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00:00:12,360 --> 00:00:16,680

Good evening. As many of you know, my name is David Castleman,

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00:00:16,680 --> 00:00:22,600

and I'm a partner at the Otterbourg law firm, and the Court-appointed Receiver for EminiFX.

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00:00:22,600 --> 00:00:30,000

Thank you for attending our second Town Hall, which we are streaming on our YouTube channel.

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00:00:30,000 --> 00:00:36,200

Since the first town hall, we have launched the EminiFX user portal, as well as a newly

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00:00:36,200 --> 00:00:42,960

redesigned website. The FAQ page now has a number of user portal questions. That page,

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00:00:42,960 --> 00:00:48,680

along with the rest of the website, continues to be available in Haitian Creole and French.

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00:00:48,680 --> 00:00:52,560

I'm also happy to announce that the user portal is now available

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00:00:52,560 --> 00:00:57,280

in Haitian Creole or French. We just pushed that out, so if you logged in

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00:00:57,280 --> 00:01:03,640

earlier and did not see those language options available please try it again.

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00:01:03,640 --> 00:01:07,640

We have also added a number of user portal help videos to this YouTube

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00:01:07,640 --> 00:01:12,960

channel. If you are having is any issues with the portal, I encourage you to start

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00:01:12,960 --> 00:01:18,600

with those videos. We've translated the subtitles in Haitian Creole and French,

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00:01:18,600 --> 00:01:25,560

which you can find by clicking in the settings button in the lower right to the video.

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00:01:25,560 --> 00:01:30,400

I'm going to spend most of this town hall discussing the portal and questions we have

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00:01:30,400 --> 00:01:36,480

received. Before I get there, I want to quickly go over a couple of items from our first town

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00:01:36,480 --> 00:01:43,200

hall for those people who haven't seen that yet. The entire recording, also available with Haitian

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00:01:43,200 --> 00:01:50,520

Creole and French subtitles, is available on this YouTube channel in the live tab.

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00:01:50,520 --> 00:01:55,560

As I noted in the first town hall, I was appointed in the Civil Enforcement case.

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00:01:55,560 --> 00:02:00,960

I am an independent fiduciary, reporting to the Court. I do not report to Mr. Alexandre.

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00:02:00,960 --> 00:02:06,600

I do not report to the CFTC. And I do not report to the Department of Justice. I only

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00:02:06,600 --> 00:02:14,280

report to the Court. And our goal remains making distributions as soon as we can.

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00:02:14,280 --> 00:02:20,520

I have heard from many of you and, I understand that many people who put money into EminiFX did

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00:02:20,520 --> 00:02:26,720

so in the hope of achieving financial freedom. The returns you were promised were very high,

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00:02:26,720 --> 00:02:32,400

but many of you saw those returns show up in the EminiFX dashboard, week after week

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00:02:32,400 --> 00:02:41,760

after week. And we still get many questions from EminiFX users asking about that ROI.

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00:02:41,760 --> 00:02:47,520

As I reported to the court in the Financial Condition Report available on our website,

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00:02:47,520 --> 00:02:55,280

and discussed in the last Town Hall, those returns simply were not real. EminiFX generally satisfied

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00:02:55,280 --> 00:03:01,200

withdrawal requests by using its CoinPayments account. But that CoinPayments account,

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00:03:01,200 --> 00:03:06,520

which I described as being like a huge Lake, was one where the only source of water were

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00:03:06,520 --> 00:03:13,320

the contributions of EminiFX members, since there were no investment or trading profits.

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00:03:13,320 --> 00:03:19,720

And so, when someone withdrew from EminiFX and was paid from the CoinPayments account, what they were

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00:03:19,720 --> 00:03:28,680

paid with is the contributions of other members and not actual investment gains. And as I noted

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00:03:28,680 --> 00:03:34,880

that is generally how Ponzi scheme works and that's why I am not in the user portal looking

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00:03:34,880 --> 00:03:43,960

for information about ROI paid on the EminiFX user accounts. Because that was never real.

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00:03:43,960 --> 00:03:48,880

I alluded to bonuses at the last Town Hall, but I wanted to discuss those in a bit more

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00:03:48,880 --> 00:03:55,880

detail. Many of you saw bonuses applied to your EminiFX accounts for recruiting other EminiFX

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00:03:55,880 --> 00:04:01,720

members. In general, members receive bonuses not not just for the members they recruited,

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00:04:01,720 --> 00:04:04,480

but also the members those members recruited,

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00:04:04,480 --> 00:04:10,880

and so on and so on. And that's generally how a multi-level marketing program works.

