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BestJet Travel Pty Ltd (Administrators Appointed) Frequently Asked Questions

Bestjet Travel Pty Ltd and its subsidiaries, Wynyard Travel Pty Ltd and Brooklyn Travel Pty Ltd entered into Voluntary Administration on 18 December 2018.

The Administrators are currently dealing with a high volume of creditor queries and an investigation of the companies' affairs and dealings is underway. Your patience is appreciated during this period.

The below are a number of frequently asked questions we are receiving regarding the companies:

What should my initial steps be?

Refer to our initial circular to customers found here:

<https://www.pilotpartners.com.au/wp-content/uploads/2018/12/Circular-to-Customers.pdf>

Is my airline ticket valid?

Confirm the validity of your ticket with your airline.

My airline has advised my ticket is still valid but that it can be cancelled by Bestjet at any time. Will the Administrators cancel my ticket?

The Administrators have not and will not advise airlines to cancel any tickets.

Can I obtain a refund for my ticket?

No. The Administrators are unable to process any refunds.

You may rank as an unsecured creditor of the Company. Please email bestjetgroup@pilotpartners.com.au a copy of your completed Proof of Debt or claim form (Form 535).

A Proof of Debt or claim form (Form 535) can be obtained from here:

<https://www.pilotpartners.com.au/wp-content/uploads/2018/12/Circular-to-Customers.pdf>



My airline has advised my ticket was cancelled. Why was my ticket cancelled and how do I obtain a refund?

The Administrators have not advised airlines to cancel any tickets.

The Administrators are unable to issue refunds.

You may rank as an unsecured creditor of the Company. Please email bestjetgroup@pilotpartners.com.au a copy of your completed Proof of Debt or claim form (Form 535).

A Proof of Debt or claim form (Form 535) can be obtained from here:
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My airline has advised my ticket was refunded to Bestjet. When will I receive my refund?

The Administrators cannot issue refunds.

The Administrators have not received refunds from any airlines.

You may rank as an unsecured creditor of the Company. Please email bestjetgroup@pilotpartners.com.au a copy of your completed Proof of Debt or claim form (Form 535).

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Have any refunds been received by Bestjet since the Voluntary Administrators appointment?

No. The Administrators have not received any refunds from any airlines.

I'm still awaiting my refund I requested prior to the Voluntary Administrators appointment on 18 December 2018.

The Administrators are unable to process any refunds, even if requested prior to 18 December 2018.

You may rank as an unsecured creditor of the Company. Please email bestjetgroup@pilotpartners.com.au a copy of your completed Proof of Debt or claim form (Form 535).

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I have lodged a Proof of Debt form (Form 535). When will I receive my refund?

Lodging a Proof of Debt form (Form 535) submits your claim to rank as an unsecured creditor in the Administration. The likelihood of any return being paid to creditors by way of a dividend will not be known until the administration progresses to liquidation, all recovery actions are completed and all creditor claims have been received.

When is the deadline to submit a Proof of Debt or claim form?

There is no current deadline to submit a Proof of Debt or claim form. Creditors will be advised in the future if a deadline is relevant.

A Proof of Debt or claim form (Form 535) can be obtained from here:

<https://www.pilotpartners.com.au/wp-content/uploads/2018/12/Circular-to-Customers.pdf>

I have made a chargeback claim with my financial institution and I require a confirmation letter that Bestjet has entered voluntary administration. Where can I find one?

Please provide our initial circular as verification. Our initial circular to customers found here:

<https://www.pilotpartners.com.au/wp-content/uploads/2018/12/Circular-to-Customers.pdf>

Can I make changes to my booking/itinerary?

No. The Administrators are unable to facilitate any changes or issue refunds.

I have received the report to creditors and I am not listed on the creditor listing. Why?

The creditor listing attached to the report to creditors, dated 20 December 2018, was prepared as at that date and your claim may not have been processed at that date.

I believe that Bestjet has acted fraudulently and engaged in criminal activity. What are the Administrators intentions regarding this?

The Administrators are currently undertaking investigations into the companies' affairs and dealings and will report to creditors providing their opinion on whether a liquidator should be appointed to the companies to investigate and report on such matters.

Further information on the Voluntary Administration process can be found here:

<https://asic.gov.au/regulatory-resources/insolvency/insolvency-for-creditors/voluntary-administration-a-guide-for-creditors/>



I've received an email from donotreply@bestjet.com stating bookings made prior to 11 December 2018 will be honoured and queries should be directed towards numerous email addresses.

Ignore this email. This email was not authorised by the Administrators and the information is incorrect. Please refer to our initial circular to customers found here:

<https://www.pilotpartners.com.au/wp-content/uploads/2018/12/Circular-to-Customers.pdf>

My tickets have been cancelled are you able to reinstate my tickets?

No. the Administrator is unable to issue, cancel or change any bookings.

Can you make a charge back with my bank?

No. Contact your bank directly.

Can you confirm my flights are still valid?

No. Contact your airline directly for confirmation

If I cancel my flight now will I receive a refund?

No. If these funds are received by Bestjet they are unable to be refunded.

Should I purchase new tickets with another provider?

Firstly, you should confirm with your relevant airline to confirm that your ticket is still valid.

What is a Voluntary Administration?

Refer to the ASIC information page on Voluntary Administrations, found here:

<https://asic.gov.au/regulatory-resources/insolvency/insolvency-for-creditors/voluntary-administration-a-guide-for-creditors/>