

10 December 2020



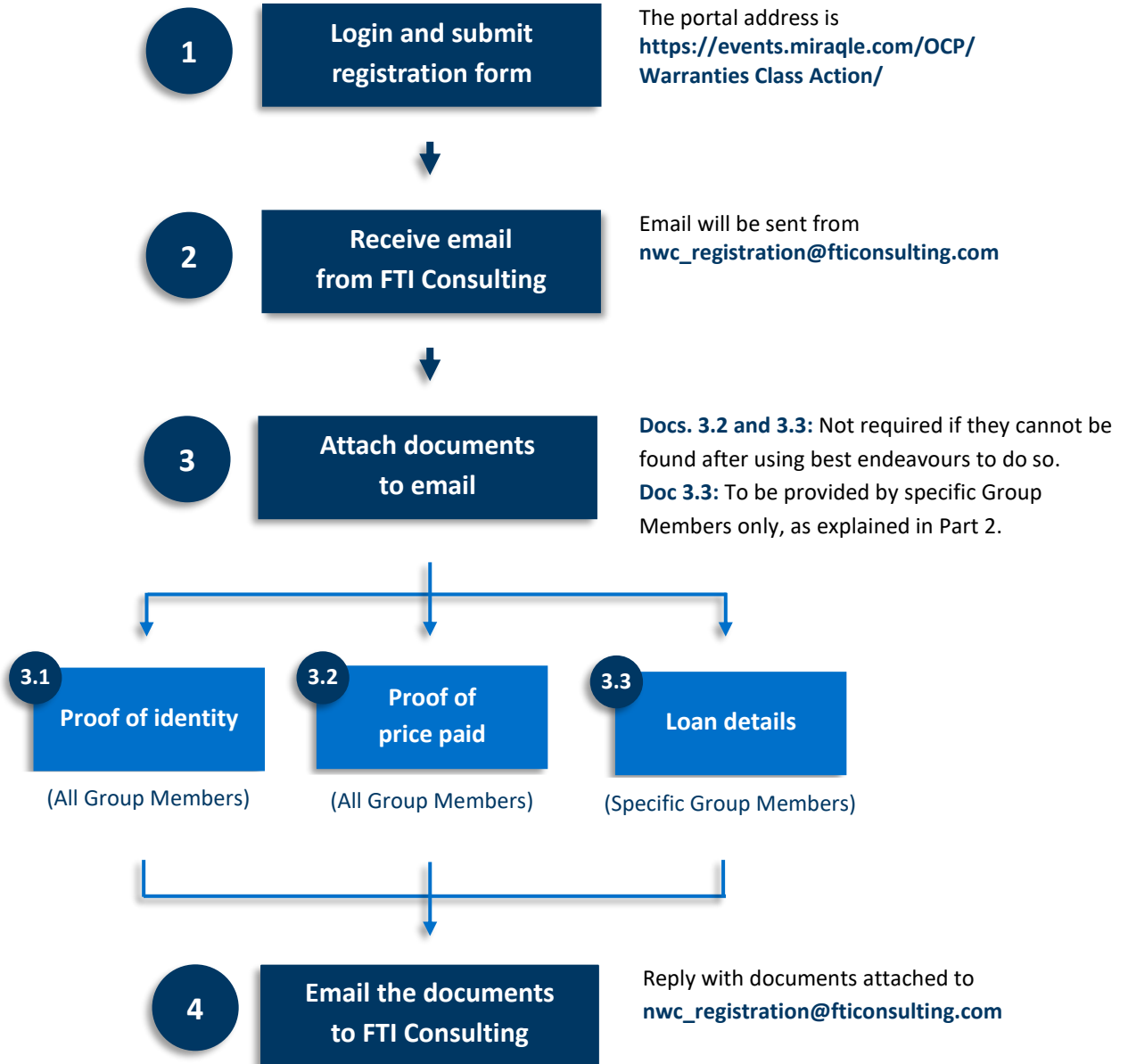
Warranties Class Action

REGISTRATION GUIDE & FAQs

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Registration Process



Part 1: Introduction

Warranties Class Action

FTI Consulting is engaged to manage the Registration Process for Group Members wanting to participate in the distribution of the Warranties Class Action settlement fund. Registrations will be accepted until **4:00pm AEDT on Friday, 15 January 2021**.

The Federal Court is scheduled to hear the application for approval of the settlement of the Warranties Class Action at 2:15 pm on 1 February 2021. If the settlement is approved by the Federal Court, the information provided during the Registration Process may be used to assess your claim and your right to participate in any distribution of the settlement fund in accordance with any orders made by the Federal Court and the settlement distribution scheme.

About this Guide

This Guide explains the Registration Process and provides a step by step guide on how to register. Please read this Guide carefully. If you do not follow the instructions, your registration may not be accepted if you do not do so.

The Registration Process has been designed to be as straight forward as possible. However, if you have any queries, please refer to the FAQs attached to this guide, or email FTI Consulting at **nwc_query@fticonsulting.com** quoting your HRN and name in the subject line (e.g. **I00123456789 - John Smith**).

