



## **Frequently Asked Questions – 13 January 2026**

### **When will former employees receive payment of amounts owed by the Company?**

The Company does not presently have sufficient funds available to enable payment of amounts owing to creditors. As such, we are not currently in a position to pay amounts owing to employees.

In the event the Company is placed into liquidation at the second meeting of creditors (expected to be convened in late January 2026 / early February 2026), employees may be able to make a claim for payment of outstanding employee entitlements pursuant to the Fair Entitlements Guarantee (**FEG**) scheme. The Department of Employment and Workplace Relations (**DEWR**) aims to process claims submitted via the FEG scheme within 16 weeks. You can also contact the FEG Hotline on 1300 135 040 or by email at [FEG@dewr.gov.au](mailto:FEG@dewr.gov.au) if you would like more information about FEG assistance.

In relation to the FEG scheme, please be aware that there is eligibility criteria. If employees are ineligible to access the FEG scheme, amounts owing to former employees will be paid if sufficient assets are recovered in the administration of the Company.

We will continue to update former employees regarding the status of recoveries in the administration and any distributions to be made to former employees.

### **What entitlements are covered by the Fair Entitlements Guarantee (FEG) scheme?**

The FEG scheme provides cover for amounts owed to eligible employees with respect to:

- Unpaid wages – up to 13 weeks
- Annual leave
- Long service leave
- Payment in lieu of notice – up to five (5) weeks, and
- Redundancy – up to four (4) weeks per full year of service.

The FEG scheme does not cover outstanding superannuation amounts owed to former employees. Superannuation is claimed by the Australian Taxation Office and is payable if there are sufficient assets available in the administration.

### **Are migrant workers able to submit a claim for payment under the Fair Entitlements Guarantee scheme?**

The Fair Entitlements Guarantee (**FEG**) is a legislative safety net scheme of last resort that funds certain outstanding employee entitlements of eligible employees whose former employer has entered liquidation or bankruptcy and where these entitlements cannot be funded from other sources.

One of the conditions of eligibility for assistance under the Fair Entitlements Guarantee (**FEG**) scheme is that at the time a person's employment ended, that person must have been an Australian Citizen or the holder of a permanent visa (i.e. your current visa allows you to live in Australia indefinitely) or a special category visa (i.e. your current visa allows you to stay and work in Australia as long as you remain a New Zealand citizen).



## **How will former employees who are not eligible for the Fair Entitlements Guarantee scheme or former employees that have claims exceeding the amounts that may be paid by the Fair Entitlements Guarantee scheme receive payment of amounts owed by the Company?**

If a former employee of the Company is ineligible to receive payment pursuant to the Fair Entitlements Guarantee (**FEG**) scheme or a former employee's claims exceed the amounts payable pursuant to the FEG scheme, those former employees will have priority unsecured creditor claims against the Company.

Priority unsecured creditor claims have a priority in the winding up of the Company. This priority means that if sufficient funds become available, the claims of former employees will be paid in advance of other unsecured creditor claims such as trade creditors.

We will continue to advise creditors of the status of recoveries and the ability to use those funds to facilitate payment of any amounts owed to former employees.

## **Will the voluntary administrators provide details of amounts owed to former employees?**

We are taking steps to calculate the amounts which we consider may be owed to each former employee. Once we have completed our calculations, we will provide this information to employees and any other relevant parties such as the Department of Employment and Workplace Relations (**DEWR**) which administer the Fair Entitlements Guarantee (**FEG**) scheme.

In the event that any former employee disagrees with the calculation of amounts owed, we encourage those former employees to contact our office to provide further information detailing their claims.

## **What support is available to creditors?**

We appreciate that this is a difficult time and as such, we recommend that all creditors seek support. A range of services are available to you to help you find a new job and access training, health and wellbeing support and financial information and assistance. We encourage you to visit our website at <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd> for further details.