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00:04:10,880 --> 00:04:16,880

By the time I was appointed, the total bonuses across everyone's accounts total

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00:04:16,880 --> 00:04:21,840  
more than \$56 million. And we know that because we

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00:04:21,840 --> 00:04:28,360  
have detailed records from the EminiFX  
system about the recruitment bonuses.

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00:04:28,360 --> 00:04:35,440  
I want to set expectations early on about how  
I am viewing those bonuses. Because there was

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00:04:35,440 --> 00:04:40,880  
no genuine service being sold, because  
the investment returns were not real,

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00:04:40,880 --> 00:04:48,560  
I do not view those recruitment bonuses as  
legitimate or actual liabilities of EminiFX. And

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00:04:48,560 --> 00:04:54,280  
I explain that further in the Financial Condition  
Report also again available on our website.

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00:04:54,280 --> 00:05:01,760  
On the homepage as the investor.gov website  
explained, an emphasis on recruiting,

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00:05:01,760 --> 00:05:08,960  
the promise of high returns passive incomes,  
and complex commission structures are all

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00:05:08,960 --> 00:05:16,360  
hallmarks of a pyramid scheme. We'll put a link  
to the investor.gov page on pyramid schemes in

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00:05:16,360 --> 00:05:22,960  
the notes to this video. The investor.gov  
webpage is a free resource offered by the

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00:05:22,960 --> 00:05:28,280

government to help investors make sound  
Investment decisions and avoid fraud.

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00:05:28,280 --> 00:05:34,120

I'll also add a link to the the CFTC's  
fraud advisory on commodity pool fraud.

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00:05:34,120 --> 00:05:39,800

These free resources can be tremendously  
helpful to investors in avoiding fraud,

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00:05:39,800 --> 00:05:46,400

and I encourage everyone to use  
them and to share them with others.

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00:05:46,400 --> 00:05:50,840

I'm going to spend the rest of our time  
on the user portal. I'd like to start

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00:05:50,840 --> 00:05:55,840

with some background on why we have the  
portal, and how this process fits into

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00:05:55,840 --> 00:05:59,480

the administration of the receivership as a whole.

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00:06:00,400 --> 00:06:04,800

In order to get money back  
to EminiFX constituents,

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00:06:04,800 --> 00:06:11,040

I need to know how much money each user put  
into EminiFX, and how much each user received

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00:06:11,040 --> 00:06:20,920

from EminiFX. I'm looking for actual money—or  
cryptocurrency—in and out of EminiFX system.

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00:06:20,920 --> 00:06:26,160

We have recovered a substantial amount of

information that is helping us to assemble the

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00:06:26,160 --> 00:06:31,360

information. One of the first things I did when I was appointed as Receiver was to collect all

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00:06:31,360 --> 00:06:38,360

the bank and cryptocurrency exchange records for EminiFX and for its corporate accounts.

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00:06:38,360 --> 00:06:44,120

I consider those records the best and most reliable evidence that a specific transaction,

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00:06:44,120 --> 00:06:50,880

such as a deposit or withdrawal reflected in the bank statement, actually occurred.

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00:06:50,880 --> 00:06:56,840

But that's only half of it. The bank records tell me and my team that someone made a

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00:06:56,840 --> 00:07:03,080

contribution or received withdrawal. The bank records do not generally tell us which EminiFX

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00:07:03,080 --> 00:07:08,720

user account goes with each transaction. And that's where the database comes into play.

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00:07:08,720 --> 00:07:14,920

So, when I took over, we were also able to obtain the entire database from the EminiFX website,

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00:07:14,920 --> 00:07:21,400

which was part of the backend engine that controlled the EminiFX application. That database

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00:07:21,400 --> 00:07:27,280

contains a substantial amount of information that

has helped our team attribute transactions to

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00:07:27,280 --> 00:07:36,680

specific users. But that database cannot get us 100% there. And that is why we need the portal.

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00:07:36,680 --> 00:07:41,800

The purpose of the portal, at this stage, is twofold. The first is to allow users

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00:07:41,800 --> 00:07:47,800

to confirm that the transactions we have attributed to them are correct. If not,

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00:07:47,800 --> 00:07:52,800

users can dispute the transaction, although we are asking for supporting documentation

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00:07:52,800 --> 00:07:59,400

as I will discuss. Users can also tell us if any of the transactions are for multiple users. So,

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00:07:59,400 --> 00:08:04,720

if a user deposited cash that was actually meant from multiple users, the portal allows

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00:08:04,720 --> 00:08:10,800

the user who made the deposit to identify the other people that go with that deposit.

