

TO ALL KNOWN CREDITORS AND MEMBERS

11 June 2025

Ref: TPLC01/TV/SW/GR/CL

Email: TotallyGroupAdmin@uk.ey.com

Dear Sir or Madam

Totally Plc (in Administration) (the 'Company')

On 6 June 2025 the Company entered Administration and Samuel James Woodward and I were appointed as Joint Administrators. The appointment was made by the Company's Directors under the provisions of paragraph 22(2) of Schedule B1 to the Insolvency Act 1986. Formal notice of our appointment is attached. As licensed Insolvency Practitioners, we are bound by the Insolvency Code of Ethics when carrying out all professional work relating to the Administration.

On 8 June 2025, the Joint Administrators completed a sale of the shares held by Totally in five of its trading subsidiaries, as well as business and certain assets of Vocare and Greenbrook, to PHL Group Finance Limited and PHL Group V1 Limited, (the 'Purchaser') and the business continues to trade under new ownership. Further information on the sale of the business and certain assets of the Company is available to view at www.ey.com/en_uk/administrations/totally-plc

Creditors' claims

Please note that debts incurred by the Company before our appointment will rank as unsecured claims against the Company. Any sums due to the Company arising after our appointment must be paid in full and without set-off against any debts incurred by the Company prior to our appointment.

The Company's Directors are required to submit a statement of affairs to us, and you will appreciate that the full financial position is not yet known.

Should you wish to submit a claim together with your supporting documentation and banking information, you can do so by accessing the website below using the unique login details provided. Alternatively, a hard copy proof of debt form can be downloaded from www.ips-docs.com and emailed to me, with supporting documentation, to TotallyGroupAdmin@uk.ey.com.

IPS Creditor website: www.ips-docs.com

Turnkey provides software solutions to the insolvency industry. This secure portal is the online gateway for exchange of information between creditor and the insolvency practitioner.

IPS Creditor Login: TPLC01

From the drop down box select

TPLC01 ~ Ernst & Young LLP

Unique ID:

Please note that some creditors have experienced issues regarding their Unique ID and hence, for clarity, please review the table below to confirm the letters of your ID, noting that the portal is case sensitive.

Letter/Number	Description
I	Upper Case i ('I')
l	Lower case L ('l')
1	Number one ('1')

Guidance on using the IPS creditors' portal can be downloaded from www.ips-docs.com.

Certain debts due from the Company may be preferential in accordance with section 386 of the Insolvency Act 1986. If you consider that you have a claim in this category, please advise me immediately. If you hold any security for your claim or you consider that you have title to any assets in the Company's possession, please forward details to me as soon as possible.

You may be entitled to VAT bad debt relief on debts arising from supplies more than six months old. This procedure does not involve the Administrators and claims should be made directly to HM Revenue & Customs.

Notification that future documents will be made available on a creditors portal

Please be advised that future documents in the Administration, other than those described at the end of this letter, will be made available for viewing and downloading at the following web address www.ips-docs.com using Creditor Key Code TPLC01 (case sensitive) without any further notification from me. When viewing documents, you can either use your unique ID noted above or 'password'.

The same documents will also be made available (however potentially later) for viewing and downloading from https://www.ey.com/en_uk/administrations/totally-plc I will not be obliged to deliver (i.e., send) any such documents to you, unless specifically requested by you.

You may at any time request a hard copy of any or all of the following:

- All documents currently available for viewing on the web site.
- All future documents which may be made available there.

If you do wish to receive a hard copy of the document(s) please email at TotallyGroupAdmin@uk.ey.com, or write to me, using the contact details at the top of this letter and a copy will be sent to you.

Documents to be uploaded to the web site may include, but are not limited to, the following. Timings are indicative only:

- Notification that a pre-pack sale has taken place – within 7 calendar days of the transaction.
- The Administrators' proposals – within 8 weeks of the Company entering Administration.
- Fee estimates and statements of expenses – within the first 9 months of the Administrators' appointment.
- Notices seeking a decision from creditors on matters arising in the Administration (e.g., approval of remuneration, extension of the Administration) – at any time.

