

UNITED STATES BANKRUPTCY COURT  
DISTRICT OF MASSACHUSETTS

In Re:	)	
	)	
	)	Chapter 11
	)	
TELEXFREE, LLC,	)	Case No. 14-40987-FJB
TELEXFREE, INC.,	)	Case No. 14-40988-FJB
TELEXFREE FINANCIAL, INC.,	)	Case No. 14-40989-FJB
	)	
Reorganized Debtors.	)	Substantively Consolidated

**RESPONSE BY LIQUIDATING TRUSTEE TO  
PARTICIPANT LETTER FILED ON NOVEMBER 16, 2022 [DOCKET NO. 3768]**

Stephen B. Darr, the duly appointed Liquidating Trustee (the "Liquidating Trustee") of the reorganized bankruptcy estates of TelexFree, LLC, TelexFree, Inc., and TelexFree Financial, Inc. (collectively, the "Reorganized Debtors" or "TelexFree") respectfully files this response to the letter received by the Court on November 16, 2022 from Hellen Mugarura regarding the status of her claim and distributions thereon. The Liquidating Trustee reports the following:

1. Ms. Mugarura inquires as to the status of Claim No. 129524. This claim has been allowed in the amount of \$5,518.58.
2. Ms. Mugarura made inquiry to the Trustee's claims agent, BMC Group, on July 18, 2022. A copy of the inquiry is attached hereto.
3. On July 19, 2022, a response message was sent to Ms. Mugarura, copy attached. The email message sent from BMC Group indicates that: (i) BMC was having difficulty issuing a wire transfer to the location requested; (ii) the participant needed to provide an alternative payment method. The email message identified possible payment solutions for participants located outside the United States including international wire options and the use of third party



PayPal accounts. BMC indicates that Ms. Mugarura has not taken any action since the communication sent to her in July 2022.

4. BMC has sent Ms. Mugarura additional correspondence outlining the steps needed to be taken to complete the payment of her claim.

Respectfully Submitted,

STEPHEN B. DARR,  
LIQUIDATING TRUSTEE OF TELEXFREE INC.,  
TELEXFREE LLC, AND TELEXFREE  
FINANCIAL, INC.,  
By his attorneys,

/s/ Andrew G. Lizotte

Andrew G. Lizotte (BBO #559609)  
Murphy & King, Professional Corporation  
28 State Street  
Boston, Massachusetts 02109  
Telephone: (617) 423-0400  
Email: [alizotte@murphyking.com](mailto:alizotte@murphyking.com)

Dated: November 21, 2022  
815780

11/18/22, 9:01 AM

<https://help.telexfreeclaims.com/helpdesk/tickets/21992/print>**TelexFree Claims**

#21992

**Ticket Details**

<b>Status</b>	<b>Priority</b>	<b>Source</b>	<b>Type</b>
Resolved	Low	Portal	<b>Group</b> BMC
<b>Agent</b>	<b>Claim #</b>		
Julie Candice	129524-000		

by **Pzazah** on **Mon, 18 Jul at 4:15 PM** via **Portal**

**Payment Status**

My payment method selection was locked for processing in January 2022. I have never been paid since then! No email has been sent to me for explanations! May I at least get to know what went wrong or be paid please?

**Comments**

by **Julie Candice** on **Tue, 19 Jul at 1:09 AM** as **Outbound email**

Claim: 129524-000

We are having issues sending your payment via Bank Wire.

You can now log back into the platform and change/update your payment method: <https://payment.telexfreeclaims.com> (<https://payment.telexfreeclaims.com/>).

**Please note that we identified as many safe and cost-effective payment options as we could for claimants outside the U.S. If the payment portal does not display a satisfactory digital payment method, we have created 2 alternate options:**

**An International Wire Option** Please log in to <https://payment.telexfreeclaims.com> (<https://payment.telexfreeclaims.com/>). Click the "Get Help" button. Select Payment Questions, scroll to the bottom to see "I can't cash a check in my country. What are my options?" The link there will have already been validated with your claim information. Then, please complete the wire form.

or

11/18/22, 9:01 AM

<https://help.telexfreeclaims.com/helpdesk/tickets/21992/print>

**Use someone else's PayPal in another Country. Please login to <https://payment.telexfreeclaims.com> (<https://payment.telexfreeclaims.com/>). Click the "Get Help" button. Select Payment Questions, scroll to the bottom to see "In my country, PayPal does not accept payments from the USA. What are my options?" The link there will have already been validated with your claim information. Then, please complete the form.**

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UNITED STATES BANKRUPTCY COURT  
DISTRICT OF MASSACHUSETTS

In re:

TELEXFREE, LLC,  
TELEXFREE, INC. and  
TELEXFREE FINANCIAL, INC.,  
  
Debtors.

Chapter 11 Cases

14-40987-MSH  
14-40988-MSH  
14-40989-MSH

Substantively Consolidated

CERTIFICATE OF SERVICE

I, Andrew G. Lizotte, hereby certify that I have this day served a copy of the *Response By Liquidating Trustee To Participant Letter Filed On November 16, 2022 [Docket No. 3768]* via this Court's CM/ECF System upon the registered participants as identified on the Notice of Electronic Filing, and by electronic mail to:

pzazah@gmail.com

Dated: November 21, 2022

/s/ Andrew G. Lizotte  
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