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00:08:10,800 --> 00:08:15,560

The second purpose is for users to tell us if there are any transactions that

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00:08:15,560 --> 00:08:21,280

are missing from the transaction log. We can only go on the data we have,

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00:08:21,280 --> 00:08:28,520

and certain transactions in the bank statements



were not attributable to specific EminiFX users.

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00:08:28,520 --> 00:08:34,080

That means that for some users who made deposits, we might not have a record on our

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00:08:34,080 --> 00:08:41,800

end that identifies them as the person who made the contribution. The portal allows those users

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00:08:41,800 --> 00:08:50,040

to provide us with the details of the missing transactions, with supporting documentation.

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00:08:50,040 --> 00:08:59,200

Our goal in doing this is to have as complete a record as we can as to what users put in and

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00:08:59,200 --> 00:09:05,680

got out of EminiFX. So that when we create a distribution plan for the funds we are holding,

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00:09:05,680 --> 00:09:11,880

we can apportion those funds as fairly and equitably as we can. I am an equity receiver,

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00:09:11,880 --> 00:09:16,400

and so equity is central to my mission.

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00:09:16,400 --> 00:09:23,160

So far, after just two weeks, more than 12,000 users have logged onto the portal,

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00:09:23,160 --> 00:09:28,680

verified transactions, disputed transactions, and added transactions. We have already begun

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00:09:28,680 --> 00:09:33,480

reviewing those submissions, and we will follow up with individual EminiFX users

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00:09:33,480 --> 00:09:38,880

as necessary. I want to thank everyone who has logged on so far and encourage

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00:09:38,880 --> 00:09:46,760

all users to log on and to complete their transaction review as soon as they can.

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00:09:46,760 --> 00:09:52,160

The deadline for that remains December 18, 2023 this year,

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00:09:52,160 --> 00:09:58,800

but strongly advise you do not wait until the end to submit your transactions. It is

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00:09:58,800 --> 00:10:03,680

important important that you take the time to gather supporting documentation if you need

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00:10:03,680 --> 00:10:10,960

it—and more on that in a bit—and then submit your transactions as soon as you are able.

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00:10:10,960 --> 00:10:16,960

Also if you have emailed us with transaction details before the user portal was live,

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00:10:16,960 --> 00:10:22,440

you still need to log onto the portal and complete the transaction verification

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00:10:22,440 --> 00:10:27,480

process there. Everyone needs to log on to the portal and complete the process no matter what

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00:10:27,480 --> 00:10:33,520

they've sent this before. If you need help or have questions we have this Town Hall

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00:10:33,520 --> 00:10:45,360

help videos on the YouTube channel, FAQs on the website, and Stretto available by email or phone.

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00:10:45,360 --> 00:10:51,240

Okay, let's talk now about how to use the portal. You should have all received an email

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00:10:51,240 --> 00:10:56,440

from Stretto on how to log in, which will also have a temporary password to start the

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00:10:56,440 --> 00:11:02,520

process. You'll also have to set up two-factor authentication, with a verification code,

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00:11:02,520 --> 00:11:07,320

which we have added for security purposes. We'll go over some troubleshooting issues with

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00:11:07,320 --> 00:11:13,520

that in the Q&A, and there's also a help video on this channel for how to log in.

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00:11:13,520 --> 00:11:20,200

Once you do log into the portal you'll see your username and claimant ID. And so the claimant ID

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00:11:20,200 --> 00:11:26,560

is what I will use to identify you in any court filings, and that's to preserve confidentiality

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00:11:26,560 --> 00:11:31,120

many people have uh sent in requests about confidentiality. And I want people to understand

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00:11:31,120 --> 00:11:37,040

that we take it seriously and the claim an ID is how we do that. At the top of the page,

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00:11:37,040 --> 00:11:43,480

you should see your contact information. Please review this data. If any updates are necessary,

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00:11:43,480 --> 00:11:47,440

please click on the change my contact information link and you can update this

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00:11:47,440 --> 00:11:53,520

information. My team and I will review these updates to make sure that they are appropriate.

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00:11:53,520 --> 00:11:59,400

Next, you'll see a list of the transactions that we were able to attribute to your EminiFX

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00:11:59,400 --> 00:12:06,600

account. You will need to verify or update each listed transaction. If everything is correct,

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00:12:06,600 --> 00:12:14,040

you can just hit verify all, and submit. For many, possibly most users, that is all that

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00:12:14,040 --> 00:12:19,480

will be required. If your contact information is correct, and all the transactions are correct,

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00:12:19,480 --> 00:12:26,320

then all you need to do is hit the verify all button, then the submit button, and that's it.

