

Guidelines for filing claim

by operational creditors except workmen and employees

(Under regulation 7 of the Insolvency and Bankruptcy Board of India (Insolvency Resolution Process for Corporate Persons) Regulations, 2016)

June 16, 2023

A corporate insolvency resolution process for Go Airlines (India) Limited ("Company" or "Go First") has been initiated via Hon'ble NCLT order ("Order") dated May 10, 2023 wherein Mr. Abhilash Lal was appointed as the interim resolution professional ("IRP"). In terms of the said Order and regulation 6 of the Insolvency and Bankruptcy Board of India (Insolvency Resolution process for Corporate Persons) Regulations, 2016 ("CIRP Regulations"), the IRP has also made a public announcement dated May 13, 2023 inviting creditors to submit their claims outstanding with proof on or before May 24, 2023.

Subsequently the Committee of Creditors ("CoC") in its first CoC meeting held on June 9, 2023 had resolved to appoint Mr. Shailendra Ajmera as the Resolution Professional ("RP") of the company. Accordingly, the Hon'ble NCLT vide its order dated June 15, 2023 (received on June 16, 2023) has approved the appointment of Mr. Shailendra Ajmera as RP.

A creditor, who fails to submit its claim with proof within the time stipulated in the public announcement, may submit the claim with proof to the interim resolution professional or the resolution professional, as the case may be, **on or before the ninetieth (90th) day of the insolvency commencement date.**

This document is prepared as a guideline for operational creditors (other than workmen and employees) to file claims. The company recognizes the following categories of operational creditors:

Operational creditors	Description
Individual Ticket holders (Direct bookings through Go First website/app or counters only)	Individuals who have directly booked tickets through Go First website/app or purchased a ticket directly from the counter
	Note: Individuals who have booked tickets indirectly through travel agents or aggregator websites (like MMT, Goibibo, Cleartrip, Easytrip, Travel boutique, Air IQ, Paytm, IRCTC etc.) need not file claims with Go First directly. Travel agents and aggregator websites to file consolidated claims on their behalf.
Agents / Aggregators / Payment gateways	Travel agents and aggregator websites (like MMT, Goibibo, Cleartrip, Easytrip, Travel boutique, Air IQ, Paytm, IRCTC etc.)
Suppliers / Vendors	Suppliers or vendors of Go First
Lessors	Owners of assets that is leased, or rented to Go First

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Statutory authorities	Dues incl. indirect taxes, TDS, bonus, ESIC, PF etc.
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All the operational creditors are required to fill form B for filing claims. The step-by-step process for filing a claim is mentioned below in the section "claim filing process". Deadline to file claims is May 24, 2023 as per public announcement. According to the Insolvency and Bankruptcy Board of India (Insolvency Resolution Process for Corporate Persons) Regulations 2016 (CIRP Regulations), a creditor, who fails to submit its claim with proof within the time stipulated in the public announcement, may submit the claim with proof to the interim resolution professional or the resolution professional, as the case may be, on or before the ninetieth (90th) day of the insolvency commencement date.

In case of indirect bookings, passengers need to file their claim with the third-party platform through which they booked the ticket, i.e., local travel agent or online travel aggregators (like MMT, Goibibo, Cleartrip, Easytrip, Travel boutique, Air IQ, Paytm, IRCTC etc).

Claim filing process

There are two ways to file a claim:

A) Using claims portal

- Visit the claims website: <https://www.gofirstclaims.in/claims/>
- Create a new account (if you don't already have one) by clicking on the link "Create account" button >> Fill all the necessary details >> Choose Form B >> Accept privacy policy terms and conditions >> Click sign-up button
- After creation of account, use the login credentials on claims website to login
- Fill all the details in the form including bank account details
- Attach all the proof documents to prove the existence and non-payment of claim; you may attach more than 1 document to substantiate the proof of claim
- Print the form and put your signature
- Upload the duly signed form on the same page
- Click the "Submit" button

No hard copy of form B is required if you opt for filing a claim digitally. Please refer to this video for step-by-step process for filling form B: <https://shorturl.at/fnrGT>

B) Using physical copy

You can also file claim by sending a physical copy of claim form B can be submitted on the below address:

Mr. Shailendra Ajmera
Resolution Professional
Go Airlines (India) Limited
Kaledonia, 19 Sahar Road MHADA Colony,
Vijay Nagar, Andheri East,
Mumbai, Maharashtra 400069
Email: gofirstcirp@gmail.com

Form B can be downloaded through this link: <https://ibbi.gov.in/home/downloads>

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Information required

The following documents are required as proof of claim from the operational creditors.

