

**TO: ALL TICKET HOLDERS**

29 July 2022

**COMAIR LIMITED (IN PROVISIONAL LIQUIDATION)**

**CLAIMS REGISTRATION PROCESS FOR TICKET HOLDERS AND TRAVEL AGENTS**

The first phase of the claims registration process for **ticket holders and travel agents** is ready to commence.

This process is not applicable to ticket holders and travel agents that paid for their tickets by credit card. There is a charge back process that needs to be followed and these individuals should contact their banks in this regard.

The process described below is applicable to tickets paid for by:

- EFT's;
- Vouchers (including travel agent vouchers);
- Direct bank deposits.

You are requested to visit the ticket holders' portal with the link below to register as a creditor:

[ticketholders.comair.co.za](http://ticketholders.comair.co.za)

Steps to be followed:

1. Click on the "[register](#)" button.
2. Complete the required fields on the registration form.
3. Follow the registration fee payment instructions sent to you by email. If you do not receive the email, please check your "junk mail" folder.
4. Once payment has been made, your creditor account will be activated within 5 working days and you will be able to login on the ticket holders' portal.
5. You can then access uploaded documentation and correspondence.
6. Claim forms will be available on the portal within the next 2 weeks. Ticket holders and travel agents will be able to submit multiple claims for multiple unused tickets.

**PLEASE NOTE:**

- a) Full refunds are not possible in a liquidation process.
- b) Creditors, including ticket holders, will receive a dividend (portion of their claim) in terms of the Insolvency Act after the administration process is concluded.
- c) It is impossible at this stage to give an indication of what the quantum / amount of the dividend will be or to estimate the time frame for payments.
- d) All registered creditors (including ticket holders and travel agents) will be notified of progress made with the administration process.
- e) The Court will consider the granting of a final liquidation order on 13 December 2022 and claims can therefore only be considered in the first part of 2023.

Yours faithfully

*C Murray*

**CLOETE MURRAY**

**OBO PROVISIONAL CO-LIQUIDATORS**