via Payoneer directly into a local bank account. To receive funds through this method, you will be required to provide your bank account details. Payment will be made on the scheduled distribution date.

Transaction fees vary depending on the type of transaction and jurisdiction. Approximate fees are detailed below: ACH (U.S. only): \$1, Local Transfers: \$1.50, and SWIFT: \$20.

Payoneer will convert USD payments into your local bank currency using its standard exchange rates. Please refer to Payoneer for further details on fees.

Payoneer does not support distributions to certain restricted regions.

By choosing Payoneer as your Distribution Services Provider, you agree to share necessary personal information with Payoneer for processing your distribution. You will be required to complete onboarding with Payoneer, including agreeing to terms of service, and providing basic profile and beneficiary bank information.

You will also be required to consent to the disclaimers below.



Other



Please click here if you are unable to proceed with any of the available payment providers.

WARNING - Distribution payment may be delayed if you are unable to use available payment providers.

Setting up an FTX Digital Markets specific Payoneer account

☐ By clicking the consent box you acknowledge that you are solely responsible for verifying the accuracy of the onboarding details provided by you to Payoneer. You acknowledge that any errors or discrepancies in the information are your responsibility and may result in the funds being sent to an incorrect account. In such a case, FTX Digital Markets Ltd ("FTX Digital") and/or the Joint Official Liquidators of FTX Digital ("JOLs") will not be able to issue a subsequent payment to the correct account. Furthermore, the Customer (and any person acting on behalf of the Customer) hereby forever fully discharges and releases FTX Digital and the JOLs from, against and in respect of any and all damages, losses, claims, liabilities and causes of action of whatsoever nature arising from the Customer's failure to provide the correct payment information. Should you become aware of any discrepancies following confirmation of your payment information, please immediately make us aware at gbl_fdm_payment_instructions@pwc.com. *

☐ By clicking this consent box you acknowledge that you are responsible for any fees or charges associated with the transactions initiated using your Payoneer onboarding, including but not limited to transfer fees, exchange rates (if applicable), or other banking charges. You acknowledge that additional fees may be imposed by the receiving financial institution. *

☒ Yes ☐ No Your selected payment agent may require certain U.S. Tax Status information in order to credit your account with your distribution. Please click here if you consent to us providing any U.S. Tax form submission you provide to us to your payment agent. *

Please note: When navigating to Payoneer, a unique registration link will be generated. Please do not share your registration link with anyone else.

[Go to Payoneer](#)

Setting up an FTX Digital Markets specific Payoneer account

Welcome to Payoneer - Global Payments Made Easy!

Please select your preferred payment option and sign up for your account:



Bank Transfers

Get paid directly to your local bank account in over 200 countries in your local currency

Bank Country

Please select your bank country



SIGN UP



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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)
JOLs	Joint Official Liquidators
KYC	Know Your Customer
LXP	Lennox Paton
PwC	PricewaterhouseCoopers LLP
Sumsub	Sum and Substance Ltd (UK)
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 or gbl_fdm_customers@pwc.com.
3. Follow the official FTX Digital X ([FTX_DMOfficial](https://twitter.com/FTX_DMOfficial)) and Reddit accounts ([u/FTXLiquidationOff](https://www.reddit.com/u/FTXLiquidationOff))