

## TO THE CREDITORS AND CUSTOMERS OF STA TRAVEL WHO HAVE LODGED A CLAIM WITH THEIR TRAVEL INSURER

16 August 2021

Dear Sir/Madam

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

### Preliminaries

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

This correspondence is to be read in conjunction with our Report to Creditors dated 29 December 2020 (**Report**) and our notices to creditors and customers dated 20 January 2021 and 11 March 2021 respectively (**Notices**). The Report and Notices provide details of the progress of the winding up; further information to customers to assist with their enquiries and claims; details regarding the Company's assets and liabilities; whether creditors and customers will receive a distribution and the Court Application.

A copy of the Report and the Notices are available at [www.deloitte.com/au/STATravelAU](http://www.deloitte.com/au/STATravelAU).

### 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:

Class of creditor	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 in Section 5.2.2.3 – 'Customer 'refund' monies of STA Travel recovered as at 30 November 2020' of the Report.

The Liquidators are continuing to reconcile the customer refunds that have been received from multiple travel providers. This process has been a complex and difficult reconciliation process, involving a large number of third parties and a substantial amount of work and time.

We are currently working in consultation with our legal advisors regarding the Court Application which will be provided to creditors and customers of the Company as soon as it is finalised. As a result, we are unable to provide an adjudication of individual customer claims at this time.

We appreciate your patience as we work through these issues and will continue to update creditors and customers at [www.deloitte.com/au/STATravelAU](http://www.deloitte.com/au/STATravelAU).

Yours faithfully



**Jason Tracy**  
Joint and Several Liquidator

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