Back Pay Creditor Portal

All Trades Queensland Pty Ltd (In Liquidation) ("ATQ")

Registration Guide & FAQ

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Registration Guide

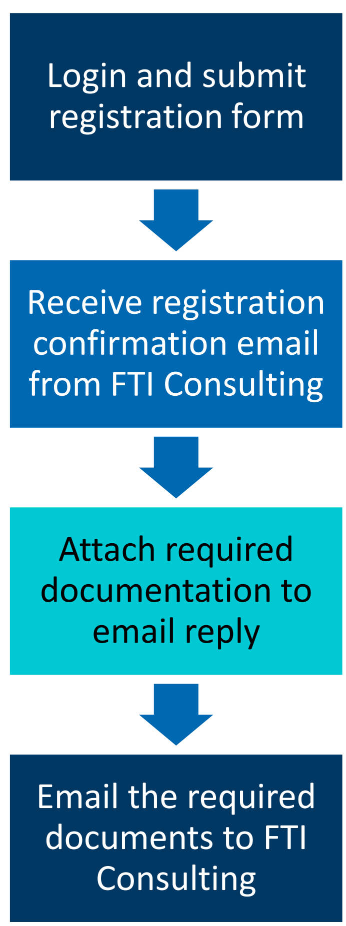
This Guide explains the registration process for back pay creditors wanting to participate in the first and final priority dividend. Please note, registrations will only be accepted until **5:00pm (AEST) on Wednesday, 3 March 2021**.

Please read this Guide carefully, otherwise your registration may not be accepted.

The registration process has been designed to be as straight forward as possible. If you have any queries please refer to the Frequently Asked Questions ("FAQ") section in this Guide, or email FTI Consulting at ATQ@fticonsulting.com quoting your HRN, name and the words "Back Pay Portal Access" in the subject line *e.g. i00123456789 – John Smith – Back Pay Portal Access*. Your HRN is shown in the top right hand corner of the letter sent to you on or around 4 February 2021.

As shown below the registration process is broken down into four (4) simple steps. All steps must be completed before your claim is registered.

Registration Process



Step 1: Login and submit registration form

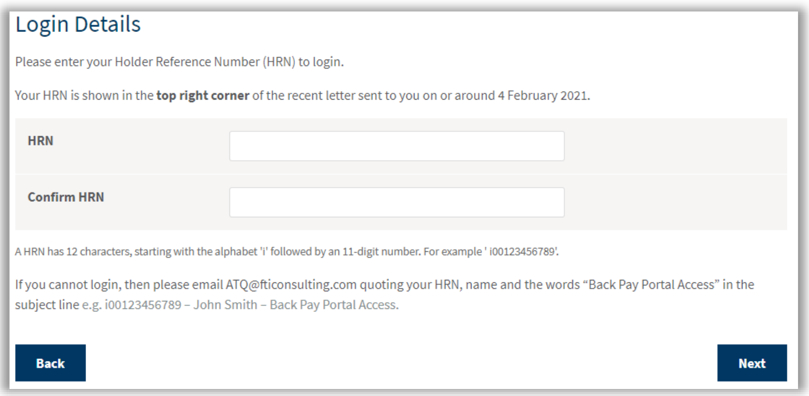
The first step of the Registration Process is to complete and submit a registration form, in accordance with the below instructions.

1. Registration Details

Go to https://events.miraqle.com/OCP/all-trades/ 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 lowercase "i" and not the number "1". Your HRN is shown in the top right hand corner of the letter sent to you on or around 4 February 2021.



Login Details

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

Your HRN is shown in the **top right corner** of the recent letter sent to you on or around 4 February 2021.

HRN	
Confirm HRN	

A HRN has 12 characters, starting with the alphabet 'i' followed by an 11-digit number. For example ' i00123456789'.

