



Sydney Outbound Retail Travel Division
Statement re "Family and Friends" Clients
Issued: Wednesday 25 July 2018

This Statement is in response to developments since our previous statement dated 5th July 2018 and is made in an effort to communicate with claimants, stakeholders and all interested parties.

The owners of Goway Travel have taken the following steps:

- The appointment of Ian Johnston to overview and manage the progress of matters relating to the "Family and Friends" business and claimants.
- The appointment of Richard Glover Law Practice in Sydney to provide Goway Travel with legal representation.
- The appointment of PKF Forensic & Risk Services in Sydney to undertake an extensive forensic audit of all bookings and payments related to "Family and Friends". This forensic audit has been in progress for the last two weeks.

Since our last Statement was issued many "Family and Friends" claimants have provided some details of their bookings and payments. These are all being loaded into our system which we now share with PKF.

Some of the material that claimants have sent us was missing information we had requested and which is needed to properly investigate claims. We are creating a detailed profile for each and every claimant and we may need to contact claimants individually by phone or email, so as to obtain outstanding specific information relevant to their claim.

Additionally - we have since created a dedicated email inbox for all "Family and Friends" matters – and as well a separate and dedicated team to manage and communicate with claimants.

Claimants are also advised that it has become apparent from PKF's initial forensic investigations that certain credit card information may have been passed on to others and accordingly Goway's banker (ANZ) has advised us to alert claimants their personal information could well be compromised.

Please continue to communicate with us at customerservice@goway.com.au – one of our team will respond to you. We are close to catching up on a backlog of registrations that accrued before we set up our team.

We had hoped to be able to make a fuller statement that would help restore our reputation against some of the extreme postings on social media. However there are certain legal restraints in that regard which Goway has been advised it needs to observe and this makes it somewhat difficult in the commercial world of the travel and tourism business so reliant on good public relations.

Goway Travel again apologises for the inconvenience the above situation has caused and will continue to communicate with all interested parties as progress is made.

Ian Johnston

Advisor to the Goway Board (appointed 29th June 2018)

customerservice@goway.com.au