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BDO CHRISTCHURCH  
Awly Building, Level 4  
287-293 Durham Street  
Christchurch 8013  
PO Box 246  
Christchurch 8140, New Zealand

To all Ticket Holders

9 November 2020

Dear Sir/Madam

**Re: Fortress Information Systems Limited (Trading as Ticket Rocket Formerly Trading as TicketDirect); Dash Group Limited; and Dash Tickets New Zealand Limited (Trading as Dash Tickets) (All In Receivership) (together “the Companies”)**

As you will already be aware my colleagues Diana Matchett, Andrew Sallway and I were appointed Joint and Several Receivers and Managers of the Companies on 31 August 2020 under the terms of General Security Agreements dated 24 October 2005 and 7 June 2013 respectively.

We are writing to you as we understand:

- a) you have contacted the Receivers office requesting confirmation as to the process for obtaining a refund and/or the timing for any such refunds to be processed; or
- b) as per the Companies booking system may be due a refund due to a cancelled event.

Can you please complete and return the attached form no later than Friday, 27 November 2020 so that we can confirm the legitimacy of your claim against the Companies.

**Email address:** enquiries.dashtr@bdo.co.nz

**Postal address:** P O Box 246  
Christchurch 8140  
Attn: Alice Marsh

We understand that this is a difficult situation and we appreciate your patience as we review each claim. Please be assured that the matter of customer refunds is a priority for the Receivers, and we will be writing to you with an update as soon as practicable.

Yours faithfully

**FORTRESS INFORMATION SYSTEMS LIMITED, DASH GROUP LIMITED AND DASH TICKETS NEW ZEALAND LIMITED (ALL IN RECEIVERSHIP)**

Colin Gower  
Joint and Several Receiver and Manager

Phone: 03 379 5155

Email: enquires.dashtr@bdo.co.nz

*Partners and staff acting as Receivers or Administrators do so as agents of the company without personal liability.*