

Guidance and Frequently Asked Questions

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Guidance and Frequently Asked Questions

Do I need to register? How do I register?

If you are a first time user, you will need to register in the Halo platform or confirm your account based on your situation:

Virgin Australia Group employee:

If you are a Virgin Australia Group employee, you have been pre-registered in the Halo platform. Please register with your Virgin Australia email address and create a password to confirm your account.

If you are a Virgin Australia Group contractor with a Virgin Australia email address, you may have been pre-registered under this address.

If you no longer have access to your Virgin Australia email address, please submit a query [here](#) our team will get back to you and provide assistance.

Previously submitted a proof of debt:

If you have previously submitted a proof of debt to the Administrators, you may be pre-registered in the Halo platform. Please register with the email that you have previously provided to the Administrators on your proof of debt(s) and create a password to confirm your account.

If you are not able to recall the email provided on the proof of debt you have submitted, please submit a query [here](#) our team will get back to you and provide assistance.

Others:

If you are not a Virgin Australia Group employee or have not previously provided proof of debt information, you will need to register as a new user.

As a part of this registration process, an email with a one time password (OTP) will be sent to the email used in your registration to validate the account.

Why was I asked to provide consent to be contacted before registering?

By registering on this website, you authorise the External Administrators on behalf of the Virgin Australia Group to send

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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 Administrators of the Virgin Australia Group whether as voluntary administrator or deed administrator or liquidator of the Virgin Australia Group and his employees and agents to send and give notices and documents where such notices and documents may be sent by email to you using the email address provided.

What can I do if I lost my one time password or it isn't working?

If you have lost your one time password email please select [My Account](#), click "Continue" and navigate to the "Sign in" tab and select "*Forgot Password*". You will be prompted to enter your email address and we'll send you a new OTP (one time password).

If you have any further questions, please submit a query [here](#) our team will get back to you and provide assistance.

What will my information be used for?

The information provided in the Halo platform will be used by the External Administrators in carrying out their duties in the administration of the Virgin Australia Group such as management of creditor claims, communications with creditors, assessment of the financial position of the Virgin Australia Group or for preparation of statutory reporting as required by law.

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.

How can I reset my password?

If you wish to reset your password please select [My Account](#), click "Continue" and navigate to the "Sign in" tab and select "Forgot Password". You will be prompted to enter your email address and we'll send you an OTP (one time password). The OTP will allow you to create a new password.

If you have any further questions, please submit a query [here](#) our team will get back to you and provide assistance.

I'm having difficulty logging in, how can I get further assistance?

Please submit a query [here](#) our team will get back to you and provide assistance.

How can I change my contact details?

If you have already registered in the Halo platform, sign in via [My Account](#) to change your user name or contact number.

If you have not registered or signed in to the Halo platform, you can submit a request to change your contact details [here](#) our team will get back to you and provide assistance.

How do I update or add an email address?

If you have already registered in the Halo platform, sign in via [My Account](#) to set up receiving communications via a different email address for one or all of your claims. Once signed in to your account:

- Navigate to the "My Claims Dashboard section.
- Select the claims that you would like to add another email address to and select "Grant Access".
- Provide the additional email that you would like to add for communications or management of your claims and click "Save".

This will effectively create another account (user) under this email for these claims. You will need to register a password via one time pin with this new email to access your claim information (refer to How do I Register? section above)

Please note that by inviting another email (or user) to access this claim you are authorising the External Administrator on behalf of the Virgin Australia Group to provide full access to the claim(s) to the invited email (or user).

How do I submit or view a claim (proof of debt)?

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

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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.

Viewing or editing previously submitted claims

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 ID to view further details of the claim to edit or update details of the claim previously submitted.

Virgin employees

If you are a Virgin 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 the nature and amounts that are owed by the Virgin Australia Group to you or documentation that you wish to attach and provide to Administrators to support your claim.

How do I update creditor details on a claim?

Select the Claim ID to view further details of the creditor associated with a claim.

Navigate to the "Creditor" tab, select "Edit" to update the creditor contact details for that claim (and all claims associated with that creditor).

How will I know my claim has been received?

When have completed the online "Add Claim" form in Halo and click "Save" a "Claim Saved" confirmation message will appear.

Your submitted claims will appear when you sign in via [My Account](#). 'My Claims Dashboard' will list your submitted claims.

I need to submit multiple claims. How do I enter these claims?

A separate proof of debt (claim) will need to be registered with

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Once a creditor's details have been entered, this creditor will be pre-populated in the claim submission form so the details do not have to be re-entered when entering multiple claims for the same creditor.

For faster entry of multiple claims for the same creditor, you can click "Save and New" to skip selecting the creditor and can quickly enter details of each of the separate claims for that creditor.

What if my claim has multiple claim categories or types?

If submitting claims in relation to multiple claim categories (e.g. secured or unsecured claims) or types (e.g. trade creditor, landlord), these will each need to be submitted as separate claims.

For example, if you have an unsecured claim as a landlord against a Virgin Australia Group entity and an unsecured claim as a trade creditor against the same Virgin Australia Group entity, these will need to be entered as separate claims (to the extent possible).

For faster entry of multiple claims for the same creditor with different claim types or categories, you can click "Save and New" to avoid re-entering details for that creditor as you enter the details of each of the separate claims for different types or categories for that creditor.

What if I don't know which Virgin Australia Group entity my claim relates to?

In completing the claim submission form, please select "Unknown" for Virgin Australia creditor entity in the appropriate drop down box.

