



TO ALL CREDITORS AND MEMBERS

23 November 2018

Dear Sir,

Phones 4U Limited - in administration (the "Company")

Paul Copley was appointed as concurrent administrator of the Company on 23 November 2018 alongside Ian David Green, Robert John Moran, and David James Kelly. A concurrent administrator is someone who is appointed to work alongside the existing administrators and is issued with a specific brief to perform.

In this instance, Paul has been appointed to take sole responsibility for the ongoing investigations into potential claims against the Mobile Network Operators in respect of their alleged role in relation to the collapse of the Phones 4U Group. From this date, Paul will be responsible for assessing the merits of any potential claim and determining whether or not to pursue legal action. The remaining three administrators will in turn focus their attention on other matters in the administration.

His appointment only relates to Phones 4U Limited and does not affect any of the other legal entities.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'D. Kelly', with a long horizontal line extending from the end of the signature.

David Kelly

Joint Administrator

David James Kelly, Ian David Green, Robert John Moran and Paul Copley have been appointed as joint administrators of Phones 4U Limited to manage their affairs, business and property as their agents and act without personal liability. David James Kelly, Ian David Green and Robert John Moran have been appointed as joint administrators of MobileServ Limited, Phosphorus Acquisition Limited, Phones 4U Group Limited and Phones4u Finance Plc, to manage their affairs, business and property as their agents and act without personal liability. Douglas Nigel Rackham and Ian David Green have been appointed as joint administrators of Policy Administration Services Limited to manage its affairs, business and property as its agents and act without personal liability.

The joint administrators are Data Controllers of personal data as defined by the Data Protection Act 1998. PricewaterhouseCoopers LLP will act as Data Processor on their instructions. Personal data will be kept secure and processed only for matters relating to the administration.

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