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## Information for Creditors

7 August 2024

### **Regional Express Holdings Limited ACN 099 547 270 (Administrators Appointed) and associated wholly owned subsidiaries (Rex Group)**

### **Frequently Asked Questions (FAQ)**

The below FAQ has been prepared to support creditors in submitting a claim in the administration of the Rex Group.

<b>Common Queries</b>	<b>Responses</b>
<b>1. When were the Administrators appointed?</b>	<p>On 30 July 2024 at 9.30pm (AEST), the Rex Group of companies entered voluntary administration. Samuel Freeman, Adam Nikitins, and Justin Walsh of Ernst &amp; Young Australia (<b>EY Australia</b>) have been appointed Joint and Several Voluntary Administrators by the Company's Board of Directors.</p>
<b>2. What is classified as a creditor claim in the administration?</b>	<p>All goods and services supplied on or before 31 July 2024 are considered pre-appointment creditor claims in the administration. These claims are deferred pending the outcome of the administration process.</p> <p>You can submit your claim in the administration via the Rex Creditors Portal at <a href="https://ey.creditors.accountants">https://ey.creditors.accountants</a>.</p> <p>Please refer to our Initial Notice to Creditors dated 31 July 2024 for instructions on using the Rex Creditors Portal. Any queries regarding your claim in the administration should be sent to <a href="mailto:rex.creditors@au.ey.com">rex.creditors@au.ey.com</a>.</p>
<b>3. My flight was cancelled. Am I entitled to a refund?</b>	<p>Virgin Australia has made an offer for Rex customers with an existing prepaid ticket on a flight cancelled due to the administration process, the opportunity to transfer their ticket free of charge to a similar Virgin Australia service.</p> <p>Eligible Rex customers who wish to take up Virgin Australia's rebooking offer, must contact the Virgin Australia Guest Contact Centre on 13 67 89 or visit <a href="http://www.virginaustralia.com">www.virginaustralia.com</a> by Wednesday 14 August 2024.</p> <p>Eligible customers will be re-accommodated on Virgin Australia flights as close as practicable to their original time of travel. Holders of affected tickets should not come to the airport until they have rebooked their flights.</p> <p>If you are not eligible for the offer made by Virgin Australia in relation to a cancelled flight, you may be entitled to submit a claim in the administration. Email <a href="mailto:rex.creditors@au.ey.com">rex.creditors@au.ey.com</a> with details, including name and contact information, to facilitate registration.</p>

Common Queries	Responses
<p><b>4. I have an outstanding Rex Travel Bank balance. Can I use these during the administration?</b></p>	<p>The Rex Travel Bank program is temporarily paused during the administration. Unfortunately, this means travel credits cannot be redeemed at this time.</p> <p>Travel credits will be redeemable only in the event of a successful restructure of Rex that specifically seeks to maintain the Rex Travel Bank program.</p> <p>You also have the option of lodging a claim in the administration for your outstanding Rex Travel Bank balance. Please refer to our Initial Notice to creditors dated 31 July 2024 for instructions on how to submit a claim in the administration.</p>
<p><b>5. I am a shareholder. Am I entitled to submit a claim in the administration?</b></p>	<p>Shareholders are not creditors in the voluntary administration and will ordinarily rank behind creditors for claims in the administration.</p> <p>Please refer to ARITA's guidance for shareholders: <a href="https://arita.com.au">Insolvency and shareholders (arita.com.au)</a></p>
<p><b>6. What is the email address for direct contact to the Administrators?</b></p>	<p>General Rex Enquiries: <a href="mailto:rex@au.ey.com">rex@au.ey.com</a></p> <p>Customer Enquiries: <a href="mailto:rex.customers@au.ey.com">rex.customers@au.ey.com</a></p> <p>Creditor Enquiries: <a href="mailto:rex.creditors@au.ey.com">rex.creditors@au.ey.com</a></p> <p>Supplier Enquiries: <a href="mailto:rex.suppliers@au.ey.com">rex.suppliers@au.ey.com</a></p>