

Customer claims and next steps

The following schedule has been prepared to outline the three broad categories of customer claims and the associated risk of customer monies not being returned in full.

Category	Description	Contact travel provider (a)	Lodge a Proof of Debt or Claim Form (b)	Risk profile	Comment
i.	Refunds that had been requested by customers and were being facilitated by STA Travel with the travel providers prior to 21 August 2020 (date of the appointment of the Voluntary Administrators)		✓	Medium	Subject to recovery from travel providers and a Court application
ii.	Customer bookings that existed at 21 August 2020 where a refund had not been requested by the customer and was not being facilitated by STA Travel	✓		Low	Travel provider should honour bookings
iii.	Customers holding a credit note; crisis recovery voucher and / or gift card issued by STA Travel or customer refunds that had been deposited by travel providers with STA Travel prior to the appointment of Administrators		✓	High	There were limited free funds available on appointment that are subject to competing claims and will also be subject to a Court application

Notes:

- (a) It is recommended that customers contact their travel provider. Enclosed at **Annexure B** and **Annexure C** are schedules of contact information for air vendors and non-air vendors respectively. This contact information is provided only as a guide to assist affected customers.
- (b) The Liquidators request that customers in categories i and iii lodge a Proof of Debt or Claim Form. This Form is available via the following link www.deloitte.com/au/STATravelAU and once completed should be sent with supporting documentation via email to STATravel@deloitte.com.au. Customers are advised that they are not required to submit a further Proof of Debt or Claim Form with the Liquidators office unless the amount that the customer is claiming has changed.

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