

Esanda Car Loans Flex Commissions Class Action

Admin Contact Confirmation Activity Registrant FAQ Guide

This FAQ Guide is for registrants in the Esanda Flex Commissions Class Action who received a request on **14 April 2026** to complete an “activity” to confirm they are authorised and willing to represent their responsible claimants, and to answer some other questions.

If you received this request, please submit the forms via the link in the email we sent you by **21 April 2026**.

You will be allocated one activity for each claimant you represent, and another to tell us if there are any claimants missing from your list of claimants. Even if there is nothing wrong, please confirm that by submitting the activities allocated to you.

Most registrants are not required to complete this activity. If your email address is up to date and you did not receive this request, it does not apply to you.

Please carefully read this FAQ Guide if you have questions before contacting us.

This helps us manage the administration efficiently for the benefit of all 120,000 registrants. Thank you for your understanding.

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If you have general questions about the settlement, visit our website for more information.

Section 1: About the activity

1. I received the admin contact confirmation activity on 14 April 2026. What do I have to do?

You were sent an admin contact confirmation and claimant information request on 14 April 2026 from esandaflexCA@mauriceblackburn.com.au because we require confirmation that you are the person responsible for the claimant/s listed in the email we sent to you. We will also ask you some questions that tell us if there are certain issues with the claimant information.

Please click through the link in the email and complete the questions in the activities that have been allocated to you. We will ask you:

1. Are you authorised and willing to represent your claimants? If not, why not?
2. Are the claimants you represent actually the same person?
3. Did you receive this email more than once to different email addresses but about the same person?
4. Is there anyone missing from the list?

It might be that there are no issues with the claimant information you are given. If that's the case, please select "no" to questions 2 and 3, and "no" in the "missing claimants" activity.

Please answer the questions in your allocated activities as best you can by 21 April 2026.

If you need help with technology, please ask a trusted family member or friend. Please save esandaflexca@mauriceblackburn.com.au as a trusted contact so you do not miss out on important communications.

2. Why do I need to complete this activity?

Many people registered more than once or used the same details as someone else (such as their spouse). We have identified that your email address or contact details were submitted in multiple registrations. This means either that you are responsible for more than one claim, or the same person submitted a registration more than once either using the same or different contact details.

Firstly, we need to make sure that you have authority to act on behalf of the claimants that are assigned to you based on this information. For example, this might happen if you registered two separate claims for a husband and wife using the same email address.

The other questions help us combine the registrations for the same person, such as if the same person submitted multiple registrations in their maiden and married name, or with alternative contact details.

It might seem confusing, but combining duplicate registrations now helps avoid administrative issues with payments later, such as payments being delayed or apportioned between one person's duplicate registrations.

It might be that the claimants you see are simply you and your spouse or other relative using the same contact details, and the other questions don't apply to you. If so, you can answer "no" to questions 2-3 for each claimant you represent, and "no" in the "missing claimants" activity.

3. Can I complete the activity by phone or post?

No. The activity must be completed via the link provided in the email we sent to you.

There are 120,000 people registered to participate in this settlement. In order to manage the administration efficiently for the benefit of all registered group members, you are required to submit information electronically as requested. We will conduct the administration via email wherever possible for this reason.

4. Is this a scam?

On 14 April 2026, we sent out emails and text messages requesting certain registrants complete an activity via a link provided. Texts were sent from 'MBLawyers' and emails were sent from Esandaflexca@mauriceblackburn.com.au. This is not a scam. The links are safe to click.

You received the activity because you registered to participate in the settlement of the Esanda Car Loans (ANZ and Macquarie Bank) Flex Commission Class Action. Maurice Blackburn is the settlement administrator appointed by the Court.

All legitimate communications from Maurice Blackburn about the Esanda Car Loans Flex Commissions Class Action will be sent via text from 'MBLawyers' or via email from esandaflexca@mauriceblackburn.com.au.

We will update our website when we send out communications so you can verify the information there. You are required to submit information requested via the link sent to you. Please note we are not requesting bank details yet.

5. How did I become an "admin contact"?

Maurice Blackburn has done a lot of work compiling the registration data for all 120,000 registrants in preparation for assessing eligibility and processing payments for the settlement.