As shown below, the Registration Process is broken down into 4 simple steps. All steps must be completed before your registration can be accepted.

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Part 2: Information and documents to be provided

During the Registration Process, you will be required to provide proof of identity, and asked for documents relating to:

- your NWC Warranty; and
- any loan used to purchase your NWC Warranty – but **only if** you arranged your loan separately to the purchase of your motor vehicle and NWC Warranty. You **do not need to provide** proof of your loan if you received your NWC Warranty from the same person or company who arranged your finance.

We understand that you may no longer have documents relating to your NWC Warranty and loan.

You are therefore not required to provide the documents, and any information relating to them, if the documents cannot be located after taking reasonable steps to find them - for example, after searching your bank records and any documents you might have at home or in your emails. It is not necessary to ask the National Warranty Company for the documents.

If you cannot locate the documents or provide the requested information, FTI Consulting may need to contact you after you register. This may delay any payment to which you may become entitled in the event that the Federal Court approves the settlement and appoints FTI Consulting as the scheme administrator to distribute the settlement fund. In certain circumstances, it may also restrict the amount of money to which you may be entitled to receive under the Warranties Class Action settlement.

You are therefore encouraged to take reasonable steps to locate the required documents and provide all requested information, if you can.

Proof of identity

When registering, you will be required to provide Proof of Identity to FTI Consulting. You also need to provide details of the identity document in the registration form, including the document number. Your identity document must show your name and include a photograph of your face. We recommend that you provide a Driver Licence or Passport, but you can provide a different form of identity if necessary.



If your name has changed since the Warranties Class Action was issued in August 2018, you are also required to provide a copy of the document evidencing your change of name (e.g. marriage certificate).

NWC Warranty (including proof of price paid)

You are also required to provide details of your NWC Warranty in the registration form and email a document to FTI Consulting providing proof of the price paid for your warranty (if available).

Examples of such documents are:

- the document titled **“Customer Contract and Declaration”** that was provided to you by the National Warranty Company, as shown below:

The image shows a document titled "Customer Contract & Declaration" from the National Warranty Company. At the top left is the company logo, which consists of three interlocking gears and the text "National Warranty Company". To the right of the logo, it says "WARRANTY No:" followed by a redacted box. Below the logo, there is a line of small text: "Warranty is Issued by Davantage Group Pty Ltd ABN 35 101 967 186 AFSL 438157 trading as National Warranty Company (NWC)". The main title "Customer Contract & Declaration" is in a large, bold, black font. Below this, there is a section titled "WARRANTY DETAILS" which contains several rows of information, each with a redacted box: "WARRANTY TYPE", "WARRANTY TERM", "WARRANTY COST", "FINANCED BY", "COMMENCEMENT", "ROADSIDE ASSISTANCE No.", and "ROADSIDE ASSISTANCE PLAN".

- receipt, or a bank or credit card statement;
- if you used a loan to pay for your NWC Warranty – you could provide a copy of the loan agreement, or loan statement.

These are not the only documents you could provide – you could provide different (or additional) documents if you wish.

Why have we asked for proof of the price paid?

We have asked you to provide proof of the price paid, so that we can check that the records we have are correct. If you do not provide proof of the price paid, we will use the information provided by National Warranty Company to assess your claim in the event the Federal Court approves the settlement.

Proof of loan (specific Group Members only)

When completing the registration form, you will also be asked questions about whether you purchased your NWC Warranty using a loan.

If you arranged your loan separately to the purchase of your motor vehicle and NWC Warranty, you will also need to email FTI Consulting a document showing that you used some or all of the loan proceeds to pay for the warranty (if available).

The document(s) should preferably show the name of the bank / financial institution / loan provider, loan amount, interest rate and the amount of the loan used to pay for the NWC Warranty. Examples of documents include the loan agreement and loan statement.

You would have arranged the loan separately from the purchase of your NWC Warranty if you obtained the loan from:

- your own bank; or
- a company that was not associated with the motor dealer who issued the warranty.

You **do not need to provide** proof of your loan if you received your NWC Warranty from the same person or company who arranged your finance.

Why have we asked for this document?

We have asked you to provide this document as it may change the amount to which may be entitled from the settlement fund.

Part 3: The Registration Process

Detailed instructions on how to complete the Registration Process are provided below. All steps must be completed before your registration can be accepted.

As noted above, the Registration Process has been designed to be as straight forward as possible. However, if you have any queries, please refer to the FAQs attached to this guide, or email FTI Consulting at nwc_query@fticonsulting.com quoting your HRN and name in the subject line (e.g. **I00123456789 - John Smith**).

