

Customer Website FAQs

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General

Can I withdraw my funds?

- All customer accounts with FTX Trading Ltd., West Realm Shires Inc. d/b/a FTX US or any of the other affiliated debtors in the pending Chapter 11 bankruptcy proceedings are currently frozen.
- The Debtors are working to investigate all assets as soon as possible.
- We currently anticipate that clients' claims will be addressed through the Chapter 11 process. See "How do I file a claim" below.
- With respect to the non-US customers non-US claims, the Debtors are working with non-US regulators to expedite the process where possible and appropriate in light of local law entitlements.

What is happening with the assets in my account and how can I get access?

- The Debtors are working to obtain historical transaction information, including balances, for customers and will provide it as soon as it becomes available.
- We apologize for the inconvenience.

Will recovered funds be returned through cryptocurrency or converted to USD equivalents?

- The return process for recoveries is unknown at this time.
- We will keep customers informed as much as possible and as we learn more.

What is the process for open derivative positions that were not closed?

- The treatment of derivative positions will be governed by the applicable terms of service and applicable law.

When will customers receive 2022 tax information?

- US customers will receive a Form 1099, through electronic or paper delivery, for any earn products (as applicable) by March 17, 2023 (the extended due date).
 - Note: Cost basis reporting for purchases, sales, exchanges, or transfers of cryptocurrency are not required within the US for 2022.
- The Debtors have evaluated similar tax reporting legislation for customers located outside of the U.S. and determined no such reporting is required for 2022.

Will I receive notices as part of the Chapter 11 process?

- If you would like to sign up for these notices, please send an email to FTXInfo@ra.kroll.com and request to be added to the mailing list.

- Among these mailings is Notice of Commencement and a notice of the “Bar Date,” which are detailed below.
- Proof of claim forms and other information about the claims process will be available at <https://restructuring.ra.kroll.com/FTX>.

What if my contact information is incorrect?

- You may submit a change of address or request to be added to the creditor matrix by sending an email to FTXInfo@ra.kroll.com.

How can I sign up for updates on the Chapter 11 process?

- We are committed to keeping stakeholders informed throughout this process.
- If you would like to sign up for notices, please send an email to FTXInfo@ra.kroll.com and request to be added to the mailing list.
- Additional information regarding the FTX Debtors’ Chapter 11 cases, including court documents and claim information, can be found by visiting the FTX Debtors’ claims agent website at <https://restructuring.ra.kroll.com/FTX>.

Section 341 Meetings

What is the meeting of creditors or a Section 341 Meeting?

- The meeting of creditors is an informational meeting of FTX Debtors’ representatives conducted by the United States Trustee.
- While all interested parties are welcome to attend, they are not required to do so.
- No claims or rights will be considered or determined at the Section 341 Meeting.

When was the FTX Debtors’ Section 341 Meeting held? When will the next FTX Debtors’ Section 341 Meeting be held?

- The initial FTX Debtors’ Section 341 Meeting was held telephonically on December 20, 2022, at 10:00 A.M. ET.
- The United States Trustee will likely schedule additional Section 341 Meetings and the Debtors will notify creditors by notice on the Kroll site if and when another Section 341 Meeting is scheduled.
- All interested parties are welcome to attend virtually, but they are not required to do so.

Notice of Commencement

What is the Notice of Commencement and why did I receive one?

- The Notice of Commencement is a customary legal document providing formal notice of the commencement of FTX Debtors’ Chapter 11 cases.
- It provides a variety of details about the case, including the case number of the legal proceedings and the time and date of the first meeting of creditors.
- This notice was sent out to all parties-in-interest.
- You are not required to take any action in response to the Notice of Commencement.

I did not receive a Notice of Commencement. How can I obtain one?

- If you would like to obtain a copy of the Notice of Commencement, you can do so through the Company’s claims agent, Kroll, by visiting <https://restructuring.ra.kroll.com/FTX>.

Do I have a claim? What is my claim?

- If you believe you are owed money or assets by FTX Debtors, you may have a claim.

How can I file a claim?

- Information about filing a claim will be made available in the coming weeks.
- FTX Debtors' claims agent, Kroll, will provide the appropriate forms once a deadline for filing claims has been set.
- Proof of claims forms and other information about the claims process will be available at <https://restructuring.ra.kroll.com/FTX>.

What is a Proof of Claim?

- A "Proof of Claim" is the official form that a creditor or other interested party must submit in order to support any claim against the FTX Debtors.
- Each Proof of Claim must be signed by the creditor, or by an authorized agent of the creditor, if the creditor is not an individual. You should attach to each claim any documents on which the claim is based or an explanation as to why such documents are not available.

I did not receive a Notice of Commencement. How can I obtain one?

- If you would like to obtain a copy of the Notice of Commencement, you can do so through the Company's claims agent, Kroll, by visiting <https://restructuring.ra.kroll.com/FTX>.

Bar Date**What is the Bar Date Notice?**

- As part of the Chapter 11 proceedings, the FTX Debtors must determine all amounts claimed by various parties.
- To do that, the FTX Debtors will request approval from the bankruptcy court with respect to the procedures and deadlines to submit claims. When the court approves procedures and deadlines, the Debtors will send a notice regarding the procedures and deadlines.
- This deadline, known as the "General Bar Date," is the last date on which a Proof of Claim can be filed.
- If you believe that you have a claim that arose before the filing date of November 11, 2022 that has not been paid, you should consider filing a Proof of Claim.

When is the FTX Debtors' Bar Date?

- A Bar Date has not yet been set. When one is set, the Debtors will notify creditors.
- You are not currently required to file a proof of claim.

I did not receive a Bar Date Notice. How can I obtain one?

- The Bar Date has not been set and the notice has not been sent.
- When a bar date is set, the Debtors will notify creditors and information will be available through the Company's claims agent, Kroll, by visiting <https://restructuring.ra.kroll.com/FTX>.