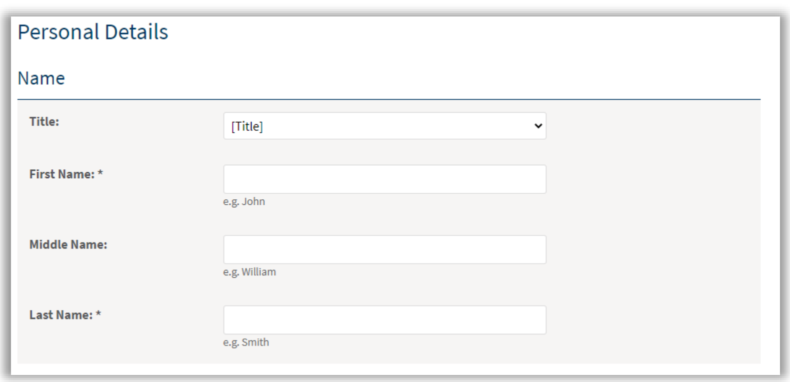
If you cannot login, then please email ATQ@fticonsulting.com quoting your HRN, name and the words "Back Pay Portal Access" in the subject line e.g. i00123456789 – John Smith – Back Pay Portal Access.

Back **Next**

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

3. Personal Details

You are now on the first **Personal details** page, the first of the four (4) boxes on this page is shown below:



Personal Details

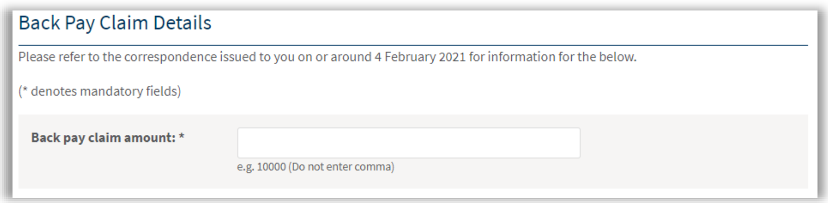
Name

Title:	[Title]
First Name: *	e.g. John
Middle Name:	e.g. William
Last Name: *	e.g. Smith

Please enter your name, address, back pay claim and contact details.

Back pay claim details

This is the amount you are claiming as owing to you for outstanding back pay. You can refer to correspondence issued to you on or around 4 February 2021 for details on what ATQ's records show your back pay claim is.


Back Pay Claim Details

Please refer to the correspondence issued to you on or around 4 February 2021 for information for the below.

(* denotes mandatory fields)

Back pay claim amount: *

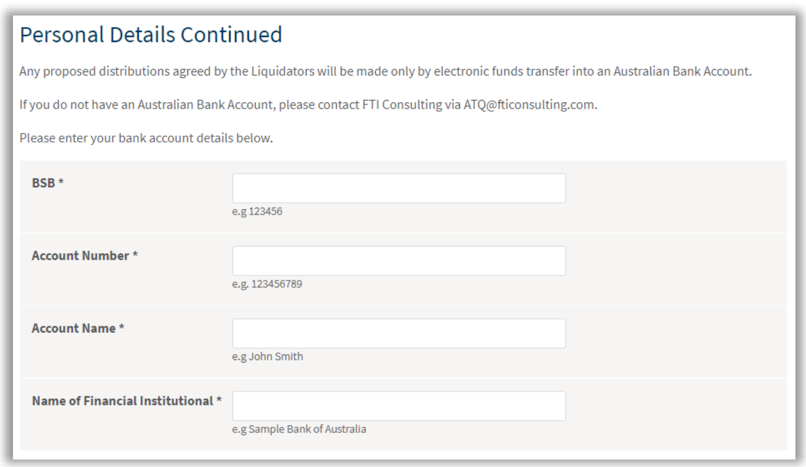
e.g. 10000 (Do not enter comma)

All boxes on the page **<u>must</u>** be completed. When you have entered the required details, click **"Next"**.

4. Personal Details Continued

You are now on the second **Personal details** page.

Bank account details


Personal Details Continued

Any proposed distributions agreed by the Liquidators will be made only by electronic funds transfer into an Australian Bank Account.

If you do not have an Australian Bank Account, please contact FTI Consulting via ATQ@fticonsulting.com.

Please enter your bank account details below.