Step 1: Login and submit registration form

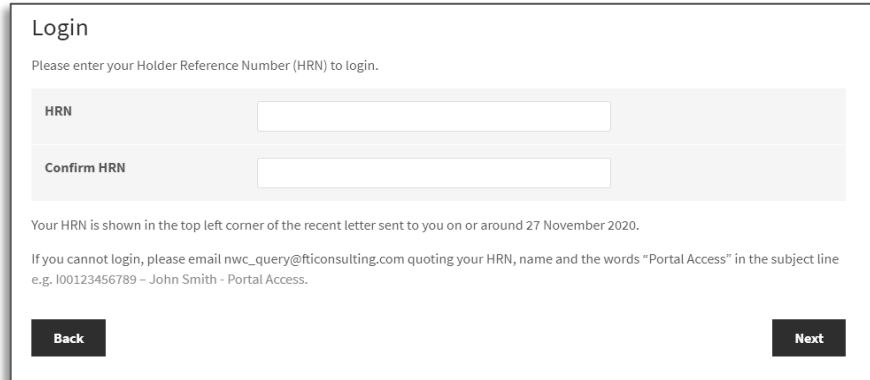
The first step of the Registration Process is to complete and submit a registration form, in accordance with the below instructions.

1. Registration Details

Go to <https://events.miraql.com/OCP/WarrantiesClassAction/> and then click on “Register” at the bottom of the page. You will then be directed to the Login page.

2. Login

On the **Login** page, enter and confirm your HRN. The first character of the HRN is a capital “I” and not the number “1”.



Login

Please enter your Holder Reference Number (HRN) to login.

HRN

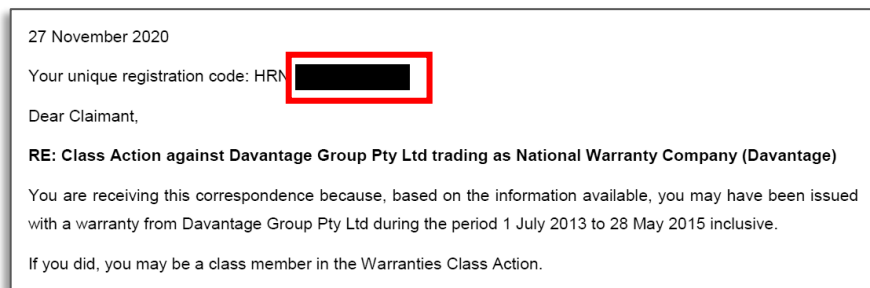
Confirm HRN

Your HRN is shown in the top left corner of the recent letter sent to you on or around 27 November 2020.

If you cannot login, please email nwc_query@ficonconsulting.com quoting your HRN, name and the words “Portal Access” in the subject line e.g. I00123456789 - John Smith - Portal Access.

[Back](#) [Next](#)

Your HRN is shown in the top left-hand corner of the letter sent to you on or around 27 November 2020.



27 November 2020

Your unique registration code: HRN

Dear Claimant,

RE: Class Action against Davantage Group Pty Ltd trading as National Warranty Company (Davantage)

You are receiving this correspondence because, based on the information available, you may have been issued with a warranty from Davantage Group Pty Ltd during the period 1 July 2013 to 28 May 2015 inclusive.

If you did, you may be a class member in the Warranties Class Action.

After confirming your HRN, click “**Next**” and the registration form will appear.

3. Personal details

You are now on the **Personal Details** page, the first 3 boxes of which are shown below.



Personal Details

Name

First Name: *
e.g. John

Middle Name:
e.g. William

Last Name: *
e.g. Smith

Enter your name, address and contact details. All boxes marked * must be completed.

If required later, your email address and telephone numbers will be used to contact you.

When you have entered your personal details, click **“Next”**.

4. Bank account details

You are now on the **Bank Account Details** page as shown below.

Bank Account Details

Payments from the proposed settlement sum (if it is approved by the Court) will only be made by electronic funds transfer into an Australian Bank Account.

Please enter your bank account details below.

BSB *	<input type="text"/>
	e.g. 123456
Account Number *	<input type="text"/>
	e.g. 123456789
Account Name *	<input type="text"/>
	e.g. John Smith
Name of Financial Institutional *	<input type="text"/>
	e.g. Commonwealth Bank of Australia

Enter bank account details for an Australian bank account. Any payments made from the settlement fund (if approved by the Court) will be deposited into this account. No payments will be made by cheque or to an overseas bank account.

Please ensure your bank account details are correct as we do not take responsibility for payments made into an incorrect bank account.

When you have entered your bank account details, click **“Next”**.

5. NWC Warranty

You are now on the **NWC Warranty** page.

The page comprises 2 sections:

- Warranty Details; and
- Payment Details.

Section 1: Warranty Details

The **Warranty Details** section of the page is shown below.

NWC Warranty

Warranty Details

The details can be found the Customer Contract and Declaration document issued by National Warranty Company.

Do you have details of your NWC Warranty *

If you do not have these details, FTI Consulting may need to contact you for further information after you register.

Please state whether you have details of your NWC Warranty. Your warranty details are available from your **“Customer Contract and Declaration”** – example shown in Part 2 above.

If you answered **“Yes”**, 3 more boxes will appear. Please enter your warranty details into those boxes. If you answered **“No”**, please go to the **Payments Details** section of the page.

NWC Warranty

Warranty Details

The details can be found the Customer Contract and Declaration document issued by National Warranty Company.

Do you have details of your NWC Warranty *

NWC Warranty No.

