

Active Website Update – Customer Redress Claims, Dividend Prospects and Timings

- All customers eligible to receive redress have been identified including those subject to the challenge and manual review process
- This provides us with full details of each qualifying customer's claim.
- **TO REINFORCE ALL PREVIOUS CUSTOMER AND CREDITOR COMMUNICATIONS, PLEASE BE AWARE THAT YOUR CLAIM DOES NOT REPRESENT THE PAYMENT YOU WILL RECEIVE FROM THE ADMINISTRATION, WHICH WILL BE MINIMAL AND A VERY SMALL PERCENTAGE OF THE VALUE OF YOUR TOTAL CLAIM. CURRENT ESTIMATES SUGGEST A PAYMENT OF ONLY BETWEEN 5 AND 10 PERCENT OF THE CLAIM YOU ARE ENTITLED TO. THIS IS DUE TO THE SUBSTANTIAL VOLUME AND VALUE OF CUSTOMER CLAIMS, BUT IS SUBJECT TO THE FINAL COSTS OF THE ADMINISTRATION AND THE REALISATIONS RECEIVED FROM THE SALE OF THE POST REDRESS LOAN BOOK.**
- After applying all customer redress claims, we have now identified and extracted the remaining loans available for sale or collection
- We have commenced a sale process and are in contact with several parties interested in acquiring the residual loan book post application of customer redress claims
- The sale process involves the provision of substantial amounts of data that tracks the performance of the loan book over a period of time and which forms the basis of offers that are likely to be made.
- Whilst we have no timeframe for completion of the sale, we are working as fast as we can to achieve this, but to a large extent are subject to how quickly the purchasers make their offers and proceed to completion
- We had hoped to have the sale completed by the end of November 2021 and whilst we will continue to push the purchasers for this, there is no certainty of achieving this and therefore it may fall into December.
- To try and expedite the payment of a dividend to all qualifying customers, we sought counsels opinion with regard to making an application to court in advance of a sale of the loan book being completed in order to enable us to make a distribution to qualifying customers immediately post sale directly from the Administration. Unfortunately, counsels advice is that such an application should not be made until such time as the sale has been completed and the final percentage of dividend payment established. The result of this is that delays will be encountered following a sale of the loan book, whilst we make such an application. We will therefore be in the hands of the court timetable and consequently unfortunately cannot be more specific on the timings of when the dividend will be paid. However, given that the sale has yet to be concluded and the time of the year in relation to the courts availability, it is unlikely that a dividend will be paid in this calendar year.
- We apologise for the continuing delays that have remained outside of our control, HMRC corporation tax refund having only been received in October 21. Please understand that we cannot make payment of a dividend until all assets have been realized. To attempt to pay an interim dividend involving many thousands of customers would make such a process financially unviable resulting in the monies being available with which to pay a dividend significantly reduced or even extinguished.

- To also try and expedite matters, if you have qualified for redress you will have recently received email communication requesting that you update your bank account details via the portal in preparation of the dividend being paid. This will at least allow us to pay any dividend as soon as we have court sanction.**IF YOU HAVE RECEIVED SUCH AN EMAIL,WE URGE YOU TO GO TO YOUR CUSTOMER PORTAL AND UPDATE YOUR BANK ACCOUNT DETAILS AS SOON AS POSSIBLE OTHERWISE YOU MAY MISS OUT ON RECEIVING ANY DIVIDEND WHEN IT IS EVENTUALLY PAID. IF YOU CHANGE YOUR BANK ACCOUNT AGAIN BEFORE A DIVIDEND IS PAID YOU WILL NEED TO GO THROUGH THE PROCESS OF UPDATING YOUR BANK DETAILS AGAIN.**
- In light of the above timings we have requested a further 1 year extension to the Administration, albeit we do still expect to be in a position to pay a dividend be early in the new year at the latest.