

**DECEMBER 6 Q&A: CLAIMS FORMS AND PROCESS****Q: I am confused by the claims process. How can I be sure I am filling out these forms correctly?**

A: CME Group has received many inquiries concerning the claims process from members, and understands that the claims process can be daunting. This q&a is designed to provide as much information as we can on our most frequently asked questions.

We also are in the process of scheduling times to assist members with claims forms at 141 W. Jackson and One North End, and a specific schedule will be distributed later this week. Members will need to bring relevant documentation (account statements, bounced checks, etc.) with them so representatives can get the best sense of their claims. Though CME Group cannot provide legal advice to its members, we are hoping this service will provide helpful information to individual members. Please note that members are encouraged to consult with their legal counsel as part of the claims process.

A complete set of claim form instructions, as well as the claim form itself, are available at [www.mfglobaltrustee.com](http://www.mfglobaltrustee.com). You should familiarize yourself with those claims forms and instructions before seeking assistance.

**Q: Will I need to file another claim form after I receive my third distribution, because the claim will be less than it is today?**

A: No. In general, customer claims are based upon the last account balances and positions at MF Global.. Therefore, any positions and credits to your account at your new FCM, or any distributions that you receive in the future, typically will not change the amount of your claim. Although the trustee will take into account distributions already paid to you in determining the amount of any subsequent distributions, claim forms will NOT need to be amended to take into account the receipt of distributions.

**Q: Should I wait to file my claim form until additional distributions are received?**

A: No. All claims should be submitted now.

**Q: Can CME Group provide me with a copy of my account statement?**

A: No. CME Group has received a number of inquiries regarding account statements. We do not have access to customer records, and cannot provide copies of account statements.

**Q: There are errors in my last account statement, or it does not reflect checks that were dishonored. Should I wait to file my claim form until after my account statement is corrected?**

A: No. It is not clear if or when any additional account statements will be issued. All claims should be submitted now based upon the best information available to you now. You should indicate in the claim form the correct amount you believe was held for your account, and attach as much supporting documentation as possible so that the Trustee's staff can reconcile the positions and cash indicated on your last account statement with what you believe the cash or positions should be. You also may include a written explanation to assist the Trustee's staff in reviewing your claim.