Date of issue

Amount paid (incl. GST) \$

E.g. for \$1,000.00 enter 1000

If you do not have these details, FTI Consulting may need to contact you for further information after you register.

Section 2: Payment details

The **Payment Details** section of the page is shown below. You need to answer 2 questions about how you purchased your NWC Warranty.

Payment Details

Did you pay for your NWC warranty using a car loan or a personal loan *

If yes, did the same person arrange both your NWC Warranty and loan *

If you used a loan to purchase your NWC Warranty:

- answer **“Yes”** to Question 1; and
- state in Question 2 whether the same person arranged both your NWC Warranty and loan.

If you **did not** use a loan to purchase your NWC Warranty using a loan:

- answer **“No”** to Question 1; and
- answer **“N/A”** to Question 2.

After answering all the questions about your NWC Warranty, click **“Next”**.

6. Documents to be emailed to FTI Consulting

You are now on the **Documents to be emailed to FTI Consulting** page.

On this page, you need to provide details of the documents that you are required to email to FTI Consulting. An explanation of these documents was provided earlier in this guide at Part 2 under the heading **“Information and documents to be provided”**. Instructions on how to email the documents to FTI Consulting will be provided at Steps 3 and 4 below.

As noted earlier, if after taking reasonable steps, you cannot locate documents 2 and 3, please enter **“Not Available”** in the relevant box(es).

Document 1: Proof of identity

The first document for which you need to enter details is your Proof of Identity, which must show your name and include a photograph of your face. We recommend that you provide a Driver Licence or Passport, but you can provide a different form of identity if necessary.

Documents to be emailed to FTI Consulting

Please provide details of the documents that you are required to email to FTI Consulting.

Document 1: Proof of Identity

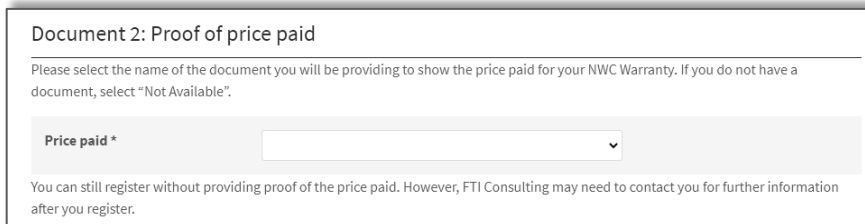
Identity document *	<input type="text" value=""/>
Document no.	<input type="text" value=""/>

Your proof of identity must show your name and include a photograph of your face. We recommend that you provide a copy of your current Drivers Licence or Passport.

If you are emailing more than one document (e.g. because your name has changed after the issue of the NWC Warranty), please only enter details of your current Proof of Identity and enter details of the other documents on the **“Further Information”** page, which appears next.

Document 2: Proof of price paid

The second document for which you need to enter details is a document that shows the price you paid for your NWC Warranty. If you cannot locate a document, please select **“Not Available”**.



Document 2: Proof of price paid

Please select the name of the document you will be providing to show the price paid for your NWC Warranty. If you do not have a document, select *Not Available*.

Price paid *

You can still register without providing proof of the price paid. However, FTI Consulting may need to contact you for further information after you register.

Examples of acceptable documents are:

- your NWC Warranty e.g. Customer Contract and Declaration;
- receipt, or a bank or credit card statement;
- if you used a loan to pay for your NWC Warranty – you could provide a copy of the loan agreement, or loan statement.

These are not the only documents you could provide – you could provide different (or additional) documents if you wish.

If the description of your document does not match the available options in the document description box, select **“Other”**.

If you want to email more than one document to establish the price paid for your warranty, please only enter details for one document, and enter details of the other documents on the **“Further Information”** page, which appears next.

Document 3: Proof of loan (specific Group Members only)

Depending on how you answered the questions about payment for your NWC Warranty on the previous page, **you may be prompted** to provide details of a third document.

This is the document that shows you used a loan to purchase your NWC Warranty.

Document 3: Proof of loan

Only complete this section if you purchased your NWC Warranty using a loan arranged separately from the purchase of your motor vehicle and/or NWC Warranty.

Please select the name of the document you will be providing to show that you used a loan to purchase NWC Warranty. If you do not have a document, select "Not Available".

Loan details *

The document should preferably show the name of the bank / financial institution / loan provider, loan amount, interest rate and how much of the loan was used to purchase the NWC Warranty.

You can still register without providing proof of your loan. However, FTI Consulting may need to contact you for further information after you register.

Back
Next

Examples of acceptable documents are the loan agreement and loan statement. The document(s) should preferably show the name of the bank / financial institution / loan provider, loan amount, interest rate and the amount of the loan used to pay for the NWC Warranty.

These are not the only documents you could provide – you could provide different (or additional) documents if you wish.

Please select:

- **“Not Available”** if you cannot locate a document.
- **“Other”** if the description of your document does not match the available options in the document description box.
- **“Not Applicable”** if did not pay for your NWC Warranty using a loan.

Once this section is completed, click **“Next”**.

7. Further Information (Optional)

You are now on the **Further Information** page as shown below.

