



PILOT PARTNERS

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Media Release

Best advice for customers caught in Bestjet confusion

Bestjet customers have been warned by the Administrators to ignore unauthorised information that appears to have been distributed to them by the company through an email alert sent yesterday.

Nigel Markey and Bradley Hellen of Pilot Partners, the Administrators appointed to the Brisbane-based travel company, have confirmed they had no knowledge of, and did not authorise, the communication advising customers that bookings made prior to 11 December “should not be cancelled.”

Bestjet and its subsidiaries, Wynyard Travel Pty Ltd and Brooklyn Travel Pty Ltd, went into voluntary administration on 18 December, 2018.

Pilot Partners representative Mr Nigel Markey said the current director and owner of Bestjet, Mr Robert McVicker Jnr, notified the Administrators that the travel company’s servers, systems and website were still under control of the previous owner of the business.

“The Administrators have no control over notices and statements issued from the company’s server, bestjet.com, and customers are advised to ignore them,” Mr Markey said.

He referred customers to the previous advice published by Pilot Partners.

“There has been a clear process set for customers to pursue claims and check the status of their bookings,” Mr Markey said.

“These acts of interference in the administration of Bestjet must stop. I will not hesitate to seek an urgent injunction to recover the company’s servers and other books and records, and prevent any further unauthorised communications being sent.”

Mr Markey reiterated the following steps for any customers affected:

Flight booked with the Company and flight ticket received

Contact the airline to confirm your booking.

.../2



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-2-

Flight booked with the Company and flight ticket not received

- 1) Contact the airline to confirm your booking. If your flight has not been confirmed, please proceed to step 2.
- 2) Contact your financial institution or travel insurance provider and request a refund for your flight. If your financial institution will not refund you the amount, please proceed to step 3.
- 3) You may rank as an unsecured creditor of the Company. Please complete the Proof of Debt or claim form (Form 535) <https://www.pilotpartners.com.au/wp-content/uploads/2018/12/Circular-to-Customers.pdf> along with supporting documentation and email to bestjetgroup@pilotpartners.com.au

-ENDS-

For more information please contact Merrett Pye, Altitude Public Relations, on 0422 096 049

About Pilot Partners

Pilot Chartered Accountants is a full service firm with expert accountants and specialist business advisors across all contemporary accounting disciplines. With nine committed partners and 70 accounting and support staff, the firm provides a comprehensive portfolio of audit, accountancy, tax and advisory services. For more information visit www.pilotpartners.com.au