



Ernst & Young LLP
1 More London Place
London
SE1 2AF

Tel: + 44 20 7951 2000
Fax: + 44 20 7951 1345
ey.com

Dear Customer

**HFL Realisations Limited (formerly House of Fraser Limited) (“HOFL”)
HF Stores Realisations Limited (formerly House of Fraser (Stores) Limited) (“Stores”)
Jam B Realisations Limited (formerly James Beattie Limited)
(all in Administration) (together “the Companies”)**

Thank you for your email.

On 10 August 2018, the Companies entered Administration and A M Hudson, R H Kelly, C P Dempster and C A Lewis and were appointed as Joint Administrators. The appointment was made by the Court in England to Beatties and the Court in Scotland to HFL Realisations Limited (formerly House of Fraser Limited) and HF Stores Realisations Limited (formerly House of Fraser (Stores) Limited) under the provisions of paragraph 12 of Schedule B1 to the Insolvency Act 1986.

On 10 August 2018 the Companies' business and assets (excluding the business relating to the store located at Sandyford Road, Dundrum, Dublin D16 PX66, Ireland (the ‘Dundrum Store’)) were sold to SDI (Propco35) Limited, Shelfco A2 Limited and Shelfco A1 Limited (together the ‘Purchaser’), which are part of the SportsDirect group. It is the intention that the Dundrum Store will be sold to the Purchaser once regulatory clearance in Ireland has been obtained.

Unfulfilled orders

In respect of any purchases customers have made prior to 10 August 2018 which remain unfulfilled, such customers will be creditors of the company.

Should this apply to you, we recommend that you contact your merchant service provider used to pay for the order, or the deposit on the order (for example credit card, debit card or other payment method) to determine whether you may be able to obtain a refund. Unfortunately this option would not apply in respect of cash purchases.

Gift cards

We understand that the Purchaser accepted customer requests for replacement gift cards that were received by post during the period between 10 August 2018 and 31 October 2018. However, if you did not return your gift card before 31 October 2018, we understand that the Purchaser will be issuing no further replacements. Please be advised that we will be unable to assist further on replacement gift cards / vouchers as this is entirely at the Purchaser’s discretion. If you have been unable to obtain a replacement, then you will be an unsecured creditor of the Companies.

Returns

In relation to any items purchased prior to 10 August 2018, we would recommend that in the event you wish to return the item, you do so in person at a store rather than via post at this point to minimise the risk that you are left with neither the original item nor an exchange/refund. Please be advised that we cannot comment on whether the Purchaser is accepting returns as this is post 10 August 2018. Please refer to your local House of Fraser store, House of Fraser head office or the Purchaser for the latest information on returns policies. In such circumstances, because the item was purchased prior to 10 August 2018, you would be an unsecured creditor of the Companies.

Goods paid for on or after 10 August but which have been undelivered or returned

All queries regarding ongoing trading from the 10 August 2018 should be directed to the Purchaser.

As your goods were ordered on or after 10 August 2018, we advise you to contact the Purchaser with regards to receiving a refund for goods not received or where you have returned the goods.

Contact details for the Purchaser are as follows: customerservice@hof.co.uk.

Creditors

In the event you are unable to collect goods which you have purchased or paid a deposit on, or unable to use a gift card purchased prior to 10 August 2018 and unable to recover the funds via another avenue, you will be a creditor of the Companies (most likely Stores).

Unfortunately all amounts that the Companies owe to creditors at the date of the administration (10 August 2018) are unsecured claims. The Administrator's role is to realise the Companies assets and distribute the net proceeds to the creditors depending on what type of creditor they are. At this stage it is too early to estimate the quantum of any distribution to unsecured creditors. However, **any dividend to unsecured creditors is very likely to be less than 1p in the pound** and would be paid once the asset position has been finalised and all creditor claims have been assessed, which is not anticipated to occur for a number of months.

Please find attached the statement of claim form for HF Stores Realisations Limited (formerly House of Fraser (Stores) Limited). The statement of claim forms may also be accessed on the website through the following link www.ey.com/uk/houseoffraseradministration. It would be appreciated if claims could be completed electronically to improve legibility. Statement of Claim forms may be submitted to the Administrators by post, by fax or by email to hofcreditors@uk.ey.com.

For any enquiries regarding the status of the Administration, please refer to the following website link for the Letter to all known creditors (including details of the sale of business and assets) and the Joint Administrators' Statement of Proposals: www.ey.com/uk/houseoffraseradministration.

Yours faithfully,



House of Fraser Administrations | Restructuring

Ernst & Young LLP
1 More London Place, London SE1 2AF, United Kingdom
hofcustomers@uk.ey.com
Website: <http://www.ey.com>

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Craig Anthony Lewis is licensed in the United Kingdom to act as an insolvency practitioner by The Institute of Chartered Accountants in England and Wales, Alan Michael Hudson is licensed in the United Kingdom to act as an insolvency practitioner by The Association of Chartered Certified Accountants and Colin Peter Dempster and Robert Hunter Kelly are licensed in the United Kingdom to act as insolvency practitioners by The Institute of Chartered Accountants of Scotland.

The affairs, business and property of the Companies are being managed by the Joint Administrators, A M Hudson, R H Kelly, C P Dempster and C A Lewis who act as agents of the Companies only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the General Data Protection Regulation 2016/679, depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Company may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrator's appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.