Further Information (optional)

Please provide any further information or comments

Back
Next

In this section, please enter any further information or general comments that you would like to draw to FTI Consulting’s attention.

Examples may include:

- a brief explanation of why you cannot provide details of your NWC Warranty or locate the requested documents;
- a description of additional documents that you will be emailing to FTI Consulting (e.g. marriage certificate to show change of name); and
- any other comments or relevant matters that you consider would be helpful in assessing your registration.

If you have no comments please leave the **Further Information** section blank.

When you have completed this section, click **“Next”**.

8. Terms and Conditions

You are now on the **Terms and Conditions** page. Please read the page carefully.



The screenshot shows a form with a checkbox labeled "I accept the above terms and conditions" which is currently unchecked. Below the checkbox are two buttons: "Back" on the left and "Next" on the right.

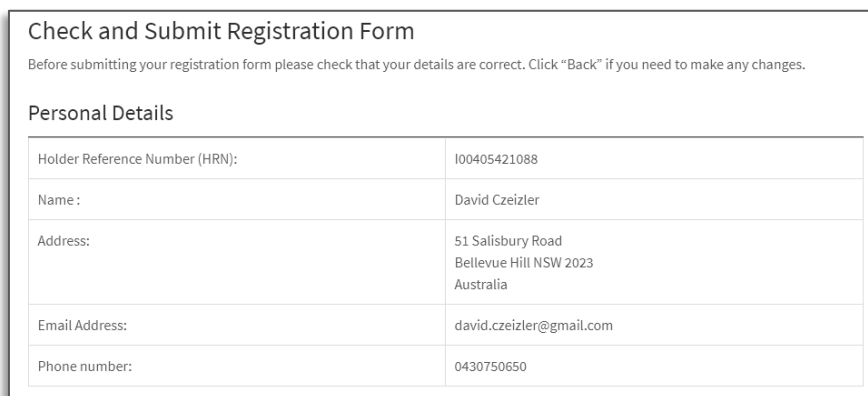
If you accept the terms and conditions, tick the box at the end of the section and click **“Next”**.

Otherwise, please email nwc_query@fticonsulting.com quoting your HRN, name and the words **Object to Terms and Conditions** in the subject line (e.g. **100123456789 – John Smith – Object to Terms and Conditions**), together with an explanation why you do not accept the terms and conditions.

You will be unable to proceed with your registration until we have resolved your concern.

9. Check and Submit Registration Form

You are now on the **Check and Submit Registration Form** page. The first section of the page is shown below.



The screenshot shows the "Check and Submit Registration Form" page. It includes a heading, a sub-heading, and a table of personal details.

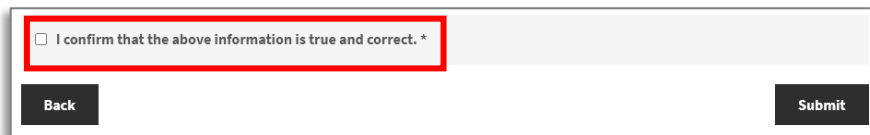
Before submitting your registration form please check that your details are correct. Click "Back" if you need to make any changes.

Personal Details	
Holder Reference Number (HRN):	100405421088
Name:	David Czeizler
Address:	51 Salisbury Road Bellevue Hill NSW 2023 Australia
Email Address:	david.czeizler@gmail.com
Phone number:	0430750650

Read through the details you entered in the registration form carefully and check for any errors.

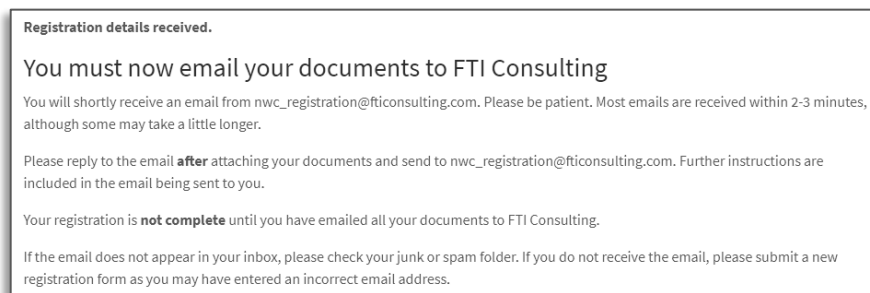
If you find any errors, click **“Back”** to amend your details. Depending on where the incorrect information was entered, you may need to click **“Back”** more than once.

When you are happy that your registration details are correct, tick the box to confirm your registration details are correct and click **“Submit”** to submit the form.

A screenshot of a registration form's confirmation step. It features a light gray background. At the top, there is a checkbox with the text "I confirm that the above information is true and correct. *". The checkbox is currently unchecked and is highlighted with a red rectangular border. Below the checkbox, there are two dark gray buttons: "Back" on the left and "Submit" on the right.

10. Confirmation Page

You are now on the **Confirmation** page, as shown below.

