



Toys "R" Us (Australia) Pty Ltd (Administrators Appointed)
ACN 057 455 026 (TRU)
Babies "R" Us (Australia) Pty Ltd (Administrators Appointed)
ACN 073 394 117 (BRU)
(collectively known as TRU Australia)

Customer Frequently Asked Questions

21 May 2018

Jason Preston, Barry Kogan and Keith Crawford were appointed Joint and Several Voluntary Administrators (**Administrators**) of TRU Australia on 21 May 2018 following a resolution of its board of directors.

The purpose of this document is to answer some frequently asked questions that customers may have about the Administration.

This information sheet covers the following key areas:

- operations;
- administration process;
- gift cards, lay-bys; and
- returns and warranties.

As Administrators, we act as agents of TRU Australia. The Administrators assume control of TRU Australia and make all financial and strategic decisions, working with TRU Australia management.

Please note that this document will be revised periodically by the Administrators and is subject to change. Any revised documents will be made available in store and on McGrathNicol's website www.mcgrathnicol.com.au under "Assignments".

Queries

Customer queries should be directed to **1300 TOYS R US (1300 869 778) or support@toysrus.com.au**.

Queries can also be emailed to ToysRUs@mcgrathnicol.com.

The Administrators or TRU staff may respond directly or by update to this FAQ. The Administrators will also add to this document as required and updated versions will be provided to stores.



OPERATIONS

Is the business continuing to trade?

Yes. All stores will remain open and continue to trade while the Administrators urgently assess the prospects of completing a recapitalisation or going concern sale of the business through the Voluntary Administration process.

How soon will a decision be made about the future of TRU Australia?

No timetable has been set at this time. The Administrators will provide updates throughout the administration.

ADMINISTRATION PROCESS

What has happened to TRU Australia? Why did the administration come about?

The Directors of TRU Australia resolved to appoint Voluntary Administrators upon withdrawal of the final bidder in the sale process that was being undertaken for the business.

The Voluntary Administration of the Toys 'R' Us business follows on from the recent commencement of insolvency and restructuring proceedings of Toys 'R' Us in other jurisdictions around the world.

What is a voluntary administration?

Voluntary administration is an insolvency procedure where the directors of an insolvent company (i.e. one that is unable to pay its debts) appoint an external administrator called a 'Voluntary Administrator'.

The role of the Voluntary Administrator is to investigate TRU Australia's affairs to assess the potential for rehabilitation or recapitalisation, to report to creditors and to recommend to creditors whether TRU Australia should enter into a Deed of Company Arrangement, go into liquidation or be returned to the directors.

For more information regarding administrations, please visit www.asic.gov.au.

What is the role/authority of the TRU Australia directors? Do we take direction from them or from the Administrators?

The Administrators make all financial and strategic decisions relating to TRU Australia and have ultimate executive control of TRU Australia.

The Administrators continue to work with TRU Australia management and employees to serve customers.

Who is McGrathNicol?

McGrathNicol is an independent advisory and restructuring firm specialising in Advisory, Forensic, Transactions, Restructuring and Insolvency.



Where can I get information in relation to the administration?

Information will periodically be posted to the Administrators' website – www.mcgrathnicol.com, under the 'Assignments' tab. We will also continue to update employees through the usual Toys "R" Us internal systems.

What is the first meeting of creditors?

Please see below for information on gift cards, store credits, lay-bys and the baby registry as to whether customers are creditors of TRU Australia.

The Administrators are required to hold a meeting of creditors within 8 business days of their appointment.

If you believe you are a creditor, please see the FAQ for creditors on the Administrators' website – www.mcgrathnicol.com, under the 'Assignments' tab.

What is the second meeting of creditors?

The Administrators are required to hold a second meeting of creditors within approximately 1 month of their appointment. You will receive formal notification of the meeting details ahead of that time.

The purpose of this meeting is predominantly for creditors to determine the future of TRU Australia. The options available to creditors can include returning control of TRU Australia back to its directors; executing a Deed of Company Arrangement; or, placing TRU Australia into liquidation.

CUSTOMERS

I have placed and paid for an order online, will I still receive my goods?

Yes, provided TRU Australia has the stock available, you will receive your goods.

Ordinarily, goods paid for online represent an unsecured claim against TRU Australia and would not be able to be recovered.

What if I have paid a deposit or put goods on lay-by?

Until further notice, the Administrators have agreed to complete sales under a lay-by if the outstanding balance is paid, subject to stock availability.

Ordinarily, deposits or goods placed on lay-by represent an unsecured claim against TRU Australia and would not be able to be recovered.

Deposits and lay-by payments cannot be refunded.

No new deposits or lay-bys will be accepted.



Are gift cards and store credits being honoured?

Ordinarily, gift cards and store credits represent an unsecured claim against TRU Australia and would not be able to be redeemed.

Until further notice, the Administrators have agreed to honour gift cards and store credits in store only on the basis that the total transaction is at least double the value of the gift card or store amount utilised in that transaction (i.e. to utilise a \$100 gift card, the value of the transaction must be at least \$200).

If customers do not utilise or are unable to utilise their gift cards or store credit in accordance with the abovementioned conditions, they can complete a Proof of Debt for the balance they are owed.

No new gift cards or store credits are to be issued.

Can I exchange my goods?

Exchanges must be processed in a single transaction and are subject to stock availability. The Administrators will not issue or authorise any cash refunds or store credits for exchanged stock.

Can I return my goods?

Returns will only be accepted by way of exchange. The Administrators will not issue or authorise any cash refunds for returned stock.

If customers wish to return but not exchange stock, they can complete a Proof of Debt for the amount they are owed. A copy of the receipt signed by the sales assistant must be attached to the Proof of Debt.

Can I put in a special order?

No. The Administrators are unable to place specific orders.

How do we deal with faulty goods or warranty claims?

Faulty goods policy will continue in accordance with the existing store policy for goods purchased on or after 21 May 2018.

For goods purchased prior to 21 May 2018, customers should contact the manufacturer or complete a Proof of Debt form.

I am a member of the VIP Club – do I still receive benefits?

Yes. TRU Australia VIP Club members will still be entitled to specials, offers and discounts on their purchases. However, the ability to earn and redeem loyalty points will be suspended.

Is the Babies "R" Us registry still available?

No, the baby registry will no longer be available.