Operational creditors	Documents required for proof of claim
Individual Ticket holders	PNR Number, Mode of payment, Claim Amount, registered email ID, NEFT details, Government ID
(Direct bookings only)	
Agents / Aggregators / Payment gateways	Agent code, PNR with customer names, Claim Amount, registered email ID, wallet balance, statement of account, commission calculation (based on monthly agreed rates), TDS, TCS details
Suppliers / Vendors	Pending Invoices with proof of service, contracts/terms of agreement, Claim amount, entire statement of accounts since the initiation till Insolvency commencement date (ICD)
Lessors	Updated Statement of Account of each Lessor listing each outstanding invoice and the relevant amounts payable by Go First against these invoices.
	Copies of all invoices (as listed in such statement of account of the Lessors) with the relevant details stated therein. If applicable, relevant calculations to also be annexed in such invoices.
	If claimed by Lessor, copies of the invoices for late payment interest along with the calculations for the same.
	If Lessor is claiming any amounts pursuant to the Deferral Agreements entered by them with Go First, copies of such invoices along with the relevant supporting documents for the same.
	Details of allocation of payments made by the Company from 01st January 2020 till opening of 10th May 2023 against the relevant invoices

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	Details of allocation of the proceeds of invocation of Letters of Credits against the relevant invoices.
	Documents supporting any invoice and/or claims made by the Lessors.
	Evidence of any expense actually incurred by the Lessor if the same is being claimed from Go First.

Who can claim?

Only parties with a pending claim as on the Insolvency commencement date (May 10, 2023) can submit form B. Claim amount must be calculated up to open of May 10, 2023.

Refunds will be processed in accordance with applicable law and GoFirst policy.

For any technical issues, please reach out to portal.technicalissues@gmail.com and for procedural queries, please reach out to gofirstcirp@gmail.com

List of FAQs:

Q1) I have filled in an incorrect form (For example: Form F instead of Form B), how do I select the correct form?

You should create a new account and select the correct form. Please follow below steps:

1. Visit the portal ([Go First Claims Portal](#))
2. Please click "Create Account".
3. Select the correct form. (For example Form B if you are a ticket holder or agent).

Your Old claim (For example Form F claim) will be ignored.

Q2) If I have booked my ticket through travel agents or online aggregators (like MMT, Go ibibo etc), do I need to file a claim?

No, customers who have booked tickets through travel agents, and aggregator websites (like MMT, Go ibibo etc.) need not file a claim on the portal. Please reach out to the agent/ aggregator.

Q3) If I am a travel agent, which amount am I eligible to claim?

Travel agents need to claim a total outstanding amount calculated up to open of 10-May-2023. Total outstanding amounts may include the following components:

1. Agent wallet balance (deposits with the company)
2. Future bookings (advance ticket bookings)
3. Incentives on bookings (as per the mutually agreed agreement)

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Eg: As on 10-May-2023, if the wallet balance is INR 10 Cr, future bookings are 2 Cr and the incentives due are 0.50 Cr. The agent needs to file a claim for a total outstanding amount of INR 12.50 Cr (10+2+0.50).

Q4) Which exchange rates to use for currency conversion to Indian Rupee (INR)?

- Claimants should use the exchange rate as on the Insolvency Commencement Date, that is 10th May 2023.
- For your reference, following are the exchange rates as per RBI reference rate archive:

Date	USD	GBP	EURO	YEN
May 10, 2023	82.02	103.561	90.009	60.6

Source: <https://www.rbi.org.in/scripts/ReferenceRateArchive.aspx>

Correspondence address:

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Vijay Nagar, Andheri East,
Mumbai, Maharashtra 400069
Email: gofirstcirp@gmail.com

Shailendra Ajmera

Resolution Professional

Go Airlines (India) Limited

(Shailendra Ajmera has been granted a certificate of registration to act as Insolvency Professional by the Insolvency & Bankruptcy Board of India and has been appointed as the Resolution Professional by the Hon'ble NCLT vide order dated June 15, 2023 (received on June 16, 2023)

IP Registration No. IBBI/IPA-001/IP-P00304/2017-18/10568

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