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FREQUENTLY ASKED QUESTIONS

Mosaic Brands Group Customers

28 October 2024

Mosaic Brands Limited ACN 003 321 579
Noni B Holdings Pty Limited ACN 614 340 537
W.Lane Pty Ltd ACN 003 115 124
Pretty Girl Fashion Group Pty. Ltd. ACN 051 283 900
Pretty Girl Fashion Group Holdings Pty Ltd ACN 089 304 941
Noni B Holdings 2 Pty Ltd ACN 626 335 760
Rivers Retail Holdings Pty Ltd ACN 626 380 934
Crossroads Retail Pty Ltd ACN 626 380 541
Katies Retail Pty Ltd ACN 626 380 158
Autograph Retail Pty Ltd ACN 626 380 390
Millers Retail Pty Ltd ACN 626 380 309
Noni B HoldCo Pty Ltd ACN 627 001 389
Ezibuy Pty. Limited ACN 058 215 722

(All Receivers and Managers Appointed) (All Administrators Appointed)
(Collectively referred to as 'Mosaic Brands Group')

Appointment Background

1. Who are the Receivers and why have they been appointed?

Gayle Dickerson, David Hardy, Ryan Eagle and Amanda Coneyworth of KPMG were appointed Receivers and Managers (**Receivers**) to the assets and undertakings of the Mosaic Brands Group entities on Tuesday, 28 October 2024.

The Receivers' appointment follows the appointment of Vaughan Strawbridge, Kate Warwick, Kathryn Evans and David McGrath of FTI Consulting as Voluntary Administrators to the Mosaic Brands Group on 28 October 2024.

The effect of the appointment is that the Receivers are now in control of the Mosaic Brands Group business operations, and assets. All enquires relating to these matters should be directed to the Receivers.

The appointment of the external administrators follows what has been a difficult period for the business which has faced a number of challenges and disruptions. The Mosaic Group sees this process as a chance to reset and a pathway to accelerate its plans to focus on its core brands (Katies, Millers, Noni B and Rivers), resolve legacy issues and right size the store network to ensure the ongoing success of the business.

2. What does this mean?

The Company is continuing to trade on as business as usual. However, the Receivers now control the business and its operations.

\Customer Faq - 28 October 2024

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3. I would like to speak with someone from the Receivers office

Please visit our website at [Mosaic Brands Group \(Receivers and Managers Appointed\) - KPMG Australia](#) for more information. All customer service queries will continue to be dealt with by the Mosaic Brands Group team as they are best placed to deal with customer queries.

Gift cards and credit notes

4. I have a gift card or a credit note, can I still use it?

Legally, customers with gift cards and credit notes issued prior to the date of appointment of the Receivers (being 28 October 2024), stand as a creditor of the Group and are not entitled to redeem a gift card as this gives them preferential treatment over other creditors.

However, in this instance, in recognition of the loyalty of the Mosaic Brands Group's customers, we will honour gift cards and credit notes on a \$ for \$ basis. For example, if a customer intends to redeem a \$100 gift card, they will need to purchase product of \$200 in value and contribute \$100. This applies to all stock including sale items.

Credit notes issued to customers after the date of appointment (ie from 28 October 2024 onwards) can be redeemed in the normal course and the \$ for \$ requirement outlined above does not apply.

Gift cards are no longer able to be redeemed online.

5. I would like to buy a gift card, can I?

No, no new gift cards will be issued.

Refunds / exchange

6. I recently purchased a product and I have changed my mind, can I return it for a refund?

The Company's existing refund policy is continuing (ie no refunds unless faulty).

In-store purchases

The returns policy is located at the bottom of your tax invoice and on counter signage in all stores.

Online purchases

The return policy for online purchases can be found on the Company's website.

7. I purchase a product and it is faulty, what happens now?

These faulty returns can be treated as per the current Faulty Policy. This means that a refund can be provided.

For further enquires and assistance, please contact the customercare@mosaicbrandsltd.com.au.