



Angus & Robertson, Borders and Whitcoulls (all in Administration)

Gift Cards – FAQ's

How can I redeem my Borders, Angus & Robertson or Whitcoulls gift card?

You can redeem your gift cards by matching them dollar for dollar with cash or credit card (eg: pay for a \$40 book with a \$20 gift card and \$20 cash or credit card).

Do I have to redeem the full amount of my gift card at once?

No. You can choose to redeem a portion of your gift card only on the proviso that you spend the equivalent amount of cash.

Why can I not redeem my gift card under the normal terms and conditions of the gift card?

The Administrators are under no legal obligation to honour gift cards purchased prior to 17th February 2011. Gift card holders may have a claim against the Company on the proviso that they elect to surrender their card, and rank equally with other creditors.

The Administrators however have provided the option stated above should customers wish redeem their gift cards.

What are my options if I do not want to redeem my gift card with the conditions the Administrators have set out?

You have two options:

1. You may retain them for possible use in any business that may emerge from the administration;

OR

2. You may register as an unsecured creditor of the Company, however in doing so, you will no longer have the ability redeem your card in store.

Can I redeem my Westfield gift card?

Yes you can under the normal terms and conditions of the Westfield gift card.

Can I redeem my Australian Book Sellers Association gift card?

Yes you can, under the normal terms and conditions set out on the Australian Book Sellers Association gift card.



Can I redeem my E voucher?

Yes you can, under the normal terms and conditions set out on the E voucher

Can I redeem my ABC gift card?

Yes you can under the normal terms and conditions set out on the ABC gift card.

What if a store is not willing to redeem my card?

It is likely that the store is a franchised store and is independently operated. The Franchisees are under no obligation to honour the gift cards. If you would like to redeem your gift card, it can be redeemed at any Company owned store under the conditions set out above. Details of the Company owned stores are located on the Angus & Robertson website, www.angusrobertson.com.au.

I went to a store to redeem my gift card and I was willing to spend the equivalent amount of cash in the store, however staff told me my card was not redeemable at this stage because it was a card managed by a third party provider. Can I redeem this card?

Some cards are managed by an external provider of gift cards. On the appointment of the Administrators, the external provider temporarily deactivated the gift cards they managed. The Administrators advise that this issue has now been rectified and you may redeem your card under the conditions set out above.

How do I register as an unsecured creditor and surrender my card?

You have three options:

1. Log on to www.ferrierhodgson.com and click on the following links:

“Current Matters”,
“Corporate Recovery Matters”,
“Redgroup Retail Pty Limited and associated Companies”

And download the following form:

“Circular to Creditors (Australia) 18 February 2011.pdf” (For Australian Customers)
“Circular to Creditors (New Zealand) 18 February 2011.pdf” (For New Zealand Customers)

2. Email your request to be an unsecured creditor to redgroup@fh.com.au, and a circular to creditors will be sent to you via return email;
3. Call the following number to leave your postal address for a pack to be sent to you via post:
 - a. For Australian customers: (03) 9285 3400
 - b. For New Zealand customers: +64 212 420 347



Please complete the “Informal Proof of Debt Form” and “Proxy Form” contained within the Circular to Creditors and return it to Ferrier Hodgson via the following means:

By Post

Ferrier Hodgson
GPO Box 4114
Sydney NSW 2011

OR

By Email

redgroup@fh.com.au

OR

By Facsimile

(02) 9286 9888

Your forms **MUST** be accompanied by:

- A clear photocopy of both sides of your gift card with the card number and serial number clearly legible so that we may deactivate your card;

OR

- Your gift card (if you choose to send via post).

If I lodge my Proof of Debt form and Proxy form, will I be able to attend and vote at the meeting of creditors?

If you provide a completed Proof of Debt and Proxy form accompanied by either your card or a legible copy of your card that shows the card number and serial number, you will be entitled to vote at the meeting of creditors. If you do not provide your gift card or a legible copy of your gift card that shows the card number and serial number, unfortunately the Administrators will not be able to register your claim, and you will not be entitled to vote at the meeting of creditors.

If I have elected to register as an unsecured creditor can I still use my card?

No, as the cards will be deactivated.