

Frequently Asked Questions

Forex Capital Trading Pty Ltd (In Liquidation) (“Forex CT” or “Company”)

Question	Answer
<i>Why am I being contacted?</i>	You have been identified as a former customer of Forex CT. Our investigations indicate that former customers may be entitled to compensation for any loss or damage suffered as a result of trading with Forex CT and therefore may be creditors of the Company.
<i>How did you get my address / contact details?</i>	In accordance with their legal obligations, the Liquidators have taken possession of the Company’s records. Former customer details are in these records.
<i>Is this a scam?</i>	No. FTI Consulting is a global consulting firm with offices located in 32 countries with over 8,100 employees worldwide. We regularly undertake liquidations of companies. Details of FTI Consulting can be obtained from our website: https://www.fticonsulting.com/
<i>Do I need to seek my own legal advice?</i>	Creditors may be assisted by obtaining their own independent legal advice, although we acknowledge the decision to do so is an individual one. The Liquidation process is governed by the <i>Corporations Act 2001 (Cth)</i> (“Act”) and the Liquidators are regulated by the Australian Securities and Investments Commission (“ASIC”). We will continue to report to all stakeholders on the progress and outcome of the liquidation, as prescribed in the Act.
<i>Who pays for the liquidation?</i>	The Liquidators are entitled to be paid from the Company’s assets.
<i>Will this cost me anything?</i>	You are not required to contribute any additional money to pay for Liquidation.
<i>How long is the process?</i>	It is difficult to determine how long the liquidation will last. However, the liquidation is progressing to a stage where the Liquidators will provide notice of their intention to declare a first and final dividend to unsecured creditors.
<i>When can I expect to be paid?</i>	We anticipate that distributions to creditors will be paid in the second half of 2026. Given there are potentially more than 8,600 claims to process, the Liquidators applied for, and received, an order from the Court to extend the statutory time limit on dividend processes from 2 months to 4 months. This means, once a dividend process is commenced, the liquidators will have up to four months to declare the dividend. They must then pay the dividend as soon as practicable after this. The Liquidators are also required to receive tax clearance from the Australian Taxation Office (“ATO”) before commencing a dividend process. The timing for this is unknown as the ATO must assess the Company’s outstanding liabilities and lodgements to determine the amount owed.
<i>How much will I be paid?</i>	We will need to assess your claim to determine whether you are owed any money by Forex CT. The Liquidators’ initial estimated rate of return to unsecured creditors is 5 to 10 cents in the dollar. That is, for every \$1 claim creditors have, 5 to 10 cents is expected to be paid. The final dividend amount will vary depending on: <ul style="list-style-type: none"> ■ the final value of all claims admitted in the liquidation; and ■ the costs involved in adjudicating claims and paying the dividend. The Liquidators expect this to be the first and final dividend to unsecured creditors.

Question	Answer
<i>What do I need to do to participate and receive benefit of a dividend?</i>	If you have not already been contacted, and you would like to lodge a claim against the Company for losses or damages you might have suffered when dealing with Forex CT, you should contact our team at fxct@fticonsulting.com as soon as possible to ensure you receive future correspondence regarding a dividend.
<i>How do I know what I should claim?</i>	The Liquidators have calculated the loss suffered by each Former Customer based on the Company's books and records. When we are able to commence the dividend process, you will receive information about how to submit a claim, including the value of your claim as calculated by the Liquidators based on the Company's books and records.
<i>Is there a minimum loss that excludes me from claiming?</i>	<p>No. There is no minimum threshold. Everyone with a claim is entitled to submit a claim. However, how dividends are paid for lower value claims is different to higher value claims. Under the Act, Liquidators are not required to pay dividends of less than \$50 in value to the creditor directly. Accordingly, any dividends of less than \$50 will be paid to ASIC. Creditors can then claim these funds from ASIC directly.</p> <p>Dividends of \$50 or more will be paid to the creditor's nominated bank account. Creditors will have the opportunity to provide their bank account details when we commence the dividend process.</p>
<i>What do I have to give you to prove my claim?</i>	<p>On 14 May 2026, the Court approved an application from the Liquidators to use a simplified claims process for the dividend, similar to the process we used in 2022 for the claim against Invesus Limited ("Invesus").</p> <p>As a result, former customers will not be required to provide supporting documentation for losses arising between 1 January 2016 and 27 June 2021 in exchange for accepting a 15% discount on their net loss. This is broader than the Invesus claim process, which only applied to losses arising between 1 January 2017 and 1 April 2019.</p> <p>Creditors will also be able to lodge their claim using an online portal, similar to that used for the Invesus claim. The portal will allow former customers who wish to accept the 15% discount on their claim to complete a simplified online claim form.</p> <p>Former customers who wish to claim the full amount of their net loss will need to complete a Form 535 Formal Proof of Debt or Claim form and provide sufficient supporting documentation to prove that they suffered misleading, deceptive and/or unconscionable conduct in their dealings with the Company, and this conduct caused their loss. This evidence is required for each instance a loss was incurred and may include phone recordings and copies of emails with the Company, which may be challenging.</p>
<i>I previously submitted a claim as part of the Invesus process, do I need to submit a new claim?</i>	<p>Potentially.</p> <p>If you submitted a claim as part of the Invesus process and it was admitted in the liquidation, you do not need to submit a new claim (though you will be given the option to do so as part of the dividend process).</p> <p>If you submitted a claim and it was not admitted, you will need to submit a new claim as part of the dividend process. During this process, you will receive a notice from us to advise you whether your previous claim was admitted, together with instructions on how you may submit a new claim in the liquidation.</p> <p>Please note that if your claim differs from the Company's records, the onus is on you as the creditor to provide sufficient evidence to support your claim, as noted above.</p>

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<i>I can't locate the claims portal used as part of the Invesus claim. How do I access it?</i>	<p>The previous claims portal was developed for the Invesus claim and is no longer available. We are establishing a portal that meets the specific requirements of the dividend process and court orders obtained on 14 May 2026. Information submitted on the previous claims portal has been retained and will be accessible in the new portal.</p> <p>If you have not yet submitted a claim, you are not yet required to do so. You will receive a notice from us when you are required to submit a claim, with instructions on how you may do this.</p>
<i>Who will assess my claim? Will Forex staff / claims manager be involved?</i>	<p>The Liquidators are completely independent to Forex CT and are responsible for assessing your claim in accordance with their statutory duties as set out in the Act.</p>
<i>Forex said I didn't have a claim and rejected my claim. Can I submit a claim to you?</i>	<p>Yes. We are independent of Forex CT and will review the legal merits of all claims submitted in the liquidation.</p>
<i>I settled my claim with Forex CT, before the Liquidators were appointed. Can I still claim?</i>	<p>Potentially.</p> <p>If you entered into a settlement with the Company, you may not have a further claim in the liquidation. You can still submit a proof of debt to the Liquidators for them to consider your claim against the Company. You will be given the opportunity to complete an online form setting out the amount and details of your claim or debt against the Company and provide evidence to support your claim. This should include information about why you believe the settlement was not legally binding or you still have a claim against the Company. The Liquidators will then adjudicate your claim and inform you of the outcome in due course.</p>
<i>What if I previously dealt with AFCA on a complaint/claim?</i>	<p>We have spoken to AFCA about former client claims made prior to our appointment. Even if your complaint has been adjudicated by AFCA, it does not prevent you from lodging a claim in the liquidation.</p> <p>However, if you subsequently entered a settlement with the Company, it may mean you no longer have a claim against the Company, as discussed above.</p>