A screenshot of the Confirmation page. The page has a white background with a thin black border. At the top, it says "Registration details received." in a small font. Below that, the main heading is "You must now email your documents to FTI Consulting". The text continues: "You will shortly receive an email from nwc_registration@fticonsulting.com. Please be patient. Most emails are received within 2-3 minutes, although some may take a little longer." The next line reads: "Please reply to the email **after** attaching your documents and send to nwc_registration@fticonsulting.com. Further instructions are included in the email being sent to you." The following line states: "Your registration is **not complete** until you have emailed all your documents to FTI Consulting." The final line says: "If the email does not appear in your inbox, please check your junk or spam folder. If you do not receive the email, please submit a new registration form as you may have entered an incorrect email address."

From this page, you can print your registration details for your records if required.

The page also provides a summary of the steps you need to take to complete your registration.

11. Close browser tab

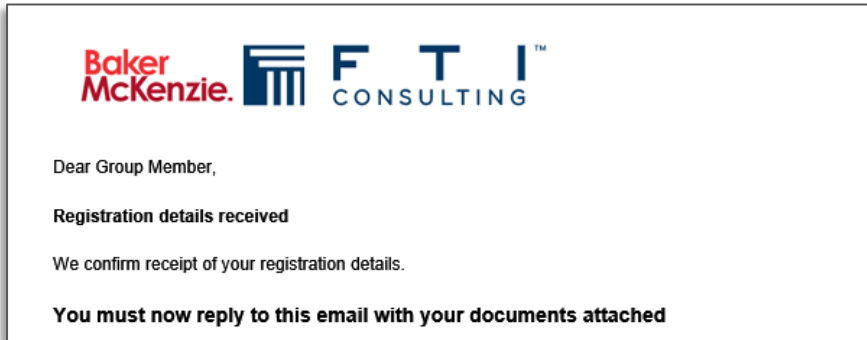
After submitting your registration form, and printing the submitted registration details, you can close your browser tab. There is no requirement to logout.

Step 2: Receive email from FTI Consulting

When your registration form has been submitted, you will receive an automatically generated email from **nwc_registration@fticonsulting.com**.

Do not delete the email, as it is required to complete the Registration Process.

An extract from the email is shown below.



Please be patient when waiting for the email. Ordinarily, emails are received within 2-3 minutes, but on occasions it can take a little longer.

If the FTI Consulting email does not appear in your inbox, please check your junk and spam folders. If you still cannot find the email, please submit a new registration form by following the instructions provided at Step 1 above.

Step 3: Attach documents to email

When you have received the email from nwc_registration@fticonsulting.com, click **Reply** and attach your documents.



The documents will be listed in the email as shown below.

You must now reply to this email with your documents attached

You need to attach the following documents before replying to nwc_registration@fticonsulting.com

No.	Document	Description	Document No.
1	Proof of identity	Passport	X123456
2	Proof of payment	Tax invoice	N/A
3	Receipt of loan	Loan Agreement	N/A

If applicable, please also attach any documents to which you referred in the Further Information section of the registration form, as shown below.

Further information (optional)

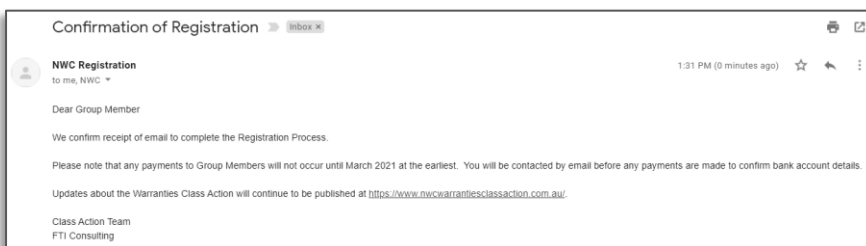
Further information, or comments	Marriage certificate
----------------------------------	----------------------

Do not send the email to FTI Consulting until all documents are attached.

Step 4: Email the documents to FTI Consulting

When you have attached all your documents, please send the email to nwc_registration@fticonsulting.com.

When the email has been received, you will receive an automatically generated email from nwc_registration@fticonsulting.com confirming that you have completed your registration. Please be patient when waiting for the email. Ordinarily, emails are received within 3-5 minutes, but on occasions it can take a little longer.



Part 4: Registration complete

You have now completed your registration.

You will be notified of the next steps by email to the email address provided as part of this registration process after the hearing of the settlement approval application on 1 February 2021. If the Court approves the settlement, your entitlement to receive compensation from the settlement fund will be assessed and determined after that time. We do not know when the email will be sent, as it is dependent on any orders

made by the Court if it approves the settlement on 1 February 2021. However, it is unlikely that you will receive any notification of the next steps before March 2021.

Please note that completion of this registration form and the provision of requested documents means you have registered your claim to participate in any distribution of the settlement fund if the settlement is approved by the Federal Court of Australia. It does not mean you are entitled to or will receive any distribution consistent with the information provided by you in this form. The funds you may receive from any distribution of the settlement fund will depend on any orders made by the Federal Court of Australia if it approves the settlement and the settlement distribution scheme.