BSB *

e.g 123456

Account Number *

e.g. 123456789

Account Name *

e.g John Smith

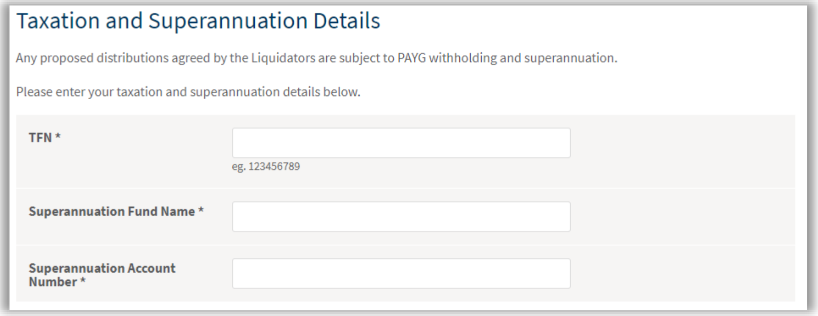
Name of Financial Institutional *

e.g Sample Bank of Australia

Enter bank account details for an Australian bank account. If you do not have an Australian Bank Account, please contact FTI Consulting via ATQ@fticonsulting.com.

All payments of outstanding back pay claims will be made by electronic funds transfer into your nominated account. **Please ensure your bank account details are correct as we do not take responsibility for payments made into an incorrect bank account, nor transaction costs which may be incurred in returning funds paid to you as a result of incorrect details you have provided.**

Superannuation and taxation details

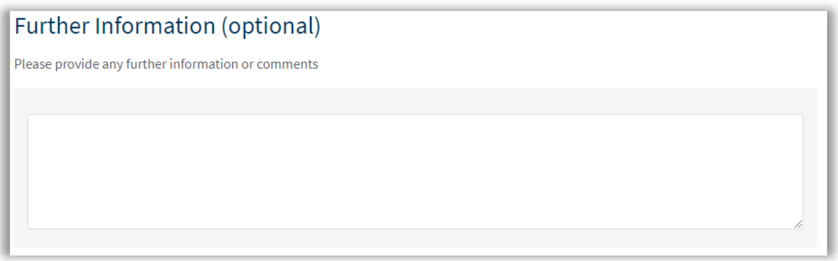


All payments of outstanding back pay claims are subject to PAYG withholding and superannuation. **Please ensure your superannuation and taxation details are complete and correct.**

When you have entered the required details, click **"Next"**.

5. Further Information (Optional)

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

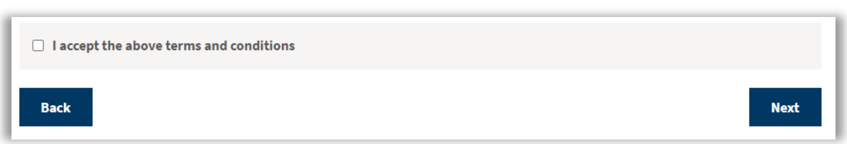


In this section, please enter any further information or general comments that you would like to draw to FTI Consulting's attention. If you have no comments please leave the **Further Information** section blank.

When you have completed this section, click **"Next"**.

6. Terms and Conditions

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



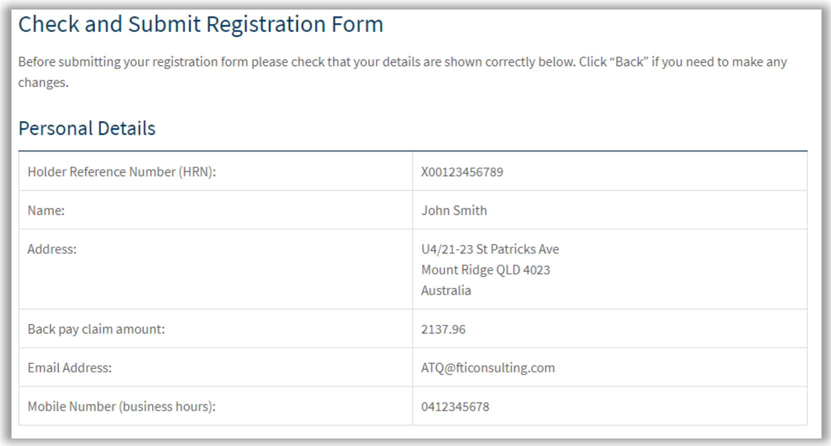
If you accept the terms and conditions, tick the box at the end of the section and click **"Next"**.

