

1. Given the stolen coins are visible to all, what realistic chance does the hacker have to hide/convert/spend these coins?

That's a very good question. The fact is that the world is watching that address now. Hackers must be aware of that fact and due to co-operation with major exchanges there is also a chance that the coins will be confiscated if moved to an exchange.

2. Is the hacker holding these stolen bitcoins to ransom in exchange for an alternative / untraceable payment?

Due to the authorities' ongoing investigations we can't provide any further specific details on the breach right now but our aim is to continue to give updates to our community. We have opened a dedicated community for researchers and blockchain experts to help track and analyze the stolen funds. The address is: <https://www.reddit.com/r/NiceHashHack/>

3. What steps will Nicehash take to regain their customers trust?

The support we have received from our community during this crisis has been immense. We are truly moved by the tens of thousands of messages from our community of miners. We are taking all the necessary steps to re-establish our systems with bullet-proof security protocols, and enable miners to start earning money again.

We understand why everyone is upset, and we are truly sorry. We are taking responsibility and want to demonstrate the openness and transparency which is the cornerstone of the world in which we work.

We know we have to build up trust again, we know that, but the overwhelming majority of our community of nearly 750,000 registered users have been very supportive and want us to get the site up and running so they can start making money, mining and leasing again.

It will take time but we are working on a solution to ensure all users are reimbursed. That is clearly a key concern for our users, and we understand this, we are not running away from our responsibilities. As soon as we have a plan in place we will update all users on our intended solution, and we're sorry for any inconvenience which has been caused.

We're going to make sure that we learn from this and come back even stronger and safer.

4. Users on Reddit pointed to a specific external wallet which has more than \$60m on it. Can you confirm that this is the correct address?

That is correct, it is publicly available information on the Blockchain.

5. What's the likelihood of the company covering more than \$60m in losses? Are you able to compensate users?

We fully intend to make this right. It's a matter of deep concern to us and we're working hard to rectify the matter in the coming days. We're working on a solution to ensure that all users are reimbursed. These things are delicate matters, and take time, so we would ask our community to be patient while we get this fixed and fully investigated. As soon as we have a full plan in place we will communicate it to our users and all those affected.