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00:12:26,320 --> 00:12:30,920

A number of users will have accounts where they can't do that because there are some issues with

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00:12:30,920 --> 00:12:37,440

the transactions. That's also okay, and that's why we're having this town hall. If you do not

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00:12:37,440 --> 00:12:44,720

recognize a transaction or the amount is wrong, you can dispute that transaction. You can also

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00:12:44,720 --> 00:12:51,200

add a member to the particular transaction if it was made in whole or in part on behalf of somebody

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00:12:51,200 --> 00:12:57,480

else. So you're depositing money for yourself and potentially a different EminiFX user as well,

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00:12:57,480 --> 00:13:03,520

or maybe multiple users the help videos on the EminiFX receiver YouTube channel will go

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00:13:03,520 --> 00:13:09,840

into more detail on how to do that. And we'll discuss a little more in this Town Hall too.

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00:13:09,840 --> 00:13:16,320

Some people may log on and not see any transactions listed. That's not uncommon.

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00:13:16,320 --> 00:13:23,160

All that means is that on our review of the records available to us we were unable to

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00:13:23,160 --> 00:13:30,760

connect any contribution or withdrawal to your user account. If you made any contributions or

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00:13:30,760 --> 00:13:38,320

withdrawals that aren't showing up, I will explain in this town hall how to add them.

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00:13:38,320 --> 00:13:45,320

If you are adding or disputing a transaction, you will also need to upload supporting documentation

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00:13:45,320 --> 00:13:51,800

that shows us the date and amount of that transaction, ideally in PDF form. What that

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00:13:51,800 --> 00:13:57,960

documentation will be—is bank statements, deposit slips, cryptocurrency confirmation,

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00:13:57,960 --> 00:14:04,960

emails and so so on— that will depend on the actual circumstances of each transaction.

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00:14:04,960 --> 00:14:10,920

To add a user to a transaction, you will need to provide the name of the user their

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00:14:10,920 --> 00:14:17,520

EminiFX username, email, and the amount of the transaction that should be attributed to

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00:14:17,520 --> 00:14:23,080

the other user, and an explanation of what happened if that's useful.

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00:14:23,080 --> 00:14:30,680

Once you verify or dispute transactions, add users or upload documents, that will all be saved in

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00:14:30,680 --> 00:14:37,120

the system you don't need to hit submit right away. So let's say you have five transactions,

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00:14:37,120 --> 00:14:42,440

and you confirm four, but you need to obtain records to check on that last one, that fifth one,

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00:14:42,440 --> 00:14:47,520

you can do all that, hit the verify for the first four, and the system will save your progress,

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00:14:47,520 --> 00:14:53,840

even if you log off. You don't have to hit submit to save your progress, and actually, please do not

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00:14:53,840 --> 00:15:02,800

hit submit the submit button if you are still in the process of verifying or adding transactions.

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00:15:02,800 --> 00:15:08,560

Once you have verified, disputed, or added a member or members to all your transactions you

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00:15:08,560 --> 00:15:15,640

can then hit the submit button that will submit all your transactions to my team. We will then

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00:15:15,640 --> 00:15:26,080

review all of that account's transactions all at once and we will follow up if necessary.

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00:15:26,080 --> 00:15:30,160

I'd like now to go over a few of the common issues we're seeing,

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00:15:30,160 --> 00:15:33,120

and then we'll get to more specific questions.

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00:15:33,120 --> 00:15:39,040

So, the first is the submit button that I first mentioned. There has been some confusion,

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00:15:39,040 --> 00:15:43,440

where it looks like some users may have hit the submit button too soon,

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00:15:43,440 --> 00:15:47,240

before they were done with all transactions. That's okay,

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00:15:47,240 --> 00:15:53,720

we understand that can happen. If you hit submit, but you still have additional transactions,

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00:15:53,720 --> 00:16:02,760

just email EminiFX@Stretto.com, explain the situation, and my team will get it all sorted

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00:16:02,760 --> 00:16:09,040

out for you. So just email us if you hit submit too early, and we'll work it out.

