

26 October 2020

URGENT: NOTICE TO CUSTOMERS OF THAI AIRWAYS

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 Thai Airways subject to a business reorganisation petition and appointment of planners

On 14 September 2020, the Central Bankruptcy Court in Thailand granted the business reorganization petition and appointed the planners to Thai Airways International Public Company Limited, referred to as '**Thai Airways**'.

Details of the appointment can be found on the Thai Airways website:

https://www.thaiairways.com/en/news/news_announcement/news_detail/news98.page

3 Request for debt repayment from Thai Airways due 2 November 2020

The Liquidators have been informed by Thai Airways that in accordance with Thai Bankruptcy Law, the creditors including customers must file an application for debt repayment with the official receiver, the Legal Execution Department of Thailand within 1 month from the date of the appointment of the planners is published in the Thai Government Gazette, in order to ensure that creditors and customers will not lose their rights to receive a debt repayment.

Creditors and customers seeking a debt repayment from Thai Airways must register to apply for debt repayment online at the Legal Execution Department of Thailand's website:

<http://www.led.go.th/tgreorg/index.asp>

Applications are required by creditors and customers **no later than 2 November 2020**.

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4 Other options provided by Thai Airways (for ticket numbers starting with 217-)

If you have a Thai Airways ticket originally issued before 16 October 2020 for travel on Thai Airways and/or Thai Airways Smile flights (excluding group tickets) where one of your flights in your ticket has been cancelled, customers may also have the following three (3) options available:

- i. Option 1: Extend the validity of fully-unused ticket and rebook later; or
- ii. Option 2: Travel Voucher for fully-unused tickets; or
- iii. Option 3: Refund for partially used tickets.

Customers will need to complete the 'special assistance form' located at the following webpage on the Thai Airways website: https://www.thaiairways.com/en_TH/contact_us/thai_special_assistance_form.page

5 Contact information for Thai Airways

Contact information for Thai Airways to assist with your enquiries regarding the above matters is as follows:

Telephone: 1300 651 960

Email: roh@thaiairways.com.au or reservations@thaiairways.com.au

Website: https://www.thaiairways.com/en_US/contact_us/index.page

Please note the Liquidators have been advised by Thai Airways that we are unable to lodge applications on behalf of customers of STA Travel.

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Yours faithfully



Jason Tracy

Joint and Several Liquidator