END OF REGISTRATION INSTRUCTIONS

Frequently Asked Questions

About us

1. FTI Consulting

FTI Consulting, the manager of the Registration Process, is an independent listed company on the New York Stock Exchange (NYSE: FCN). It is a global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political and regulatory, reputational and transactional. Individually, each practice is a leader in its specific field, staffed with experts recognized for the depth of their knowledge and a track record of making an impact.

Further information about FTI Consulting is available at www.fticonsulting.com and, in respect of its Asia Pacific operations, at www.fticonsulting-asia.com. Details of FTI Consulting's privacy and data retention policy is available at www.fticonsulting.com/about/privacy-policy.

2. LINK Group

The LINK Group, the site host of the registration portal, is a publicly listed company (ASX: LNK). The Link Group administers financial ownership data and drives user engagement through technology. It helps manage regulatory complexity, improve data management and provide tools to help people connect to their assets, leveraging analysis, insight and technology. Its core businesses are complemented by its expertise in digital solutions and data analytics and enables the LINK Group to provide a complete service to their global network of clients and partners.

Further information about the LINK Group is available at www.linkgroup.com. Details of the LINK Group's privacy and data retention policy is available at https://www.linkgroup.com/docs/Link_Group_Privacy_Policy.pdf.

Timeframe for registration

3. By when do I have to complete the online registration form and provide documents to FTI Consulting?

You must complete the online registration form and provide the required documents to FTI Consulting by **4:00 pm AEDT on Friday, 15 January 2021**. Registrations after this date cannot be accepted.

4. I've been away and didn't see my circular until after the registration cut-off date

If you missed the deadline for registration please contact Baker McKenzie at warrantiesclassaction@bakermckenzie.com.

Logging in

5. I'm having trouble logging in. Is there a reason why?

It is possible that you have entered the HRN incorrectly. An HRN has 12 characters, starting with the letter 'I' followed by an 11-digit number e.g. **I00123456789**.

When entering your HRN, please **do not** enter the letters HRN before the 12 characters.

Your unique HRN is shown in the top left corner of the recent letter sent to you on or around 27 November 2020.

Proof of identity

6. Why do I need to provide proof of identity?

The Court orders made in the Warranties Class Action require you to provide proof of identity as part of the registration process.

7. My name has changed since I purchased my NWC Warranty.

If your name has changed since you purchased your NWC Warranty, you should:

- Enter your current name and details of your current Proof of Identity when prompted to do so in the registration form; and
- Send to FTI Consulting your current proof of identity, and the document evidencing your change of name (e.g. marriage certificate, or deed poll).

8. Can I provide a Proof of Identity issued overseas?

Yes, you can provide a proof of identity issued overseas providing it shows your name and includes a photograph of your face.

9. The NWC Warranty is in joint names. Do we need to both provide proof of identity?

No, one proof of identity document matching one of the joint holders of the NWC Warranty is sufficient.

Completing the registration form

10. Do I need to register on-line?

Yes, you must register on-line. Only registrations using the registration portal will be accepted.

11. Where do I find my HRN?

Your HRN is shown in the top left-hand corner of the communication attaching the Notice of Proposed Settlement sent to you by email and/or by post on or around 27 November 2020.

If you have misplaced your HRN, email nwc_query@fticonsulting.com quoting your name and words “Missing HRN” in the subject line e.g. **John Smith – Missing HRN**, and we will provide further instructions.

12. What happens if I can't login?

Email nwc_query@fticonsulting.com quoting your HRN and name in the subject line e.g. **I0012345678 John Smith**, and we will provide further instructions.

13. Where do I find details of my NWC Warranty?

Your warranty details are shown on the document titled **Customer Contract and Declaration** which you were provided with when you were issued with your NWC warranty.

14. Is my registration complete, after submitting my registration form?

No, your registration is not complete at this stage of the registration process and will not be accepted.

In addition to submitting the registration form, you must also email documents to FTI Consulting as outlined in Part 3 of the Registration Guide, at Steps 3 and 4.

Bank account details

15. What happens if I don't have an Australian Bank Account?

The Settlement Distribution Scheme (if approved) requires payments to be deposited into an Australian bank account.

Payments cannot be made by cheque or into an overseas bank account.

Receiving the email from FTI Consulting

16. What happens after I complete the online registration form?

You will receive an email from nwc_registration@fticonsulting.com.

You must reply to the email and send documents to FTI Consulting as outlined in Part 3 of the Registration Guide, at steps 3 and 4.

17. What happens if I don't receive my confirmation email?

If the email does not appear in your inbox, please check your junk or spam folder. You may also need to check your firewall settings.

If you still cannot find the email, please submit your registration form again.

Providing documents to FTI Consulting

18. Why are the documents required?

The Court orders made on 10 November 2020 require all registering Group Members to provide Proof of Identity.

The Court orders also require all registering Group Members to provide the following documents (if you can locate the documents after taking reasonable steps to do so):

- a document recording proof of the price paid for your NWC Warranty; and
- if you purchased your NWC Warranty using a loan that was arranged separately from the purchase of your vehicle and/or NWC warranty - a document (for example, the loan agreement, or loan statement) showing that you received the loan moneys and that some or all of the loan moneys were used to purchase your NWC Warranty.

