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Sent: Monday, 11 May 2020 5:12 PM
To: Shanabrook, Gregory
Subject: Virgin Australia Group (Administrators Appointed) | Pre-registration in Halo creditors platform

Deloitte.

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Virgin Australia Group (Administrators Appointed)

Launch of Deloitte Halo platform for Virgin Australia Group creditor claim management and communications

PRE-REGISTERED CREDITORS

Dear Sir / Madam,

The Administrators records indicate that you have previously submitted a claim (proof of debt) as a creditor of the Virgin Australia Group.

As such, your emails has been pre-registered in the Virgin Australia Group's creditor platform on Deloitte Halo.

To confirm your email and create a password in the platform, access the "My Account" page of Halo [here](#).

What is the Halo platform for?

The platform will serve as the Administrators' primary tool for communicating with creditors and managing claims (proof of debts) during the Virgin Australia Group's administration moving forward.

In this tool, Virgin Australia Group creditors and employees will be able to:

- Register as a user to provide, verify or update contact information provided to the Administrators
- Submit claims (proof of debt) or modify previous claims provided. This includes submitting additional documentation to the Administrators
- If you consent to electronic communications, this platform will allow you to send and receive secure messages to the Administrators about claims submitted or other matters

Viewing or editing claims

Once you have verified your account, you can log in on Halo to submit claims (proofs of debt) or modify previous claims provided.

Each claim will be assigned with a unique claim identification number so you can track the status of your claim or quote this number in communications with Administrators.

If you have previously submitted your claim through the Administrators' Virgin Australia Group email inboxes, it may take some time before your claim and supporting documentation is uploaded and visible in the Halo platform in the "My Claims Dashboard" screen.

Once visible, you can click on the claim identification number to view further details of the claim for editing, update or submitting of supporting documentation.

Troubles or questions with the Halo platform?

If you are having trouble registering, logging into your account or submitting claims (proof of debts), please refer to our guidance on the Halo platform FAQs [here](#). Or submit a query [here](#) and our team will get back to you and provide assistance.

Regards,

**Vaughan Strawbridge, John Greig, Sal Algeri & Richard Hughes
Joint & Several Administrators of the Virgin Australia Group**

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