Otherwise, please email ATQ@fticonsulting.com quoting your HRN, your name and the words "Object to Terms and Conditions" in the subject line e.g. *i00123456789 – 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.

7. 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.


Check and Submit Registration Form

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

Personal Details

Holder Reference Number (HRN):	X00123456789
Name:	John Smith
Address:	U4/21-23 St Patricks Ave Mount Ridge QLD 4023 Australia
Back pay claim amount:	2137.96
Email Address:	ATQ@fticonsulting.com
Mobile Number (business hours):	0412345678

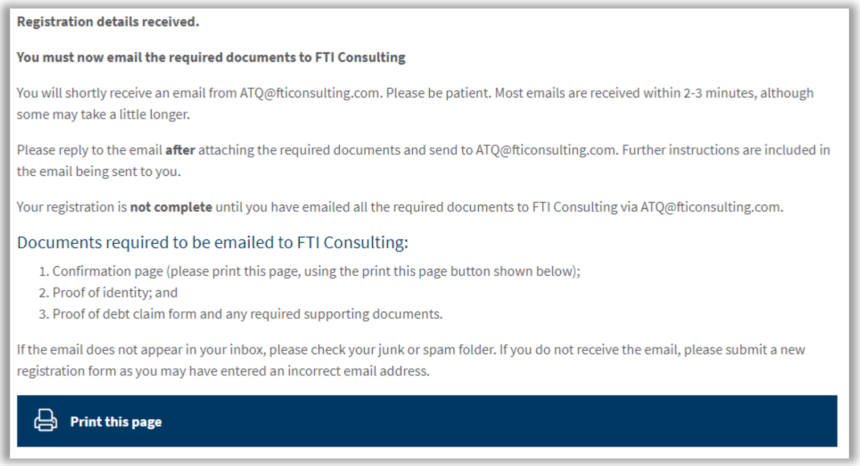
Read through the details you entered in the registration form carefully and check for any errors.

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.

8. Confirmation Page

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



Registration details received.

You must now email the required documents to FTI Consulting

You will shortly receive an email from ATQ@fticonsulting.com. Please be patient. Most emails are received within 2-3 minutes, although some may take a little longer.

Please reply to the email **after** attaching the required documents and send to ATQ@fticonsulting.com. Further instructions are included in the email being sent to you.

Your registration is **not complete** until you have emailed all the required documents to FTI Consulting via ATQ@fticonsulting.com.

Documents required to be emailed to FTI Consulting:

1. Confirmation page (please print this page, using the print this page button shown below);
2. Proof of identity; and
3. Proof of debt claim form and any required supporting documents.

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.

Print this page

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

Please print this confirmation page and email it to ATQ@fitconsulting.com with your other documentation.

Step 2: Receive email from FTI Consulting

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

Do not delete the email, as it is required to complete the registration process.

Please be patient when waiting for the email. Ordinarily, emails are received within 2-3 minutes, but on occasion 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 required documentation to email

When you have received the email from ATQ@fticonsulting.com, click “**Reply”** and attach the following documentation:

Document 1: Confirmation page

As noted earlier at step 7, you are required to print and provide a copy of your registration confirmation.

Document 2: Proof of identity

You are required to provide Proof of Identity to FTI Consulting. Your identification document must show your name and include a photograph of your face. We recommend that you provide a Driver’s Licence or Passport, but you can provide a different form of identity if necessary.

If your name has changed since your employment with All Trades Queensland Pty Ltd, please also provide a copy of the document evidencing your change of name (e.g. marriage certificate). These documents will not be used by FTI Consulting for any other purpose than confirming your back pay claim against ATQ records.