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00:16:09,040 --> 00:16:14,640

Another issue we are seeing are disputes of transactions with the same or nearly

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00:16:14,640 --> 00:16:20,760

identical amount. So if the transaction is for the same amount—say the portal shows a

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00:16:20,760 --> 00:16:31,000

contribution for \$123.45, and your records show \$123.45 in a deposit, then you should just verify

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00:16:31,000 --> 00:16:38,040

that transaction they match, that's correct. Let's say your record shows \$123.21 or \$122.85,

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00:16:38,760 --> 00:16:43,480

these are very close numbers, they're just off by a very small percentage.

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00:16:43,480 --> 00:16:54,440

Now I don't want to get too technical on this Town Hall, but that difference is almost certainly due

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00:16:54,440 --> 00:17:02,040

to uh transaction fees which are not part of a contribution or withdrawal. So, in which case,



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00:17:02,040 --> 00:17:07,280

if they're just off by a few percent then the number we have is really the correct number,

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00:17:07,280 --> 00:17:12,120

and we recommend that you just verify that transaction. But if you have any

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00:17:12,120 --> 00:17:17,440

feedback or issues, you can always dispute, and we'll work it out.

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00:17:17,440 --> 00:17:22,000

In terms of supporting documentation, my team and I appreciate all the information you've

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00:17:22,000 --> 00:17:27,720

uploaded and shared with us to help verify the transactions. In general,

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00:17:27,720 --> 00:17:31,400

helpful documents include bank statements, deposit slips,

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00:17:31,400 --> 00:17:37,880

crypto confirmation, emails potentially, other emails, depending on the situation.

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00:17:37,880 --> 00:17:43,640

What is generally less helpful are screenshots that you may have retained from the EminiFX

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00:17:43,640 --> 00:17:50,480

portal. Those screenshots are not likely to be sufficient for us to verify a transaction.

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00:17:50,480 --> 00:17:55,360

So if you have anything else, I would encourage you to upload that. That said,

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00:17:55,360 --> 00:18:00,840

I'm not setting hard and fast rules, because I recognize different users and different

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00:18:00,840 --> 00:18:06,840

transactions may have different situations. But we are going to need to verify that any

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00:18:06,840 --> 00:18:14,360

transaction actually did occur, in order to be fair to all EminiFX users as a whole.

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00:18:14,360 --> 00:18:18,520

And finally, we've noticed that certain internet browsers work a

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00:18:18,520 --> 00:18:23,600

little better with user portal. I'm not recommending any particular product,

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00:18:23,600 --> 00:18:28,000

but if you can use the Chrome browser, we generally recommend you do so. We've noticed

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00:18:28,000 --> 00:18:35,280

there are issues with the Safari browser, especially when logging into the portal.

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00:18:35,960 --> 00:18:41,320

And finally before we start the Q&A—one quick but important point. We do not

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00:18:41,320 --> 00:18:46,400

charge a fee to use the portal. No one has been authorized by me

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00:18:46,400 --> 00:18:55,720

to collect a fee from you the user portal is free for everyone to use.

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00:18:55,720 --> 00:19:00,720

We've received many questions from you users. I've selected a few that

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00:19:00,720 --> 00:19:05,880

are more generally applicable, and I've also anonymized the details to protect

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00:19:05,880 --> 00:19:11,640

users confidentiality. So let's spend the rest of time walking through those.

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00:19:11,640 --> 00:19:16,560

The first question. I verified all of my transactions. Does

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00:19:16,560 --> 00:19:21,640

the Receiver still want me to send supporting documentation?

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00:19:21,640 --> 00:19:27,600

The short answer is No. If you verify a transaction, then we don't need any additional

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00:19:27,600 --> 00:19:34,240

documentation at this stage. If there is a special situation, where we need additional documentation,

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00:19:34,240 --> 00:19:38,880

we will reach out. But, for now, if you click verify that's all you need to do

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00:19:38,880 --> 00:19:45,680

for that transaction. Now do remember, though, when you hit verify you're also confirming that

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00:19:45,680 --> 00:19:51,040

you weren't making a contribution on behalf of another user. And so if you were, we'll

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00:19:51,040 --> 00:19:58,480

come in a little bit more detail about how to do that, how to account for that type of situation.

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00:19:58,480 --> 00:20:02,800

Okay next question how can I confirm these transactions?

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00:20:02,800 --> 00:20:07,000

Is there a specific place I should be looking?

