



From the desk of the CEO

October and November 2020 have been tough months for MTI Management.

It is no secret that we are getting pressure from a variety of facets, but I always knew MTI would attract attention, our vision is big, and I am confident it scares many people. I am under no illusions of how much work, dedication and time it will take to realise my mission to build MTI into a global heritage brand that grows bitcoin for even the smallest member.

I am also aware of the challenges we face as a company daily. My intention is to grow from what we learn, no company is immune to online attacks, irresponsible reporting, ignorance or malice, and MTI is no exception. We faced a tough 3 weeks with every single attack imaginable being launched, but I am proud beyond measure of my team, the results and the hard work they have put into making sure we overcome challenges, solve problems, maintain focus and continue to deliver on our brand promise to grow our member's bitcoin.

I would be amiss if I thought omitting to address key issues experienced would be wise. So in this month's address to members I would like to give feedback on challenges we faced, how we overcame them and what we foresee for the future.

FSCA Search and Seizure

On the 26th of October 2020, my home, the home of Clynton and Cheri Marks and our Corporate Offices in Stellenbosch were entered into by FSCA officials to search and seize any information, devices or documentation pertaining to Mirror Trading International. It was a terribly invasive and disrespectful procedure and left our management team near devastation. What made this surprise attack so much worse was the fact that MTI had been complying to all the FSCA's requests. We have responded with proof (yes, irrefutable) every time they have requested information from us, we have gone to every meeting and even initiated meetings ourselves. I, personally, logged into our broker account and showed the lead investigator and his superior our LIVE trades as they were being executed by our BOT. Some MTI management and our attorneys were present at this meeting. These two FSCA officials also confirmed our bitcoin balance and this was later again confirmed in the form of statements from our broker, transaction ID codes of bitcoin deposited into our trading pool accounts and statements from me personally. It is my opinion that the FSCA want to create a perception in the media of a company that is not well managed, ill intended and unprofessional. This is far from the truth.

Despite the FSCA's attempts to hinder us from delivering on our brand promise, we have continued without a break in service whatsoever, to service our members every day with good growth on their bitcoin. Since the invasion of our private homes we have still managed to deliver 7,3% growth for our members to date. It was not easy, but our team is effective and good at what we do, and this is reflected in these results despite the hurdles we are faced with.

We continue to tweak, maintain and monitor our bot to ensure we deliver a world class crypto service to our members. Our focus and dedication will not be changed.

Withdrawal delay.

After the execution of the Search and Seizure from the FSCA, we had to move our entire MTI online operations to new electronic devices to ensure we maintained our service and responsibility to our members – this was our number 1 focus. This was done with relative ease as can be seen in the service continuance to our members. However, these circumstances also initiated a security protocol from our broker, which is designed to safeguard MTI and its members of any outside



attempt to obtain our bitcoin. Our withdrawal limit was lowered to a tenth of what is necessary per day to effect withdrawals from members. Withdrawals escalated slightly as nervous members withdrew from MTI. I want to unequivocally state that MTI encourages its members to withdraw their bitcoin when necessary. It is an honour for me to have had a role in growing your bitcoin and to make a difference to any one member. And it remains an honour to continue this service for current members into the future. If every single member withdrew from MTI, we will honour each and every withdrawal with pride. The culmination of these incidences lead to a delay in withdrawals. It is important to note it was merely a delay and by no means did we ever stop honouring a transaction. I am happy to report that our management team reacted with speed and confidence and all excelled in their relevant departments to resolve the matter. As of today, we have honoured all delayed withdrawals that have 2fa enabled and we have increased awareness in our membership surrounding member security. Our normal withdrawal procedure has been restored with our broker now that they are satisfied with our account security and we are yet again ahead of the curve. Since the 1st of October we have effected 84,808 withdrawals to the value of 11,580btc. We have programmed an “Escalation” button on the member withdrawal transaction list page, this is to assist members that did not have 2fa enabled to enable their 2fa and then to escalate their pending withdrawal with ease, where we will then honour the withdrawal quickly. I want to stress that the escalation button is not necessary for members with 2fa, we will continue to honour withdrawals within 48hrs weekdays only and do not anticipate future delays.

Deposits not reflecting in member’s back office.

If that was not disruptive enough, we had a hacking attempt on our back-office system and although persistent, they were unsuccessful. These hackers did however cause a limited disruption in our reporting functions and deposit transactions were deleted from our data base resulting in the loss of that data for 4 days. We managed to retrieve most of the data from our back up system but still some deposits were left unaccounted for. Our management team were manually assisting members to escalate deposits to support staff and we then built a system to automatically facilitate this process in the form of an online form that requires the member to upload their deposit information for our team to allocate the deposit. We have received 5,378 escalated deposits and we have successfully allocated 5,307. The outstanding deposits have incorrect TXID’s, incorrect BTC amounts or incomplete information for us to conclude the allocation. These members have been emailed and we are ready to assist once we receive the required information. The online deposit form is still live and will remain live to make sure we do not miss anyone that needs assistance. Again, I want to commend our corporate team for the unwavering dedication to having a solution orientated attitude to better serve our members. It is imperative to note that deposits are currently working 100% as they should and have before.

Support

The last few weeks have seen our support structure tested beyond what we were prepared for and although they have done a sterling job, we acknowledge that there is a growing need to contract more support staff members and gear support towards a more scalable operation while maintaining the quality of support afforded to members. Our head of support has done an impeccable job and we are sincerely grateful for his contribution to a growing team. We currently have 47 active support contractors, and we will be expanding that team in the near future. Support has handled a staggering 41,809 tickets since the 1st of October to date and they have resolved 38,274 with relative speed and ease.



The future of MTI

I am under no illusion that the future for MTI is not easy, but I am a firm believer in that with every adversity there is an equal but opposite benefit that will see Mirror Trading International continue to make a difference through growing its members' bitcoin. I am not afraid of challenges or hurdles and I rather approach them as an opportunity to grow. This month's address will not be complete without an apology for any inconvenience caused to our members as a result of everything we have had to overcome these last weeks, I also want to thank the members (the vast majority) that stand firmly behind me, my vision, my team and this company. We value the stories and testimonials of lives changed and great results experienced by you! I take my responsibility to deliver on our brand promise seriously and the socio-economic impact that MTI is making in people's lives is humbling to say the least.

One of our MTI core values is EXCELLENCE and not because we have arrived, but rather because we will continue to strive towards that in every aspect of MTI, a challenge I am ready to meet and a promise I endeavour to deliver on every day.

Kind Regards

Johann Steynberg

CEO Mirror Trading International

