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Halo – How to Guide

Redflow Limited (ACN 130 227 271)

(Administrators Appointed)

Contents





The Administrators will be using Deloitte's Halo platform as the primary tool for communicating with creditors and managing claims (known as proofs of debt). Halo will also be used to conduct voting on any resolutions for the meetings of creditors.

The Administrators have prepared this guide to assist you as a creditor or potential creditor to understand the steps that must occur to ensure you are appropriately registered and have lodged your claim in Halo. The next three pages set out an overview of these steps. Refer to the later sections of this guide for further details of the specific actions, screens in Halo and FAQs for each of these steps.



Register in Halo

You'll need an email address and basic contact information to register at this page:

https://aurestructuring.deloittehalo.com/service/website/Redflow



Auu a claim

Adding a claim in Halo requires basic details of your claim, including:

Registration	Sign In	Creditor	Claim	Messag	es Access
		Debtor Entity*		Currency *	Claim Amount (excluding GST)
Registration		Australia Pty Ltd		AUD *	100,000
E-mail*		ACN		Claim Amount (in	cluding GST)*
Para and		095 983 681		110,000	
E-mail	=	Claim Category *		Will this same claim be made against multip entities? Ves ONo	
I/We authorise the External Administrators on hebalf of Probuild	Group to send and give notices and documents	Unsecured			
where such notices and documents may be sent by email by usin	e the email address above	Claim Type *			
		Trade Supplier		Formal POD	io) (attachment is required)
Where the external administration has evolved into another form	of external administration (such as a voluntary	Consideration for debt *		O Informal PO	D
administration becoming a deed of company arrangement or cre	ditors voluntary liquidation), l/we authorise the	Lam owed money!!		Attachments	
External Administrator of the Probuild Group whether as volunta	y administrator or deed administrator or				Choose Elle
liquidator of the Probuild Group and their employees and agents	to send and give notices and documents where				
such notices and documents may be sent by email to me/us usin	g the email address provided above.			Other Informatio	n
				Pay me now !!	
Register					
				Save and	Save and Continue

All images are indicative, actual Halo screens may look slightly different

- the company that owes you money;
- the claim type (e.g. financier, employee, subcontractor, trade supplier); and
- a description of the amount you are owed.

You can also upload additional documentation to support your claim for consideration by the Administration (e.g. copy of invoice).



Halo is the platform used to manage claims (proofs of debt) during the Administration.

You will need to register in Halo to:

- (1) submit claims and supporting documentation or modify previous claims submitted, and
- (2) provide, verify or update contact information provided to the Administrators.

How to register in Halo

- Click <u>https://aurestructuring.deloitte-halo.com/service/website/Redflow?Pg=account</u> which will direct you to access the 'My Account' page.
- Enter your chosen email address and authorise your consent to electronic communication (terms and conditions).
- Once the terms and conditions box is ticked, select 'Register'. Be sure not to close the Halo webpage at this stage.



- You will then be sent a verification email with a 'One Time Password (OTP)' and a verification link to your email address.
- In the email sent from Halo, you are able to verify your email address by either clicking the verification link or entering the listed OTP on the Halo webpage.

	Registration	Sign In
Registration		
enter the one-time sets	sword you've received	

✓ If entering the OTP, enter the digits and click 'Verify Account' on the Halo webpage. If clicking the verification link, a new webpage will open.

✓ Add your contact details into the form and select 'Sign Up'.

Registration	Sign In
Registration	
First Name *	
Surname *	
Phone *	
- 61 ·	
Are you representing an organisation?*	
○ Yes ○ No	
E-mail *	
mattsimpson@deloitte.com au	
Sign in later using this E-mail	
Password *	
Password	
Min 8 Characters Lowercase Uppercase Letters & Numbers	Special Characters
Confirm Password *	
Confirm Passeroni	

FAQs on registering in Halo

What is Halo?

Deloitte's Halo platform is the primary tool for communicating with creditors and managing creditors' claims (proofs of debt). Halo will also be used to conduct voting on any resolutions for meetings of creditors.

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 email account.

I didn't receive an One Time Password (OTP) email, where is it?

Please check your spam/junk folder for the OTP email. Additionally, OTP emails can take up to 30 minutes or longer to arrive in your inbox depending on the IT security your organisation has in place. If your OTP doesn't arrive after an hour, please contact the Halo team via message in the Halo platform.

My OTP isn't working, what do I do?

If you are getting an '**Invalid OTP'** error when entering your OTP, it is likely the OTP is entered incorrectly, or it has expired. Please request a new OTP. If you are getting an '**Invalid email or password**' error, you are entering the OTP in the wrong field. The OTP should be entered in the box which appears after you request the OTP. Please request a new OTP and do not close the webpage as you will need to enter the OTP here.