One of the requirements of our systems is that a unique email address and mobile number must be used for each individual person. If more than one person registered and used the same email address, those claimants were assigned an "admin contact".

For example, if John Smith and Jane Smith each registered separately, but using their joint email address, an "admin contact" called "John and Jane Smith" was allocated to them. We will only contact the admin contact in relation to those claimants by the joint email address they both provided.

Another example is if John registered on his own behalf, and on behalf of his now deceased wife, Jane. John will be allocated as the “admin contact” to act on behalf of himself and Jane for the settlement.

This is why we need you to confirm that you are authorised to represent all of the listed claimants as their “admin contact”. You should fill out the questions from your own perspective – that is, the person actually submitting the form. See [Section 2](#) below for further instructions.

A claimant can decide to change their admin contact at any time, including if they decide to represent themselves. To do so, the claimant must provide their own unique email address and mobile number that is different to the admin contact’s details. If you want to do this now, please see question below for how to do so.

6. What does being an “admin contact” mean?

If you confirm your authority to act as admin contact, we will only communicate about your responsible claimants with you.

You must:

- Keep your email address and mobile number up to date;
- Answer all questions truthfully and accurately to the best of your knowledge; and
- Respond to any compulsory requests by the deadlines we set.

If you fail in your obligations, this may mean we do not have the information we need to determine eligibility or make payments, resulting in the forfeiture of compensation to which the claimant may have been entitled.

We do not need any other information about any claims at this time. We will tell you if we need anything else in future.

You may be the admin contact for more than one claimant. For example, if you registered on behalf of yourself and your spouse, or yourself and a deceased estate.

You need to comply with any deadlines that apply to any of the claimants you represent. Please pay careful attention to any instructions you are given in respect of each claimant.

7. Technological issues

If you are having problems opening the link, please wait 10 seconds and refresh your browser. If that does not work, please close and re-open your browser, or try a different browser.

If you have trouble with technology, please ask a trusted family member or friend to help you. Our team cannot help individual registrants with the form.

8. Why didn’t I receive the admin contact confirmation activity?

If your email address for the Esanda Flex Class Action is up to date and you were not sent an email or SMS with the activity, this process does not apply to you.

Section 2: Completing the activity

Question 1 - Authorised and willing to act as admin contact

9. The name or date of birth of the claimant is incorrect.

If there is a minor typo in the name or date of birth of one or more of your claimants, don't worry. If we need to, we will give you an opportunity to fix that later. If the claimant has already been matched to an eligible car loan, this won't matter. If they are not yet matched to an eligible Esanda car loan, we'll ask you for further information in the near future.

If you do not recognise the claimant, see question 13 below for more information on this.

If you are concerned that we may have merged the registrations of two different people (for example, a father and son with the exact same name and contact details but different dates of birth), you can tell us via the "missing claimants" section (see question 18 below). We will contact you if we need further information.

10. I'm the correct admin contact but I want to update my email address or mobile number.

If you are authorised and willing to represent the claimant, please select "yes" for the first question and continue with the questions, including the admin contact declaration.

Once you have finished your allocated activities, you can update your email address and mobile number [here](#). This change will apply to all claimants you represent.

11. A joint admin contact was allocated to myself and my spouse or relative. What do I put for "on what basis are you representing the claimant?"

You should fill out the questions from your own perspective – that is, the person actually submitting the form.

For example: John is submitting the activity that he received via his joint email account with his wife Jane. Both John and Jane are alive. For his own claimant information he should select:

The claimant is a/an: *individual (not deceased)*

On what basis are you representing the claimant? *I am the claimant*

For Jane's claimant information, John should select:

The claimant is a/an: *individual (not deceased)*

On what basis are you representing the claimant? *I am the claimant's spouse*

If John is submitting the form on behalf of Jane, a deceased claimant, and John is the executor of the Estate, he should select:

The claimant is a/an: *individual (deceased)*

On what basis are you representing the claimant? *Executor*

12. How do I fill out the activity on behalf of a deceased estate?

If you are authorised to act on behalf of the estate, select “yes” for the first question. Then, the question “the claimant is a/an” will appear. Select “individual (deceased)” from the drop-down menu. Then continue with the questions.

