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Powered by

Deloitte Halo



Introduction

Welcome to the Deloitte Halo platform for the Virgin Australia Group (Administrators Appointed).

This platform will serve as the Administrators' tool for communicating with creditors and managing claims (proof of debts) during the Administration.

In this tool, creditors and Virgin 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

Registering

You can access these functions by selecting the "[My Account](#)" link in the toolbar at the left:

- If you have previously submitted a proof of debt to the Administrators, you may be pre-registered in the Halo platform with the email submitted on your proof of debt. Please click [here](#) to confirm your email and create a password.
- If you are a Virgin Australia Group employee, you have been pre-registered in the Halo platform with your Virgin Australia email address. Please click [here](#) to confirm your email and create a password.
- If you are not a Virgin employee or have not previously provided proof of debt information, you will need to register as a new user. Please click [here](#) and follow the instructions.

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

Submitting or viewing a claim (proof of debt)

Once you have verified your account or registered as a new user, you can log in to submit claims (proof of debt) or modify

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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.

Virgin employees

If you are a Virgin Australia Group employee, it is not necessary for you to submit a claim, one has already been registered for you.

New claims

If submitting a new claim that has not previously been submitted, simply click "Add Claim" in the Claims Dashboard. The Halo platform has an online form that will guide you through the process.

You will need relevant details on hand during this process such as details as to nature and amounts that are owed by Virgin Australia Group to you or documentation that you wish to attach and provide to Administrators to support your claim.

If submitting claims in relation to multiple Virgin Australia Group entities or claim types (e.g. secured or unsecured claims), these will each need to be submitted as separate claims.

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

If you need further guidance or help in submitting or modifying your claims, please refer to our guidance and FAQs [here](#). Or submit a query [here](#) and our team will get back to you and provide assistance.

Consent to electronic communications

By registering on this website, you authorise the External Administrator on behalf of the Virgin Australia Group to send and give notices and documents where such notices and documents may be sent by email, by using the email address provided.

Where the external administration has evolved into another form of external administration (such as a voluntary administration becoming a deed of company arrangement or creditors voluntary liquidation), you authorise the External

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send and give notices and documents where such notices and documents may be sent by email to you using the email address provided.

Privacy

You have various rights in relation to your personal information, including the right to seek access to, or to correct, your information (for more information, please see our [Privacy Statement](#)).

More information about how we will handle your personal information, how you can lodge a complaint, how you can contact us and how you may access and seek correction of your information are set out in our Privacy statement at <https://www2.deloitte.com/au/en/legal/privacy.html>.

At no point are you required to provide sensitive personal information (also called 'special category' personal information), such as information about your ethnicity, health and wellbeing or sexuality. If you do choose to include such information in your free-text answers in providing claim information (proof of debt) to the Administrators (i.e. because it is relevant to the claim question) this is your consent for Deloitte to collect and process that sensitive personal information.

For any other enquiries, you can contact the privacy team at: privacy@deloitte.com.au

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