I forgot my password, what do I do?

You can reset your password on the 'Sign In' tab by clicking 'Forgot password'. You will need to enter the email you registered with. After entering your email and clicking 'Request Password', do not close the webpage. A field should appear which says, 'Enter the one-time password you've received'. Do not enter the OTP in the regular 'Sign in' tab as you will receive the error message 'Invalid email or password'. Enter the OTP you received in this field and click 'Verify Account'. You will then have the option to change your password.

How can I change my contact details?

If you have already registered in the Halo platform, sign in via '**My Account'** to change your username 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 by emailing the team at <u>redflow@deloitte.com.au</u>. Our team will get back to you and provide assistance.

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

By registering on this website, you authorise the Administrators to send and give notices and documents where such notices and documents may be sent by email, by using the email address provided.

We will contact you regarding your claim via the email address you have provided. Where the 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 Administrators of the Company whether as voluntary administrator or deed administrator or liquidator of the Company and their 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.

This will help us to efficiently manage the Administration and any other subsequent external administration of the Company where we are appointees. Naturally, we will not send you anything that does not relate to our role as appointees of the Company.

What will my information be used for?

The information provided in the Halo platform will be used by the Administrators in carrying out their duties in the provisional liquidation of the Company such as management of creditor claims, communications with creditors, assessment of the financial position of the Company 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 <u>Privacy Statement</u>). 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 you think it is relevant to the claim question) this is your consent for Deloitte and the Administrators to collect and process that sensitive personal information. For any other enquiries, you can contact the privacy team at: privacy@deloitte.com.au



Once you have verified your account or registered as a new user, you can log in to submit claims (proofs of debt) or modify previous claims provided.

If you have previously submitted a claim it should be displayed on your '**My Claims'** dashboard. If your previously submitted claim is not on your '**My Claims'** dashboard, please contact the Halo Help Team and they will be able to assist.

To add a claim in Halo

- Click <u>https://aurestructuring.deloitte-halo.com/service/website/Redflow?Pg=account</u> which will direct you to access the 'My Account' page
- Click the 'Sign In' tab and enter your email address and password you registered during the registration process.

	Registration	Sign In
Sign In		
E-mail *		
Password *		
Sign In Fo	rgot Password	

✓ Navigate to 'My Claims' dashboard.

Search Claim, Creditor

User Profile	~
My Claims Dashboard	
ick 'Add Claim'	

Q

Grant Access

Add Claim

 \checkmark

✓ Fill out the form with the relevant creditor information and click 'Save Creditor'.

	Creditor
Creditor Quick Select	Creditor Address
Type or double-click for list	Street Name 1
+ New Creditor	Street Name 2
Creditor Type * Company Individual Employee Creditor First Name	Street Name 3
	Town/City
	Postal Code
	- Select Country -
	State
	Save Creditor

✓ Fill out the claim information and upload any supporting documents by selecting 'Choose File'.

 Proof of Debt (POD) Formal POD (attachment is required) Informal POD 	
Attachments Choose File	
Other Information	

✓ Once your claim is completed, select 'Save'.

✓ Your claim will now appear on your '**My Claims'** dashboard. Each claim is assigned with a unique claim identification number (**Claim ID**) which is visible on your 'My Claims' dashboard next to the relevant claim.

FAQs on adding a claim

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

A separate proof of debt (claim) will need to be registered with the Administrators for each claim against a different company. As such, the online 'Add Claim' submission form will need to be completed for each claim.

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 by the same creditor, you can click '**Save and New'** to skip selecting the creditor and can quickly enter details of the each of the separate claims for that creditor.

How do I grant others access to my claims?

In the '**My Claims'** dashboard page, select the claims that you would like to grant access to and select the '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 has not previously accessed the Halo platform, they will need to register a password via one-time pin to access your claim information.

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

- Access claim information and details
- Communicate with the Administrators in relation to the claim via the 'Communications' tab on each claim
- Receive notices related to the claim and to modify, edit or delete the claim
- Add, modify or delete documents attached to the claim
- Add access for other users to the claim
- Nominate a proxy or vote at the creditors' meeting in relation to the claims

How will I know my claim has been received?

When you have completed the online 'Add Claim' form in Halo and clicked 'Save' a 'Claim Saved' confirmation message will appear. Your submitted claims will then appear when you sign in via <u>https://aurestructuring.deloitte-halo.com/service/website/Redflow?Pg=account</u>. 'My Claims' dashboard will list your submitted claims.

I have claims for a number of creditors under my control (e.g. companies 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 Group company.

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.

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 <u>https://aurestructuring.deloitte-halo.com/service/website/Redflow?Pg=account</u>, 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 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.

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