I have claims for a number of creditors under my control (e.g. entities in a group). How do I enter these claims?

Details for each creditor will need to be provided in the "Add Claim" submission form. Then separate claims will need to be registered for each creditor against the appropriate Virgin Australia Group entity.

Once a creditor's details have been entered, this creditor will be pre-populated in the claim submission form so the details for that creditor will not have to be re-entered when entering multiple claims for the same creditor.

What if my claim relates to multiple Virgin Australia Group entities?

If submitting a claim that relates to multiple Virgin Australia Group entities (e.g. cross-guarantee), complete a claim against

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In completing the claim submission form, please answer "Yes" to the claim form query "Will this same claim be made against multiple Virgin entities?". Provide in the "Consideration for Debt" section of the form the specifics of the situation and other Virgin Australia Group entities which are involved.

How do I communicate with the Virgin Australia Group Administrators about my claim(s)?

If you have previously registered via the platform and registered your claim, please sign in to [My Account](#), select the Claim ID of the claim that you would like to discuss with the Administrators and navigate to the "Communications" tab.

Prepare your message or query and then click "Submit" to send it to the Virgin Australia Group Administrators.

Our team will respond to your query via the Halo platform.

How do I submit supporting documentation for my claim(s)?

If you have previously registered via the platform and have registered your claim, please sign in to [My Account](#), select the Claim ID of the claim that you would like to submit documentation for and navigate to the "Communications" tab.

Attach the relevant files such as statements, invoices or contracts and click "Submit" to send these documents to the Virgin Australia Group Administrators.

Once uploaded, a blue document indicator will appear next to this claim in the My Claims Dashboard. The uploaded documents will be accessible on the claim details page for that claim when you select the Claim ID of the claim from the My Claims Dashboard.

How do I stop receiving notifications from the Halo platform?

If you have consented to electronic communications, email notifications from the Halo platform will serve as an alert to you that a message or documents (including Circulars) have been delivered to you securely in the Halo platform for review.

The Administrators would strongly recommend that creditors not 'opt out' or otherwise disable notification from the Halo platform. Otherwise you may risk missing notification as to these important communications.

If you wish to stop receiving notifications from the Halo platform, you can submit a request [here](#) and our team will get back to you and provide assistance.

[My Account](#) to grant another user access to one or all of your claims.

In the My Claims Dashboard section, select the claims that you would like to grant access to and select "Grant Access" button. Provide the email and details of the user that you would like to grant access to and click "Save".

If the user you are granting access to have not previously accessed the Halo platform, they will need to register a password via one time pin to access your claim information (refer to How do I Register? section above).

Please note that granting others access to your claims includes giving the invited user the ability to:

- Access to claim information and details
- Communicate with the Administrators in relation to the claim
- Receive notices related to the claim - Modify, edit or delete the claim
- Add, modify or delete documents attached to the claim
- Ability to add access for other users to the claim

Inviting another user to the claim can only be removed by submitting a request [here](#) with the Administrators.

How can I see who has been granted access to my claim(s)?

If you have previously registered via the platform and have previously registered your claim, please sign in to [My Account](#) and then select the Claim ID of the relevant claim.

Navigate to the "Access" tab in the claim detail page to see who has been granted access to that claim.

If you would like to remove access of a granted user to the claim, please submit a request [here](#) with the Administrators.

I'm a Virgin Australia Group employee, who can I talk to with questions about my entitlements?

Please note at this stage, the entitlement details provided in Halo are for your information only and to provide you with the opportunity to review the balance of the entitlement. **This is not a final determination of your employee entitlement balance.**

If you have any queries regarding your entitlements, these can be submitted either by:

- [Communications function on Halo:](#)

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tab. Prepare your message or query and then click "Submit" to send it to the Virgin Australia Group Administrators. Our team will respond to your query via the Halo platform.

- Employee queries inboxes:

You can register your enquiry by emailing either payroll.queries@virginaustralia.com or payroll@tigerair.com.au. Please enter '30 April 2020 Leave Entitlement Query' in the subject heading of your email so your payroll team can allocate it to a dedicated resource.

- Union representative

In addition, for all staff who are a member of a union, your union may be able to assist with your enquiry. Please contact your usual union representative.

What happens from here?

We will be working as quickly as possible to understand the business operations and institute new controls where needed. Our intention is to cause as little disruption to the business as possible, whilst still meeting our obligations under the law.

During this process, the Administrators will work to investigate the affairs of the Virgin Australia Group and report back to creditors and employees on their findings. We will also make a recommendation to creditors regarding the future of each the Virgin Australia Group.

We will keep you as updated as we can during the process by communicating with you via the Halo platform and updating the Virgin Australia Group Administration page on Deloitte's website with further details <http://www.deloitte.com/au/virgin>

Will I be paid? When?

The effect of the appointment of Voluntary Administrators is to place a moratorium (freeze) on the payment of amounts due to creditors and employees for debts incurred up to the date of the appointment of Administrators. This allows the Virgin Australia Group breathing space whilst the Administrators explore options that will either allow the business to continue, or if not, allow it to maximise the returns to creditors.

No payment can be made in relation to this debt during the Administration process, however, you will be able to lodge a pre-appointment creditor claim in the Halo platform against the Virgin Australia Group by lodging a claim (proof of debt).

Who can I contact if I have further questions?

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team will respond to your query via the platform.

If you have not previously registered in the Halo platform please submit a query [here](#) and our team will get back to you.

Other resources

[Employee FAQs](#)

[Creditors FAQs](#)

[Supplier FAQs](#)

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