

NOTICE TO PARTIES WITH AN STA TRAVEL CASHFLEX RELOADABLE VISA PREPAID CARD

19 January 2021

Dear Sir / Madam

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

1. Preliminaries

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

2. STA Travel CashFlex Reloadable Visa Prepaid Card

Our investigations confirm that the STA Travel CashFlex Reloadable Visa Prepaid Card (**Prepaid Card**) is managed by Tuxedo Money Solutions Pty Ltd (**Tuxedo**) ABN 21 166 665 050 who is an authorised representative of Bendigo and Adelaide Bank Limited.

The Short Form Product Disclosure Statement (**Short Form PDS**) dated February 2019 specifies:

"The STA Travel Cash FLEX Reloadable Visa Prepaid Card ('Prepaid Card') is issued by Bendigo and Adelaide Bank Limited ('The Issuer') ABN 11 068 049 178, AFSL 237879, Australian Credit Licence 237879. The STA Travel CashFLEX Reloadable Visa Prepaid Card is managed by Tuxedo Money Solutions PTY Ltd ('Tuxedo') ABN 21 166 665 050 who are an authorised representative of Bendigo and Adelaide Bank Limited. Tuxedo is responsible for providing various Cardholder services. STA Travel Pty Ltd ABN 34 004 801512 is the distributor of the card."

Enclosed as **Annexure 1** is an information sheet received from Tuxedo in January 2021 to assist parties with their enquiries regarding their Prepaid Card.

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Please note the Liquidators office is unable to assist customers with their enquiries regarding the Prepaid Card.

All future enquiries regarding the Prepaid Card should be directed to Tuxedo at the following email address: customercare@statravelprepaid.com.au.

3. STA Travel Liquidation webpage

We appreciate your patience as we work through these issues and will continue to update customers and creditors of STA Travel at www.deloitte.com/au/STATravelAU.

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Yours faithfully



Jason Tracy
Joint and Several Liquidator

Subject Line: Closure of the STA Travel Cashflex VISA Card Program

Header: Notification to STA Travel Cashflex VISA Card account holders regarding closure of the program.

Who is this notification for?

This notification is for all customers with STA Travel Cashflex VISA Cards.

Why is my card being closed?

As you may be aware, STA Travel Pty Ltd (ACN 004 801 512) entered administration on 21st August 2020. In response to this action, the Prepaid Card Manager Tuxedo Money Solutions Pty Ltd ABN 21 166 665 050, have decided to end the Card Program.

What does this mean for me?

Your STA Travel VISA Card account will close on **30th January 2021**. This means, you will not be able to use the card to purchase goods or withdraw cash after this date. Additionally, you will not be able to load new funds on to the card after **14th January 2021**.

What you need to do

If you currently have available funds on your STA Travel VISA Card account, you can access these funds immediately by using your card to spend and/or withdraw funds via an ATM prior to this date. You can check your balance by logging in to your account [here](#).

Alternatively you can request a refund of the remaining balance at no charge by emailing us at customercare@statravelprepaid.com.au. Please note that this refund can take up to 28 days to be processed.

If you have any questions

If you have any questions about this you can contact us using the usual contact channels.

Email: customercare@statravelprepaid.com.au

Kind regards

Tuxedo Money Solutions Customer Services Team

The STA Travel CashFLEX Visa Card is managed by Tuxedo Money Solutions Pty Ltd ABN 21166665050 who are an authorised representative of Bendigo and Adelaide Bank Limited (ABN 11 068 049 178 AFSL / Australian Credit Licence 237879). The STA Travel CashFLEX Visa Card is a prepaid card issued by Bendigo and Adelaide Bank pursuant to a license from Visa Worldwide PTE Limited. STA Travel Pty Ltd ABN 34 004 801 512 was the distributor of the card.