Document 3: Proof of debt

You are also required to provide a completed proof of debt (“POD”), which was provided to you with the correspondence issued on or around 4 February 2021. If you require another POD please contact FTI Consulting via email to ATQ@fticonsulting.com, quoting your name and the words “Back Pay POD Request” in the subject line *e.g. John Smith – Back Pay POD Request*.

It is recommended you also refer to the correspondence issued on or around 4 February 2021 for information on your outstanding back pay claim amount. If you disagree with ATQ’s records and the claim calculated, you **must** provide supporting documentation to evidence the amount you claim is owing to you.

Please check you have, at a minimum, completed the following details on the POD:

Section 1: Full name and amount owing

Section 3: Signature, date, full name, address and email (on page 2 of the POD)

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

Step 4: Documentation required to be emailed to FTI Consulting

When you have completed steps 1 – 3 above, you can now send the email to ATQ@fticonsulting.com, attaching:

1. Confirmation page; and
2. Proof of Identity; and
3. Proof of Debt; and
4. Documentation to support your claim if it differs from the amount provided to you in the correspondence issued to you on or around 4 February 2021.

When the email has been received by FTI Consulting you will receive a confirmation email from ATQ@fticonsulting.com noting your registration has been completed and your claim is recorded. Please be patient when waiting for this email; we will aim to respond within 24 hours, but on occasion it can take a little longer.

If you don't complete this process or fail to provide the required documentation by 5:00pm (AEST) Wednesday, 3 March 2021, your claim will not be registered and you will not participate in the priority dividend distribution.

Registration complete

You have now completed your registration and your claim has been recorded.

END OF REGISTRATION INSTRUCTIONS

Next Steps

Adjudication of claim

All claims recorded will be adjudicated on by the liquidators and staff of FTI Consulting.

If required, a notice requesting further information regarding your claim will be issued. Please note to avoid further delays to this distribution there will be strict deadlines regarding timeframe to respond to this notice.

Receive correspondence regarding the adjudication of claim

FTI Consulting will issue correspondence advising whether a claim has been admitted or rejected, in full or in part by 17 March 2021.

If you wish to appeal this decision you have fourteen (14) days from the date of the notice to apply to court.

Priority dividend declared

Notice that a priority dividend has been declared will be issued around 1 April 2021.

Receive payment for admitted claim

Payments of all admitted claims will be made around early April 2021.

Frequently Asked Questions

About us

FTI Consulting

Joanne Dunn and John Park of FTI Consulting, were appointed Voluntary Administrators of ATQ on 22 July 2020 and subsequently Liquidators on 9 October 2020. Further information about their appointment and the status of the Liquidation can be found via the below link:

https://www.fticonsulting-asia.com/creditors/all-trades-queensland-pty-ltd

LINK Group

The LINK Group is the site host of this registration portal. You can find their privacy and data retention policy via https://www.linkgroup.com/docs/Link_Group_Privacy_Policy.pdf.

Queries about back pay claims

1. Do I have an outstanding back pay claim?

The outstanding back pay claims relate to apprentices and trainees who commenced their employment with ATQ between 1 January 2014 and 1 February 2018. All known apprentices and trainees who fall into this category were issued correspondence by FTI Consulting on or around 4 February 2021.

2. How much is my outstanding back pay claim?

Please refer to the correspondence issued to you by FTI Consulting on or around 4 February 2021 for further information on your outstanding back pay claim.

3. What if I disagree with claim amount in the correspondence issued by FTI Consulting?

If you disagree with what ATQ records say you are owed, then complete the registration process and proof of debt form with the amount you believe to be your claim. You are also required to provide supporting documentation proving the discrepancy between your claim and ATQ records to ATQ@fticonsulting.com.

Please note it is up to you to prove your claim and for you to provide supporting documentation to evidence any discrepancies.

4. Can I still make a claim for my outstanding back pay, if I previously received a payment from ATQ?

Yes, in accordance with the agreement between the Liquidators and the Commonwealth, you will receive a top up payment for any remaining balance of your outstanding back pay claim, whether that be because of an offer you accepted or due to you receiving some, but not all instalments. You must still complete the same registration process set out above to receive payment of this claim.

