

**FOR IMMEDIATE RELEASE****Hall Attorneys Files Class Action Against Kroll Alleging Negligent Claims Administration Harmed FTX, BlockFi, and Genesis Creditors**

*W.D. Tex. complaint alleges post-incident email-only notices for rights-affecting deadlines, KYC verification holds, months-long support delays, and a blocked tax-form path; seeks damages and practical reforms to claimant communications and processing.*

Austin, Texas – August 20, 2025 – Hall Attorneys, P.C. filed a putative class action in the U.S. District Court for the Western District of Texas against Kroll Restructuring Administration LLC alleging post-incident claims-administration practices harmed FTX, BlockFi, and Genesis customer-creditors. The case is Repko v. Kroll Restructuring Administration LLC, No. 1:25-cv-01319 (W.D. Tex., Austin Division).

The complaint alleges that after an August 2023 Kroll security incident, crypto-customer creditors were targeted by sophisticated phishing attacks while Kroll continued to rely on email-only outreach for rights-affecting deadlines. The suit further alleges the claims verification process was compromised leading to lockouts, delays, and for some, loss of claims.

Beyond damages for phishing, delay-related harms, and expunged claims, the suit seeks practical fixes: multi-channel notice (email and First-Class Mail), mailed status-change letters with mandatory cure windows, a non-gated, manual tax-form option; change-control hardening (mailed code to existing addresses before email/phone changes), deliverability safeguards, and independent audits.

“This is a servicing case—after a known security incident and impersonation wave, you can’t run deadlines on email-only and offer no mailed confirmations or manual fallback,” said Nicholas Hall, lead counsel.

**For a copy of the complaint, go to: [dockets.ftxclaims.com](https://dockets.ftxclaims.com)**

**FTX/BlockFi/Genesis creditors experiencing phishing, KYC/AML delays, blocked form submissions, or disputed claims are encouraged to preserve emails and screenshots and contact Nicholas Hall following instructions below. Don’t share sensitive data by DM, type web addresses manually.**

---Attorney Nicholas Hall is with Hall Attorneys, a Texas-based law firm focused on complex litigation and can be found on X.com @nicholashall or [www.hallattorneys.com](http://www.hallattorneys.com).

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Attorney Advertising. The complaint contains allegations only; no findings have been made. Do not send confidential information unless through the secure email address.