

**STA Travel (NZ) Limited
(Administrators Appointed)
(STA or the Company)**

**CUSTOMERS OF STA TRAVEL (NZ) LIMITED
NEW ZEALAND ONLY
FREQUENTLY ASKED QUESTIONS
(FAQs)**

UPDATED TO 16 SEPTEMBER 2020

The purpose of this FAQ is to provide a further update on the voluntary administration. The Administrators are receiving a high volume of enquiries and therefore it is not possible to respond to all enquiries individually.

This should be read in conjunction with our FAQ dated 24 August 2020 which contains further details on the background to our appointment.

1. How do I obtain a refund for my flights / holiday booking?

The Administrators are not in a position to provide refunds to customers. The Administrators are not permitted to make payments in relation to pre-appointment debt during the administration process. Notwithstanding this, there are very limited funds available in the voluntary administration.

As noted in our previous FAQ, customers may lodge a pre-appointment unsecured creditor claim against the Company by lodging a Creditors claim Form. These forms are available on our website.

2. I have an STA Travel credit note (i.e. not an airline / holiday credit note). Can I have this credit note refunded in cash?

We have become aware that, in many circumstances, STA Travel has received refunds from airlines / hotels and issued credit notes to customers. If this applies to you, your claim will unfortunately rank as an unsecured creditor claim in the administration. See above for details on how to lodge a Creditors claim Form.

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3. I have an STA Travel credit note (i.e. not an airline / holiday credit note). Can I use this credit note to rebook my flights?

No. If this applies to you, your claim will unfortunately rank as an unsecured creditor claim in the administration. See above for details on how to lodge a Creditors claim Form.

4. My flight/accommodation/other is booked and I have paid for it. Can you please advise me if my travel booking is valid?

You will need to contact the airline / hotel directly. STA Travel had ceased to trade prior to the appointment of Administrators. The Administrators are unfortunately not in a position to provide this confirmation.

5. I have a flight booked and paid for it but wish to reschedule or cancel. The Airline have told us to contact STA Travel. What do I do?

STA Travel ceased to trade prior to the appointment of Administrators and staff are no longer employed. The Administrators are unable to assist in rescheduling or cancellations. You will need to contact the airline to make alternative arrangements.

6. I have been advised by STA that my airline has issued a credit note, but the airline has no record of this. Can you confirm the status of my credit note?

STA Travel had ceased to trade prior to the appointment of Administrators and, in many circumstances, this information is held overseas. Therefore, the Administrators are unfortunately not in a position to provide this confirmation.

7. We were told our refund was received from the airline and was approved to be paid out weeks ago. It has not been received. Where do customers in our situation sit where their payouts were approved?

If your refund was not received prior to the Company going into Administration, you become an unsecured creditor of the Company.

8. I have paid STA for a flight but the Airlines are saying STA have not paid them so they can't help us. What do we do in that case?

Unfortunately, you can only claim as an unsecured creditor of the Company. Alternative arrangements will need to be made by you for your future booking.

9. For those refunds processed by STA where the money has been returned by the airline, are these funds deemed as being held in trust?

The funds were not held in a separate Trust account for customers.

10. Can unsecured creditors contact their banks / credit card companies to attempt to retrieve funds?

If you have made payment by Credit Card, you should contact your provider regarding a charge back.

11. Where can I find a Creditors claim form?

This is available on our website (<https://www2.deloitte.com/nz/en/pages/finance/solutions/sta-group-travel-voluntary-administration-information.html>).

12. Will creditors be advised that their claim amount and proof is acceptable?

No, not as a matter of course. In the event the company goes into liquidation and funds are available for distribution the Liquidators will review all claims. You would then be notified if your claim was unacceptable or further information was required.

13. Once I have lodged a Creditors claim form how long will it be until I get paid?

A Watershed meeting will be held on 28 September 2020 to determine the fate of the company and whether for example it should be placed into liquidation. If the Company is placed into liquidation payment to creditors is dependent on funds being available to meet claims.

14. A meeting was called by the Administrators on 3 September 2020, but I was unable to attend. How do I know what happened at the meeting?

The minutes of the meeting held on 3 September 2020 will be available on our website.

15. When will the next meeting be held?

A Watershed meeting will be held on 28 September 2020 at which point the Creditors will decide the future of the Company by vote. One of those options could be for the Company to be put into formal liquidation.

Public notice of the meeting will be advertised and all creditors who have lodged unsecured creditors claims will be contacted via email by 21 September 2020 with information regarding the meeting and a link to join the meeting.

16. If I have already filed a creditors claim form, do I need to file another one for the purpose of this meeting?

No.

17. How is a resolution passed?

Under the Companies Act 1993 a resolution is passed if a majority in number and value vote for it. As an example, if 20 creditors with claims to the value of \$100,000 vote for a resolution and 5 creditors with claims to the value of \$150,000 vote against, the resolution would not be passed.

18. Do I need to file a proxy form for this meeting?

A proxy form is not required to be completed if you are representing yourself. If you are attending the meeting on behalf of someone else a proxy form will need to be filed.

19. Who should I contact if I still have more queries?

Please direct your queries to the Administrators' staff by email to nzstatravel@deloitte.co.nz. Whilst we are not able to answer all queries directly, we are monitoring this email address and will provide further updates to common questions regularly.