

25 November 2021

NOTICE TO CREDITORS REGARDING CUSTOMER MONIES HELD IN TRUST AND THE FORTHCOMING COURT APPLICATION

Dear Sir/Madam

**RE: STA Travel Pty Limited (In Liquidation)
ACN 004 801 512
(referred to as 'the Company' or 'STA Travel')**

1. Preliminaries

I refer to the appointment of Tim Norman and myself as Joint & Several Administrators and subsequently Joint & Several Liquidators of the Company on 21 August 2020 and 25 September 2020 respectively.

2. Update on the Court Application

This update should be read in conjunction with previous correspondence in relation to the upcoming Court Application (**Application**) regarding the distribution of customer monies. The reconciliation of customer monies received post our appointment has now been completed. An amount of \$1,236,832.67 in customer refunds has been receipted relating to 581 unique STA Travel bookings. Details of the 581 unique STA Travel bookings which will be subject to the Application and distribution process are outlined in **Annexure 1**. You will need to refer to your STA booking confirmation to identify your booking reference.

Importantly, please note that only the 581 unique STA Travel bookings will form part of the Application regarding the distribution of customer monies received. No further action is required from these customers at this time. All other customers who have suffered a loss will rank as an unsecured creditor against the Company.

A further update will be provided to creditors and customers in the coming weeks once the Application has been lodged with the Supreme Court of New South Wales (**Court**) and the matter has been listed for the first directions hearing with the Court.

3. Expectation of dividend to creditors and customers

As this stage of the winding-up, our investigations indicate there are insufficient realisable assets to enable payment of a dividend to unsecured priority creditors; unsecured creditors and customers of the Company as outlined in the table below:

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Creditor category	Optimistic dividend	Pessimistic dividend
Unsecured priority creditors (employees)	Nil	Nil
Unsecured creditors (including customers)	Nil	Nil

Please note the above analysis excludes the customer refunds recovered by the Liquidators which is discussed at Section 2 of this Notice.

Should this position change, creditors will be updated accordingly.

4. Lodgement of a Proof of Debt with the Liquidators office

As outlined in Section 3 of the Notice, there are currently insufficient realisable assets to pay a dividend to creditors.

Creditors including customers that have lodged a Proof of Debt with the Liquidators office do not need to take any further action to register your claim at this time.

Should the Liquidators require any further information from creditors and customers regarding their claim(s), an update will be provided by the Liquidators office accordingly.

5. Other avenues for customers seeking compensation

In our Notice to Customers – Update 3 dated 28 October 2020 (**Notice dated 28 October 2020**), customers were advised that they might be eligible for a chargeback via their financial institution subject to the relevant scheme rules.

Customers should be aware that it is our understanding that under the relevant scheme rules, a chargeback can be denied by the end merchant where customers are able to either receive the good or service that they paid for, or receive a refund for same. There is also a limitation period as to when a chargeback claim can be made.

Given this, we strongly encourage customers to contact the relevant airline, land or tourism operator prior to making a chargeback request. The Notice dated 28 October 2020 provided contact information for various airline, land or tourism operators.

Customers are also encouraged to check the terms and conditions of any travel insurance they may have purchased as part of their travel arrangements.

A copy of the Notice dated 28 October 2020 can be found on the STA Travel liquidation webpage: www.deloitte.com/au/STATravelAU.

6. Disclaimer

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We appreciate your patience and will continue to update creditors and customers at www.deloitte.com/au/STATravelAU.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Jason Tracy', with a stylized, flowing script.

Jason Tracy
Joint and Several Liquidator

STA Booking Reference			
3230084	3325793	3351264	3365251
3243616	3326287	3351387	3365383
3254337	3326600	3351793	3365622
3262486	3326908	3352251	3365711
3270031	3327417	3352301	3365844
3276575	3327790	3352605	3365894
3276834	3327871	3352816	3366116
3277725	3329521	3352925	3366167
3278810	3329735	3353248	3366172
3280005	3329973	3353302	3366355
3286878	3330326	3353482	3366384
3292128	3331465	3353617	3366684
3292177	3331617	3353830	3366810
3292704	3331873	3354277	3366987
3293620	3332161	3354348	3367005
3293873	3333242	3354378	3367214
3295219	3334808	3354534	3367219
3295640	3335377	3355223	3367360
3296132	3335392	3355350	3367370
3296728	3335444	3355632	3367501
3300568	3335803	3355852	3368098
3300658	3335927	3355977	3368981
3303830	3336115	3356280	3369023
3304052	3336476	3356442	3369176
3305337	3336654	3356585	3369298
3305443	3337259	3356801	3369995
3306740	3337279	3356923	3370041
3307498	3339273	3357556	3370042
3309357	3339621	3357637	3370632
3310378	3339850	3358497	3370753
3311149	3340161	3358566	3370835
3311285	3340176	3358688	3370921
3311556	3340315	3358780	3370983
3313423	3340369	3359193	3371131
3313583	3340828	3359333	3371167
3313639	3341102	3359352	3371404
3313795	3342204	3359721	3371406
3314550	3342401	3359771	3371464
3314806	3342602	3360153	3371624
3314894	3343253	3360159	3371735
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3316718	3344937	3361057	3372620
3316735	3345184	3361361	3372680
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3317208	3345374	3361772	3373266
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3319168	3346594	3362686	3374354
3319571	3346659	3362749	3374401
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3378239	3386243	3391215	3397271
3378248	3386372	3391501	3397273
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3379310	3386888	3392083	3398347
3379450	3386974	3392102	3398450
3379680	3387049	3392146	3398478
3379759	3387053	3392171	3398566
3379914	3387060	3392194	3398673
3379968	3387191	3392198	3398768
3379971	3387300	3392297	3398941
3380101	3387475	3392402	3398978
3380142	3387588	3392495	3399111
3380256	3387687	3392569	3399264
3380410	3387811	3392615	3399365
3380429	3387849	3392623	3399551
3380537	3387850	3392716	3399756
3380547	3387869	3392849	3400194
3380579	3387925	3392866	3400222
3381087	3388098	3392891	3400278
3381121	3388224	3392898	3400295
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3381418	3388310	3392930	3400385
3381442	3388332	3392970	3400400
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3383145	3389107	3393377	3401686
3383443	3389139	3393500	3401885
3383592	3389144	3393931	3401975
3383620	3389166	3394028	3401995
3383665	3389190	3394131	3402117
3383670	3389194	3394255	3402124
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