

*In re: FTX Trading Ltd., et al.*, Case No. 22-11068  
United States Bankruptcy Court for the District of Delaware

As we previously informed you via email, Kroll Restructuring Administration LLC (“Kroll”), the claims and noticing agent for the FTX bankruptcy proceeding, experienced a security incident that may have impacted your personal data.

This letter provides important information that can help protect you and your digital assets against misuse of your personal data, including your name, email address, phone number, address, claim number, claim amount, FTX account ID, and/or coin holdings and balances, as well as, for a limited number of individuals, date of birth. Importantly, the incident did not affect any FTX systems or FTX digital assets. Further, Kroll does not maintain passwords to FTX accounts.

Kroll recommends that you always remain vigilant and exercise caution to protect your accounts and digital assets. You should be alert for scams, whether by phishing email, text message, social media, or other communications channels, that try to trick you into giving up control over your cryptocurrency accounts, wallets, or other digital assets.

You can help maintain the security of your accounts and digital assets by remaining vigilant and taking certain steps, including the following:

- Never share your passwords, seed phrases, private keys, and other secret information with untrusted individuals, applications, websites or devices.
- Never presume an email or other communication is legitimate because it contains information about your claim or your FTX account.
- Always verify information that you receive from any other website about the FTX bankruptcy case or your claim by visiting the website of the Claims Agent, Kroll Restructuring Administration LLC: <https://restructuring.ra.kroll.com/FTX/> or contacting Kroll Restructuring Administration at [FTXquestions@kroll.com](mailto:FTXquestions@kroll.com).

The Court presiding over the FTX bankruptcy case (the United States Bankruptcy Court for the District of Delaware, the “Bankruptcy Court”), Kroll, and FTX will never ask or require you to do any of the following in connection with the processing of bankruptcy claims or the distribution of FTX assets:

- Link a cryptocurrency wallet to a website or application
- Provide your seed phrase or private keys
- Download any software or use a particular wallet application

- Provide your password over email, text message, or over the phone
- Provide personal identifying information, such as your birthday or Social Security number, over email, social media or in any manner other than as described in a Court-approved process posted to Kroll Restructuring Administration's case website or the Bankruptcy Court's docket

For more information on how to protect yourself from identity theft and fraud, please visit <https://FTXQuestions.kroll.com>.

Please know that any distribution of FTX assets will only be at the time and in the manner established by the Bankruptcy Court. Information about the Bankruptcy Court's orders can be found at the website of the Claims Agent, Kroll Restructuring Administration LLC: <https://restructuring.ra.kroll.com/FTX/>.

If you have any questions, receive suspicious communications, or wish to verify the authenticity of communications that are purported to be from individuals associated with the FTX bankruptcy case, please contact: [FTXquestions@kroll.com](mailto:FTXquestions@kroll.com).

## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**Credit Reports.** Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf), and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### You may contact the nationwide credit reporting agencies at:

Equifax	Experian	TransUnion
P.O. Box 105788 Atlanta, GA 30348 <a href="http://www.equifax.com">www.equifax.com</a> (800) 525-6285	P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a> (888) 397-3742	P.O. Box 2000 Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a> (800) 916-8800

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Credit Freezes (for Massachusetts Residents):** Massachusetts law gives you the right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. Using a security freeze, however, may delay your ability to obtain credit. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the respective address indicated above.

*Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report.

**You may contact the Federal Trade Commission (FTC) and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You

can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, [www.ftc.gov](http://www.ftc.gov), 1-877-IDTHEFT (438-4338).

**If you are a Massachusetts resident**, under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Office of the Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/contact-the-attorney-generals-office](http://www.mass.gov/contact-the-attorney-generals-office).