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00:20:07,000 --> 00:20:11,160

It's a good question. And it's going to be different for each user. Because it's

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00:20:11,160 --> 00:20:18,400

going to depend on how the user made his or her contributions, and what records that user has. So,

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00:20:18,400 --> 00:20:23,080

let's say a user made a contribution by sending Bitcoin through CoinPayments,

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00:20:23,080 --> 00:20:29,320

that user might look for emails confirming from CoinPayments that confirm the transaction,

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00:20:29,320 --> 00:20:34,280

or the user might look at their Bitcoin wallet or exchange account to see what

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00:20:34,280 --> 00:20:38,200

was the source of Bitcoin and send us a screenshot of that.

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00:20:38,200 --> 00:20:42,360

Let's say a user made a contribution through wire transfer from her bank

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00:20:42,360 --> 00:20:47,120  
to EminiFX. So she could look at all  
her bank statements for that month and

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00:20:47,120 --> 00:20:53,520  
see the outgoing wire listed. She might  
even have an email confirming the wire.

204

00:20:53,520 --> 00:21:00,480  
Maybe another user made a cash contribution  
at the teller. If he has a deposit slip or

205

00:21:00,480 --> 00:21:06,160  
deposit record that the teller gave him, that  
would be helpful in confirming it. Or if that

206

00:21:06,160 --> 00:21:11,600  
person withdrew cash from his own bank, he  
might look at the bank statements from the

207

00:21:11,600 --> 00:21:19,520  
time of the withdrawal from the bank and  
at the same time the deposit in EminiFX.

208

00:21:19,520 --> 00:21:23,480  
So I've mentioned now bank statements  
a couple of times, if you have any bank

209

00:21:23,480 --> 00:21:28,720  
statements that reflect a direct contribution  
to EminiFX, a wire, or a check ,or withdrawal,

210

00:21:28,720 --> 00:21:34,640  
that we just talked about, I suggest keeping  
those bank statements. If you don't have copies

211

00:21:34,640 --> 00:21:40,240  
of those bank statements, I do recommend that  
you reach out earlier rather than later to your

212

00:21:40,240 --> 00:21:46,000

bank to get copies of those statements for your files, even if we don't end up needing them,

213

00:21:46,000 --> 00:21:51,360

it's better that you have those statements on file. So those will be statements between

214

00:21:51,360 --> 00:22:01,960

generally October 2021 and May of 2022. All this will depend on the transaction that you made,

215

00:22:01,960 --> 00:22:08,440

and the records that you have. So I just want to make emphasize if you're only

216

00:22:08,440 --> 00:22:16,200

we only are looking for documentation if you're disputing or adding a transaction.

217

00:22:16,200 --> 00:22:20,640

Here's another question. The only transactions that are showing up

218

00:22:20,640 --> 00:22:25,960

are the ones I personally deposited, about \$9,000. I gave my agent about

219

00:22:25,960 --> 00:22:31,640

\$6,000. I don't see this contribution. How do I add this to the transaction?

220

00:22:33,360 --> 00:22:38,840

Okay, so, in this case, we have a user who made a contribution by giving money to someone else,

221

00:22:38,840 --> 00:22:44,880

and then that person made the contribution on their behalf. And here the amount was \$6,000.

222

00:22:44,880 --> 00:22:51,360

So in that instance, you should you should add a transaction, identify the other user,

223

00:22:51,360 --> 00:22:57,000

and add at least one type of supporting documentation that matches a transaction,

224

00:22:57,000 --> 00:23:00,760

a bank statement, an email, a text, something.

225

00:23:00,760 --> 00:23:05,280

If you don't have any documentation, then I recommend you write a letter

226

00:23:05,280 --> 00:23:09,800

explain the situation, sign the letter scan that letter into PDF,

227

00:23:09,800 --> 00:23:13,720

and attach that and add your supporting documentation. And then we'll go from

228

00:23:13,720 --> 00:23:21,240

there on a case-by casee basis which might mean asking you for additional documentation.

229

00:23:21,240 --> 00:23:27,480

Here's a related question. A friend transferred money to my EminiFX account

230

00:23:27,480 --> 00:23:32,360

in order to get me started. I do not see this transfer under my transaction

231

00:23:32,360 --> 00:23:38,560

log. Why is that and how can my friend add the transaction to my account now?

232

00:23:38,560 --> 00:23:46,280  
Or do I have to trust my friend to  
add me as a member to her account?

233  
00:23:46,280 --> 00:23:52,040  
That's a good question. The answer to this is  
going to depend on whether you gave money to

234  
00:23:52,040 --> 00:24:00,640  
your friend. So let's say the your friend made  
a deposit of \$20,000 and gave you \$2,000 to

235  
00:24:00,640 --> 00:24:06,960  
get you started in EminiFX, but you never  
gave your friend any money. In that case,

236  
00:24:06,960 --> 00:24:10,640  
you never made a contribution  
to EminiFX because you never

237  
00:24:10,640 --> 00:24:17,000  
put any actual money into the EminiFX  
system directly or through your friend.