## **Why did the Company enter into the transaction with Allied Security?**

We considered it appropriate to enter into the transaction with Allied Security for a number of reasons including, but not limited to, that the transaction would:

- Result in a number of the Company's former employees being immediately provided with a new employment opportunity
- Result in a number of the Company's former employees being paid their unpaid wages entitlements, and
- Allow works for clients to continue with limited disruption which would potentially assist our debtor recoveries from those clients.

We will be providing further information regarding the transaction with Allied Security in our second report to creditors which will be sent to all known creditors in late January 2026 and uploaded to our website at: <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd>.



### **Were there any alternatives to entering into the transaction with Allied Security?**

In addition to the offer that was submitted by Allied Security, we also received an offer from another party. We assessed both of the offers and made the decision that entering into the transaction with Allied Security was the best option for the Company. Given the time of the year we were appointed, the limited funding available and the urgent need to enter into a transaction to limit the impact on people and customers, we did not have time available to undertake a more substantial sale campaign to identify parties that may be able to enter into a transaction with respect to the Company's business.

We will be providing further information regarding the transaction with Allied Security in our second report to creditors which will be sent to all known creditors in late January 2026 and uploaded to our website at: <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd>.

### **Why were all employees terminated on the date of the voluntary administrators appointment?**

As at the date of our appointment, the Company did not hold sufficient funds and was not able to raise additional funds to continue pay its employees. As the Company did not have sufficient funds to pay employees, we were required to immediately terminate the entire workforce.

### **What investigations will be undertaken by the voluntary administrators?**

During the voluntary administration, we will undertake preliminary investigations with respect to the Company's business and affairs to identify any possible misconduct or recoveries which may be made for the benefit of creditors. These investigations will include, but are not limited to, the following:

- Identifying whether the Company's business traded whilst insolvent and if so, identifying the date of insolvency and the potential value of any insolvent trading claim
- Identifying transactions that may be recovered pursuant to part 5.7b of the Corporations Act. These transactions include but are not limited to, unfair preference payments, uncommercial transactions and unreasonable director related transactions
- Determining whether there have been any breaches of directors duties and considering the claims that may be made as a result of those breaches, and
- Forming a view as to whether the Company complied with its obligations to keep appropriate books and records.

Details on the findings from our preliminary investigations will be provided in our second report to creditors which will be sent to all known creditors in late January 2026 and uploaded to our website at: <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd>.

In addition, we will also prepare and lodge a confidential statutory report with the Australian Securities and Investments Commission (**ASIC**) which provides details of the findings from our investigations.

### **Did the Company provide loans to related entities?**

Our initial review of the Company's balance sheet indicates that a number of loans were made to related parties. We have issued demands for repayment of those loans which are due and payable to the Company.

An update on our actions to recover loans to related parties will be provided in our second report to creditors which will be sent to all known creditors in late January 2026 and uploaded to our website at: <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd>.



## **What should I do with Company property that is in my possession?**

If you have been employed by Allied Security, we request that you speak to your direct manager to confirm if you are required to retain any property in your possession.

If you have not been employed by Allied Security, please contact our team at [MAServices@alvarezandmarsal.com](mailto:MAServices@alvarezandmarsal.com) and we will provide you with instructions for the return of Company property.

If you are in possession of the Company vehicle, please urgently contact us at [MAServices@alvarezandmarsal.com](mailto:MAServices@alvarezandmarsal.com).

## **Will I be repaid my uniform bond?**

We understand that prior to our appointment, amounts were deducted from payments to certain former employees as a bond for uniforms used whilst undertaking work for the Company. The Company does not presently have sufficient funds available to enable repayment of these amounts.

We are undertaking further investigations to understand whether those amounts that were deducted from payments to former employees may represent priority unsecured creditor claims and we will provide an update to those impacted former employees.

## **What information is contained within the voluntary administrators report?**

The voluntary administrators report which is provided to creditors before the second meeting of creditors, is prepared to provide creditors with information about the Company and provide our opinion as to whether control of the Company should be returned to the director, the Company should enter into a deed of company arrangement, if a deed of company arrangement has been proposed, or the Company should be placed into liquidation. Our opinion will be based on what we consider is in the best interests of creditors and at the second meeting of creditors, the creditors will have the opportunity to vote to determine the future for the Company.

