



Building a better
working world

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Information for Regional Ports Agents

4 August 2024

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

Frequently Asked Questions (FAQ)

For Regional Port Agents we continue to operate on a business as usual basis. The below FAQ has been prepared to support with continuation of business as usual operations.

Common Queries	Responses
1. Where do I send my Invoices to?	Invoices should continue to be sent as per your current billing cycle to accounts.payable@rex.com.au .
2. How will this affect my RCTI agreement?	RCTI's will continue to be paid as per current timings and terms.
3. Can I still issue Delay Refreshment Vouchers?	Yes – the same process and procedures apply for issuing of delay vouchers as per ASM Chapter 3. All disrupt policy remains unchanged.
4. Can we still queue a booking off for a refund?	Yes - So long as the terms and conditions are met for the fare that the passengers are on. There is no 'good will' refunding outside of the fare rules.
5. If there is a passenger who has been disrupted by an uncontrollable event (i.e. weather etc.) and requests a fare refund what is the process?	Passengers are to be directed to access the Rex website (Feedback & Requests) to make a request. Claims will be assessed on a case-by-case basis.
6. Can I order Stationery through Winc?	No – Currently we are in the process of organising new accounts for all ports. As an interim please contact michelle.gordon@rex.com.au for any urgent requirements.
7. Can we still make ad-hoc repairs to GSE?	No – all requests for ad-hoc repairs must be flagged via the GSE website, and ad-hoc spending must be directed to david.brooksby@rex.com.au for approval.
8. What is the email address for direct contact to the Administrators?	General Rex Enquiries: rex@au.ey.com Creditor Enquiries: rex.creditors@au.ey.com Supplier Enquiries: rex.suppliers@au.ey.com