19. What does reasonable steps mean?

Taking reasonable steps means searching for the requested information in documents you might currently have in your possession (for example, at your home, in your emails or in bank statements you are currently able to access). If you cannot find any of the documents requested, it is not necessary to ask National Warranty Company for the documents.

20. I can't find my documents

Please refer to Part 3 of the Registration Guide for instructions on what to do.

21. Will my registration be affected if I can't provide all requested information and documents?

Your registration will not be affected provided that you used reasonable steps to provide:

- the information requested in the registration form; and
- the documents required to be emailed to FTI Consulting.

22. Can I send my documents by post?

If you can't email your documents to FTI Consulting, you can send them by post instead addressed to:

Warranties Class Action
FTI Consulting
PO Box R367
ROYAL EXCHANGE NSW 1225

For the documents to be accepted, please attach a copy of the FTI Consulting email you received confirming submission of your registration form, or if that is not possible, clearly write your HRN, name and email address on the first page of each document.

All documents must arrive before 4:00pm AEDT on Friday, 15 January 2021, so **please allow sufficient time when posting.**

If you will be posting documents to FTI Consulting, please add a comment to that effect in the Other Information section of the registration form.

We will let you know when the documents have been received by sending an email to your nominated email address.

23. I didn't attach my documents before replying to the FTI Consulting email

Please send a second email to nwc_registration@fticonsulting.com, but also include the additional words Missing Documents in the subject line (e.g. **I00123456789 – Warranties Class Action – Omitted Documents**), or post them to FTI Consulting as per the instructions provided above.

24. I found additional documents after replying to the FTI Consulting email

Please simply send another email to nwc_registration@fticonsulting.com, but also include the additional words Additional Documents in the subject line (e.g. **I00123456789 – Warranties Class Action – Additional Documents**), or post them to FTI Consulting as per the instructions provided above.

25. When will FTI Consulting contact me if I can't find all requested documents?

No requests for further information or documents will be made until after the Court hearing on 1 February 2021. Depending on the outcome of the hearing and any Court orders made concerning timetabling (if it approves the settlement), you might not receive any further communication until March 2021.

26. How many documents can I send to FTI Consulting?

You can email or post as many documents to FTI Consulting as you think fit.

27. I'm not sure if a document is relevant

Please still send the document to FTI Consulting.

Can I register on behalf of Group Members?

28. I have power of attorney for a Group Member - how do I register?

You are able to register in the same way provided you have authority to do so. You will be asked to confirm you have authority to do so as part of accepting the terms and conditions of the registration portal.

29. I am an executor of a Group Member's estate - how do I register?

You are able to register in the same way provided you have authority to do so. You will be asked to confirm you have authority to do so as part of accepting the terms and conditions of the registration portal. If this applies to you, we will accept proof of identity of the executor.

30. My partner purchased the NWC warranty – can I register on behalf of my partner?

You are able to register in the same way provided you have your partner's authority to do so. You will be asked to confirm you have authority to do so as part of accepting the terms and conditions of the registration portal. Please note that the proof of identity provided needs to be that of the warranty holder.

31. Can I complete the registration for an incapacitated family member?

You are able to register in the same way provided you have your family member's authority to do so. You will be asked to confirm you have authority to do so as part of accepting the terms and conditions of the registration portal. Please note that the proof of identity provided needs to be that of the warranty holder.

General questions

32. Where do I find further information regarding the Warranties Class Action?

Further information regarding the Warranties Class Action can be found at www.nwcwarrantiesclassaction.com.au.

Copies of all orders made in the Warranties Class Action can be accessed at <https://www.comcourts.gov.au/public/eseach> by searching the Proceeding number VID 982/2018.

33. A family member has received the notice of proposed settlement and I think I am entitled to receive one. When will I receive my copy?

Notices were sent out by email to all individuals who have been identified to Baker McKenzie as potential class members using all email addresses available in Baker McKenzie's records on 27 November 2020. Notices were sent by post to all individuals who have been identified to Baker McKenzie as potential class members from 27 November 2020 onwards. Due to mail

processing times, there may be a delay in receiving your notice. If you have not received a notice, then you have not been identified as a class member by National Warranty Company.

34. What happens next?

You will be notified of the next steps by email sometime after the Court hearing on 1 February 2021. We do not know when the email will be sent, as it depends on any orders the Court makes after the hearing and if it approves the settlement. However, it is unlikely that you will receive any notification of the next steps before March 2021.

35. The FAQ does not answer my query. What should I do?

Please send an email to FTI Consulting at nwc_query@fticonsulting.com quoting your HRN and name in the subject line (e.g. **I00123456789 – John Smith**)

Please allow sufficient time for FTI Consulting to answer your query. We cannot guarantee that queries received after **4pm AEDT on Wednesday 13 January 2021** will be answered prior to the registration cut-off time.

WARRANTIES CLASS ACTION REGISTRATION

FTI Consulting
PO Box R367
ROYAL EXCHANGE NSW 1225

nwc_registration@fticonsulting.com

WARRANTIES CLASS ACTION QUERIES

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