238  
00:24:17,000 --> 00:24:25,040  
And so remember, I am only looking for actual  
money in and actual money out. Internal transfers,

239  
00:24:25,040 --> 00:24:33,720  
ROI, and bonuses are not part of this process.  
So let's flip it, let's say you gave your friend

240  
00:24:33,720 --> 00:24:41,160  
\$2,000 in cash, and she made the deposit. And  
then that's why she gave you a \$2,000 EminiFX

241  
00:24:41,160 --> 00:24:49,400  
transfer. Then you would add a transaction for  
\$2,000 with the explanation that you made that

242



00:24:49,400 --> 00:24:54,920  
contribution by giving the money to a friend,  
similar to the example we went over a few minutes

243  
00:24:54,920 --> 00:25:03,920  
ago. So in this example, if your friend received  
\$2,000 in cash from you, and deposited \$18,000

244  
00:25:03,920 --> 00:25:12,680  
of her money combined with \$2,000 of your money,  
for a total of \$20,000, then your friend should

245  
00:25:12,680 --> 00:25:20,840  
add you to the \$20,000 contribution. Your friend  
would go to her \$20,000 transaction, click "Add

246  
00:25:20,840 --> 00:25:34,520  
Member," and fill in the form that pops up to  
indicate that \$2,000 of that \$20,000 was yours .

247  
00:25:34,520 --> 00:25:39,560  
Okay, switch gears a little bit uh  
go to a slightly different topic. So,

248  
00:25:39,560 --> 00:25:45,520  
the question is will you be able to open  
the EminiFX platform so that we can review

249  
00:25:45,520 --> 00:25:51,320  
our account details and then verify  
the transactions on the user portal?

250  
00:25:51,320 --> 00:25:58,040  
So the answer to this is No. For security and  
technical reasons, we cannot and will not open

251  
00:25:58,040 --> 00:26:04,680  
the EminiFX platform, but we have already  
used the data recovered from the platform

252

00:26:04,680 --> 00:26:12,360  
to match up most of the transactions.  
That is as far as we can or will go.

253  
00:26:12,360 --> 00:26:21,480  
Okay another related question. My EminiFX password  
is not working on the receiver's user portal. Why?

254  
00:26:21,480 --> 00:26:27,720  
Okay so, your login credentials for the  
user portal are different from the uh the

255  
00:26:27,720 --> 00:26:33,000  
the ones you use for EminiFX. You should  
have received an email from Stretto with

256  
00:26:33,000 --> 00:26:38,680  
a temporary password and instructions on how  
to log on. If you did not receive that email,

257  
00:26:38,680 --> 00:26:44,600  
first look in your spam filter. If you still  
don't see it, then you can click on the "didn't

258  
00:26:44,600 --> 00:26:50,840  
receive an email" button on the homepage  
of the portal, or email EminiFX@Stretto.com

259  
00:26:52,680 --> 00:27:00,480  
with your EminiFx username and email, and  
we'll send you an email for how to log on.

260  
00:27:00,480 --> 00:27:04,680  
For security purposes, we have  
implemented second factor authentication,

261  
00:27:04,680 --> 00:27:09,160  
using a verification code. So, when you  
first log on with a temporary password,

262

00:27:09,160 --> 00:27:15,160  
you will get an email from Stretto with that  
verification code. Please give that email a couple

263

00:27:15,160 --> 00:27:21,280  
minutes to arrive before clicking the button a  
second time. Please also check your spam filters,

264

00:27:21,280 --> 00:27:25,280  
as it may have been caught, the verification  
code email may also be caught in your spam

265

00:27:25,280 --> 00:27:30,800  
folder. Just what I ask is you don't hit the  
send me an email button the second or third

266

00:27:30,800 --> 00:27:35,400  
time right away because that will override  
the code in the first email. So if you hit

267

00:27:35,400 --> 00:27:40,120  
the button and after a few minutes you still  
don't have an email, maybe try one more time,

268

00:27:40,120 --> 00:27:43,480  
and if you still don't have an email after that  
then call the email Stretto. Just don't keep

269

00:27:43,480 --> 00:27:49,560  
hitting the button repeatedly, thats because that  
that's not good for the system. After you log on,

270

00:27:49,560 --> 00:27:56,400  
the first time, you will be able to uh to change  
the method of receiving the verification code to

271

00:27:56,400 --> 00:28:02,560  
text message if you prefer, so you can get  
the verification code via email or via text.

