<u>Customer FAQ Update - 14 August 2026</u>

Superbike Factory Limited (In Administration) ("the Company")

This update is for people falling into the following two categories:

Category 1 - You who have paid for a Motorcycle but have not received it (**Sold Bikes**); and

Category 2 - You have sold a Motorcycle but have not been paid for it (**Collected Bikes**),

(together, **the Bikes**).

The Joint Administrators remain in continued dialogue with the Company's third-party funder regarding the party which is entitled to title of the Bikes. The Joint Administrators continue to consider the position as a matter of urgency and hope to convey the outcome in due course.

We appreciate that the continuing uncertainty will be distressing. However, given the funder’s position, we are required to investigate the position and engage with the continued dialogue.

As Joint Administrators we have access to most of the books and records of the Company and, whilst the insolvent estate may not directly benefit from resolution of this dispute, we remain entirely neutral. However, we will endeavour to the extent that we can (in line with our duties as administrators of the Company) to investigate and ascertain the true position. If we consider that we are unable to do so, we will provide a further update. We would therefore suggest that individuals await the outcome of this process before incurring legal costs and expenses themselves. We cannot prevent individuals from seeking their own advice, but the statutory moratorium provided by the Administration procedure does prevent the enforcement of any individual claims against the Company itself (without consent of the Joint Administrators or the High Court).

A further update will be provided as soon as possible.

We also note and reiterate, following a number of similar queries in this regard, the Joint Administrators as Officers of the Court have a duty to investigate the reasons for the failure of the business and the conduct of the Directors. These investigations will be conducted during the course of the Administration process. Detailed investigations into these areas typically takes a number of months due to detailed analysis of large quantities of evidence.

The Joint Administrators' statutory report and proposals will be issued within 8 weeks of their appointment, and this will contain further information as to the background to the failure of the business.

This FAQ is intended as general guidance only. Individual circumstances may differ and this document does not constitute legal or financial advice.

The affairs, business and property of the Company are managed by the Joint Administrators Robert Halliday, James Saunders and Michael Lennon, who act as agents of the Company and contract without personal liability.