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- Invitations to form a creditors' committee – at any time that a decision is sought from creditors and there is not already a committee in existence.
- The Administrators' progress reports – within one month of the end of each 6-month period starting with the date of Administration.
- The Administrators' final progress report – as soon as reasonably practicable after the end of the Administration.

The following documents will still be delivered by post or email:

- Any document for which personal delivery is required.
- Any notice of intention to declare a dividend.
- Any document which is not delivered generally (eg, which is not sent to all known creditors or members).

Opting out

Under the provisions of Rule 1.39 of the Insolvency (England and Wales) Rules 2016 ('the Rules'), creditors have the right to elect to opt out of receiving further documents relating to the Administration.

If you do elect to opt out, you will still receive the following documents:

- Any which the Insolvency Act 1986 requires to be delivered without expressly excluding opted-out creditors.
- Notice relating to a change in the Administrators, or their contact details.
- Notice of dividend or proposed dividend.
- A notice which the court orders to be sent to all creditors, or all creditors of the particular category to which you belong.

Any election to opt-out will not affect your entitlement to receive dividends, if any are paid.

Unless the Rules provide to the contrary, opting-out will not affect your rights to vote in a decision procedure or participate in a deemed consent procedure, although you would not receive notice of such procedures.

Any opted-out creditors will be treated as opted out in respect of any consecutive insolvency procedure which might follow the Administration.

You may opt-out by delivering an authenticated (e.g. signed) and dated notice to me stating that you are electing to be an opted-out creditor in relation to this Administration. You may at any time revoke this election by delivering to me an authenticated and dated notice stating that you no longer wish to be an opted-out creditor.

Other matters

If there are any matters concerning the Company's affairs which you consider may require investigation and consequently should be brought to our attention, please forward the details to me in writing as soon as possible.

If you require any further information or explanation, please do not hesitate to contact us TotallyGroupAdmin@uk.ey.com.

Yours faithfully
for the Company



Timothy Vance
Joint Administrator

Timothy Vance is licenced in the United Kingdom to act as an Insolvency Practitioner by The Institute of Chartered Accountants of Scotland. Samuel James Woodward is licenced in the United Kingdom to act as an Insolvency Practitioner by The Institute of Chartered Accountants in England and Wales. As Insolvency Practitioners, they are bound by the Insolvency Code of Ethics in carrying out all professional work relating to the appointment.

The affairs, business and property of the Company are being managed by the Joint Administrators, Timothy Vance and Samuel James Woodward who act as agents of the Company only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the UK General Data Protection Regulation (as incorporated in the Data Protection Act 2018), depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Company may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrators' appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.

**Notice of Administrators' Appointment – paragraph 46(3) of
Schedule B1 to the Insolvency Act 1986**

Totally Plc (in Administration)

Name of Court	Business and Property Courts of England and Wales, Insolvency and Companies List (ChD)	
Court reference number	CR-2025-003872	
Company registered number:	03870101	
Nature of business	Healthcare services provider	
Registered office of Company	c/o Ernst & Young LLP 12 Wellington Place Leeds LS1 4AP Formerly: First Floor – West Cardinal Square 10 Nottingham Road Derby Derbyshire DE1 3QT	
Principal trading address (if different from above)	First Floor - West Cardinal Square 10 Nottingham Road Derby Derbyshire DE1 3QT	
Any other name under which the Company was registered in the previous 12 months	N/A	
Any other name(s) or style(s) under which the Company carried on business or incurred debts	None	
Date of appointment of Joint Administrators	6 June 2025	
Names and addresses of Joint Administrators	Timothy Vance and Ernst & Young LLP, 12 Wellington Place, Leeds, LS1 4AP	Samuel James Woodward Ernst & Young LLP 2 St. Peters Square Manchester M2 3EY
Joint Administrators IP Nos	26710	12030
Contact	TotallyGroupAdmin@uk.ey.com	
Name of alternative person to contact with enquiries about the case	Catriona Lynch	

Notice to all creditors

On 6 June 2025 the Company entered Administration and Samuel James Woodward and I were appointed as Joint Administrators. The appointment was made by the Company's Directors under the provisions of paragraph 22(2) of Schedule B1 to the Insolvency Act 1986.



Signed

Date 10 June 2025_____

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