272

00:28:02,560 --> 00:28:08,760  
Okay, two more questions. So the first one. I have multiple EminiFX accounts,

273  
00:28:08,760 --> 00:28:11,240  
how can I merge them all?

274  
00:28:12,000 --> 00:28:16,200  
If you go to the bottom of the portal, you'll see a merge accounts button,

275  
00:28:16,200 --> 00:28:21,160  
where you can request that we combine accounts. You'll just need to add the other username and

276  
00:28:21,160 --> 00:28:26,480  
verify that you own that email address as well. And then all merge. You can do this

277  
00:28:26,480 --> 00:28:33,040  
for multiple users accounts. All merged accounts will be reviewed by my team to ensure the

278  
00:28:33,040 --> 00:28:38,600  
request is appropriate. There's a help video on the mechanics for how to do this on this

279  
00:28:38,600 --> 00:28:45,280  
YouTube channel. Accounts for the same user are generally going to be appropriate for merger,

280  
00:28:45,280 --> 00:28:50,440  
but there may be situations in which merging account is not appropriate.

281  
00:28:51,960 --> 00:28:55,680  
One other example that we've gotten is a husband and a wife may have two separate

282  
00:28:55,680 --> 00:29:00,520

accounts and want to merge them. If that's the case, just send us the request, we review

283

00:29:00,520 --> 00:29:08,000

it in a case-by case basis to make sure that's appropriate, but uh you can still request that.

284

00:29:08,000 --> 00:29:12,680

Okay last question. So I went over this in our first town hall, but I want to do it again,

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00:29:12,680 --> 00:29:15,560

in case you have any new viewers, and just because I understand this is on

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00:29:15,560 --> 00:29:21,600

everyone's mind. When should users expect to receive a distribution?

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00:29:21,600 --> 00:29:26,640

The initial distribution will come as soon as we are able. We still need to complete

288

00:29:26,640 --> 00:29:35,360

the user portal process first. We have had around 50,000 transactions already submitted,

289

00:29:35,360 --> 00:29:39,920

for which I'm grateful for. We still have thousands of users who need to complete the

290

00:29:39,920 --> 00:29:46,320

portal process. If you haven't done it yet, that's okay, don't panic, there's still plenty of time.

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00:29:46,320 --> 00:29:54,880

But please do it as soon as you can and try not to wait until right before the December 18 deadline.

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00:29:54,880 --> 00:29:59,040

Once that process is done, my team and I will need need to time to review the

293

00:29:59,040 --> 00:30:03,760  
submissions and to seek approval of allowed user claims. That will then

294

00:30:03,760 --> 00:30:09,760  
form the basis for future distributions. At this stage, it is too early for me to say

295

00:30:09,760 --> 00:30:15,440  
how much anyone will receive. The timing and manner of distribution will likely be

296

00:30:15,440 --> 00:30:21,760  
proposed through a plan of distribution that will then have to be approved by the court.

297

00:30:21,760 --> 00:30:26,800  
Please note that my entire team is working hard to make sure that the process is fair

298

00:30:26,800 --> 00:30:35,360  
and accurate for all. We will endeavor to begin distributions as soon as we can.

299

00:30:35,360 --> 00:30:41,200  
That's all the questions we have for now. We'll keep a copy of this video on our YouTube channel,

300

00:30:41,200 --> 00:30:47,040  
which you or others can access at any time. There are also user portal instructional

301

00:30:47,040 --> 00:30:53,160  
videos on this channel, so please watch those if you need help. If you have any questions,

302

00:30:53,160 --> 00:31:01,480

please email [EminiFX@Stretto.com](mailto:EminiFX@Stretto.com). I say use email over a phone if you can. We do allow

303

00:31:01,480 --> 00:31:13,960

you to call us toll-free at 855-228-3721 or from overseas at +1-949-407-5078.

304

00:31:13,960 --> 00:31:24,440

Pease also see our new website at [www.EminiFXreceivership.com](http://www.EminiFXreceivership.com) for

305

00:31:24,440 --> 00:31:29,440

how to access the user portal, and for an updated Q&A section,

306

00:31:29,440 --> 00:31:35,280

including user portal questions and all receivership information.

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00:31:35,280 --> 00:31:46,280

Thank you for taking the time to join us. Good Evening.