To assist creditors in making their decision, the voluntary administrators' report will include information including, but not limited to, the following:

- A background to the Company's business
- Details of the Company's historical financial performance and financial position
- Details of the Company's current financial position including the the potential recoverable value of assets, identified claims of creditors including secured creditors, employee creditors and ordinary unsecured creditors including details of any related party creditors
- An update on work undertaken during the voluntary administration
- Details of any proposed deed of company arrangement
- Details of the preliminary investigations including potential recovery actions
- Information regarding the options available for the future of the Company
- An estimated statement of position which will provide details of the returns that may be available to creditors
- Information about the costs and expenses related to the voluntary administration of the Company, and
- Notice and information for the second meeting of creditors.



### **How does the voluntary administrator get paid?**

The remuneration of the voluntary administrators' is required to be approved by either creditors, the committee of inspection or the court. Remuneration is unable to be paid unless approval has been provided by either creditors, the committee of inspection or the court.

Our circular to creditors dated 24 December 2025 included an Initial Remuneration Notice which disclosed the following:

- Our position that the remuneration for this engagement should be calculated on a time based / hourly rates basis
- Details of the hourly rates to be charged for each level of staff member that is working on this matter, and
- An estimate of our remuneration for the voluntary administration which was between \$600,000 to \$900,000 plus GST.

Please be advised that in order to have our remuneration approved by either creditors, the committee of inspection or the court, we are required to prepare an remuneration approval report which will include information including, but not limited to:

- Costs that have actually been incurred for a specified period of time including details of the calculation of those costs and the work undertaken during that period
- An estimate of the costs that are expected to be incurred for a specified period of time including details of the calculation of that estimate of costs and work expected to be undertaken during that period
- Details as to when any remuneration, if so approved, will be drawn and paid, and
- Details of the impact that approval of remuneration will have on payments to creditors.

### **Why did I receive payment remittance on 19 December 2025 without receiving any payment?**

The Company intended to process a payment run on 19 December 2025. The payment was loaded into the Company's accounting system, however there were insufficient funds available to process the payment. We understand that remittances were issued to certain parties with respect to this payment despite the payment not having been processed.

### **How can I receive a copy of the minutes for creditors meetings?**

When the minutes for any meetings of creditors for the Company have been finalised and lodged with ASIC, a copy of those minutes will be made available for download from our website for this matter. The website is accessible at: <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd>.

### **How long does the voluntary administration process take?**

The voluntary administration will last up to 30 business days. The voluntary administration may last for a longer period if we seek approval from the court or adjourn the second meeting of creditors. It is not our current expectation that this will be the case. We will advise creditors if we intend to extend the period of the voluntary administration of the Company.



### **If the Company is placed into liquidation, how long will the liquidation take?**

The liquidation process can be lengthy particularly if the liquidator is pursuing recovery of claims. As our investigations are ongoing, we are not presently in a position to provide an estimate of the time to complete the winding up if the Company is placed into liquidation.

Whilst the time to complete a liquidation is unknown, we reiterate that eligible employees are able to submit claims to the Department of Employment and Workplace Relations (**DEWR**) for payment pursuant to the Fair Entitlements Guarantee (**FEG**) scheme that may see entitlements paid much faster than if employee creditors await a distribution from the liquidation of the Company.

### **How do I report misconduct by the Company or the Company's officers?**

If you consider that the Company, or the Company's officers, may have engaged in any misconduct prior to commencement of the voluntary administration, we request that you provide us this information, together with any relevant supporting documents, by email to:

[MAServices@alvarezandmarsal.com](mailto:MAServices@alvarezandmarsal.com).

### **Where can I access information about the status of the voluntary administration?**

We will continue to provide updates with respect to this matter on our website which is accessible at: <https://www.alvarezandmarsal.com/insights/m-a-services-group-pty-ltd>.

In addition, please feel free to send any further questions to the following email address: [MAServices@alvarezandmarsal.com](mailto:MAServices@alvarezandmarsal.com).