5. What do I do if I didn't receive correspondence from FTI Consulting but believe I have a claim for back pay?

Please register your claim via the online registration portal following the process outlined above, and contact FTI Consulting via ATQ@fitconsulting.com for a proof of debt form. You will be required to provide supporting documentation to prove your claim.

Registration timeline

1. When do I have to complete the registration process and provide the required documents to FTI Consulting?

You must complete the online registration process and provide the required documentation to FTI Consulting by **5:00pm (AEST) on Wednesday, 3 March 2021.** Registrations after this date are not able to be accepted and will not participate in the priority dividend distribution.

2. What happens to my claim if I don't complete the registration process by the registration deadline?

The priority dividend distribution for outstanding back pay claims is a first and **final** payment of claims from the quarantined back pay account. If you don't complete the online registration process and provide the required documentation by the registration deadline, **you will miss out** on payment of your claim from the quarantined fund.

The priority dividend distribution process is in accordance with the *Corporations Act 2001 (Cth)*, which sets out strict deadlines all back pay creditors and the Liquidators must meet, before payments can be made. To avoid further delays to payments to all admitted back pay claims, the Liquidators are not able to adjust these deadlines for a back pay creditor.

If you do miss the registration deadline, you may be able to lodge a proof of debt in the liquidation of ATQ. For further information, please contact FTI Consulting at ATQ@fticonsulting.com.

Registration process

1. Do I need to register online?

Yes, you must register your claim online. Only registrations using the online back pay creditor portal will be accepted.

2. What do I do if I'm having issues logging in?

It is possible you have entered your HRN incorrectly. Your 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 right hand corner of the correspondence issued to you by FTI consulting on or around 4 February 2021.

If you have misplaced your HRN or you continue to have issues logging in please email ATQ@fticonsulting.com quoting your name and the words "Log In Issue" in the subject line e.g. *John Smith – Log In Issue*, and we will provide further instructions.

3. Where do I find my HRN?

Your HRN is shown in the top right-hand corner of the correspondence issued to you by email and post on or around 4 February 2021.

If you have misplaced your HRN please email ATQ@fticonsulting.com quoting your name and the words "Missing HRN" in the subject line e.g. *John Smith – Missing HRN*.

4. 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 the required documents to FTI Consulting as outlined above at step 3 of the registration guide.

5. What happens after I submit my registration form?

You will receive an email from ATQ@fticonsulting.com. You must reply to this email and send the required documents to FTI Consulting as outlined above at step 3 of the registration guide.

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

Please be patient, most registration confirmation emails are received within 2-3 minutes but can sometimes take a little longer.

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

If you have still not received the email, please re-submit your registration form.

If you still do not receive the registration confirmation email, please contact FTI Consulting via ATQ@fticonsulting.com quoting your name and the words "no registration email received" in the subject line e.g. *John Smith – no registration email received*.

7. I didn't attach the required documents before replying to the FTI Consulting email

Please send a second email to ATQ@fticonsulting.com with the missing documents quoting your HRN, name and the words "Required Documents" in the subject line e.g. *i100123456789 - John Smith – Back Pay Documents*.

General questions

1. A family member has an outstanding back pay claim – can I complete the registration process on their behalf?

You can complete the registration process on behalf of a family member provided you have their 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 as well as the bank account, taxation and superannuation account details provided needs to be that of the back pay creditor.

2. What happens next?

FTI Consulting will adjudicate on your claim and if required, will issue a notice requesting further information regarding your claim. Otherwise further correspondence will be issued to you regarding the admission or rejection of your claim by 17 March 2021, with payments of admitted claims to be made by early April 2021.

3. The FAQ does not answer my query, what should I do?

Please contact FTI Consulting via ATQ@fticonsulting.com quoting your name and the words "Back Pay Distribution Query" in the subject line e.g. *John Smith – Back Pay Distribution Query*.

Please allow sufficient time for FTI Consulting to answer your query. We cannot guarantee that queries received after **5:00pm (AEST) on Monday, 1 March 2021** will be answered prior to the registration deadline.