For example, if John is submitting the form on behalf of Jane and she is deceased and John is the executor of the Estate, he should select:

The claimant is a/an: *individual (deceased)*

On what basis are you representing the claimant? *Executor*

13. I don't recognise one or more of the claimants on my claimant list.

If you do not recognise the claimant, please indicate that by selecting “no” to the first question. Then select “*I do not know the claimant*” from the drop-down menu that appears. We will investigate the issue and contact you if we need further information.

If you select “no” to the first question and answer the questions that appear, the activity will end in relation to that claimant. Please then continue with any other activities you have been allocated in relation to all claimants you represent and any “missing claimants”.

If you recognise the claimant but you are not authorised or willing to represent them, or there is someone else who should represent them instead, see question 14 below.

14. I know the claimant, but I am not authorised or willing to represent them.

Please select “no” to the first question. Then select “*I know the claimant but am not willing to represent them or they wish to represent themselves*” in the drop-down menu and provide the claimant’s contact information as requested if it is known to you. We will contact the claimant to confirm their details.

If there is another reason you do not want to represent the claimant, please select “other” from the drop-down menu and explain why in a few words.

15. I am the claimant and I want to represent myself and provide different contact details.

If you are the claimant and you want to elect a different “admin contact” or represent yourself, please select “no” to the first question. Then select “*I know the claimant but am not willing to represent them or they wish to represent themselves*” in the drop-down menu and provide the claimant’s contact information. You must provide a unique email address and mobile number that is different to the admin contact’s information. We will contact you, the claimant, to confirm your details.

Question 2 - The same person is listed more than once

16. The same person is listed more than once in my list of claimants.

If the same person is listed more than once in your list of claimants in the email we sent you, such as under a different name, select “yes” to the question “*Is [the claimant] listed more than once in the email we sent to you?*” You will be asked to fill out the activity for each claimant you represent. This means if two or more claimants are the same person, you should select this option for each duplicate. That way we will know which claimants are the same person if you represent multiple claimants.

We ask this question to help us identify where the same person registered more than once using different contact details or names, such as a maiden name or married name.

Question 3 - Multiple separate requests about the same person

17. I received this email to more than one different email address about the same person.

If you received more than one email to separate email addresses about the same person, it is likely that person registered more than once using different email addresses. Please select “yes” to this question. You will be asked to provide your preferred email address and the other email address to which you received this request about the same person.

Do not provide the same email address twice. Enter both email addresses you received the notice to. If you do not, we will not be able to identify that these registrations are for the same person and your payment may be apportioned (split) between duplicative registrations.

If you received an email request to a different email address about a different person, you do not need to tell us here.

We ask this question to help us identify where the same person registered more than once using different contact details or names, for example where they provided different email addresses in their registrations. We can then combine their registrations to avoid needing to split their payment between their duplicate registrations.

Once you answer this question and submit the activity, you will be asked to fill out the questions in respect of each claimant you represent, and then the “missing claimants” activity.

Question 4 - Missing claimants activity

This question will appear as a separate activity once you have completed the first activity for each claimant you represent. You only need to answer this question once.

18. I represent someone who has already registered for the Esanda Flex Commission Class Action who does not appear on my list of claimants.

If you represent someone who has already registered for the Esanda Flex Commission Class Action, but they do not appear on your list of claimants, please tell us by selecting “yes” in this activity, and providing their details as requested.

If more than one claimant is missing, there is an option to provide further information in a text box. Please succinctly provide the name and contact details for the missing claimants including the details they would have registered with separated by a comma.

New registrations will not be accepted, pursuant to Court order. Please only provide the details of someone if they have previously registered for this class action. Do not provide details of someone who has registered for a different class action (such as the other flex commissions class actions).

Confirmation of submission

Once you have completed all activities assigned to you and selected ‘next’ you will receive a confirmation email to the email address you currently registered with. If you do not receive this email, check your spam folder before contacting us.

You do not need to do anything further once you have submitted your answers. We will contact you if we need further information.

If you have general questions about the settlement, visit our website for more information.