

Date: March 8, 2022

From: notices@moecker.com

To: info@Moecker.com

Dear Consumer Creditor:

You are receiving this email because you have been identified as having a potential claim against Crystal Cruises LLC (“Crystal Cruises”) for a cruise that was not completed.

On February 10, 2022, Crystal Cruises ceased operations. On February 11, 2022, Crystal Cruises (along with two of its affiliates, Crystal Aircruises LLC and Crystal Holdings U.S. LLC) commenced an Assignment for the Benefit of Creditors proceeding in Circuit Court in Miami-Dade County, Florida (the “ABC Case”). All future cruises have been canceled and no cruise will be rescheduled in the future.

If you are owed money from Crystal Cruises for any reason, you must file a claim in order to participate in any distribution that may be made to creditors in the ABC Case. The consumer claim form and the notice of assignment are attached. Please read both documents carefully. You may wish to consult your own advisors or counsel with respect to your rights. When you complete the claim form, please check all applicable boxes and provide all information in the spaces provided that apply to you. Also, please attach any documents you have that explain or support your claim. This information may or may not include items such as payment confirmation(s), booking confirmation(s), evidence of coupon, and evidence of payment. If these documents are not available, please attach a summary of the cruise(s) you booked with reservation ID’s and the amounts paid so we can verify those amounts. You may have also been issued coupons for future cruise credits. You need to provide information with the claim form regarding any coupons you may have and supporting documentation for amounts you claim you are due in connection with the coupon(s) you have.

Additional sources of repayment may be available to you to recover amounts owed to you. If you pursue these methods and receive funds you must update your claim to reflect these payments. Please email your completed claim form to info@moecker.com or you can send a hard copy to Crystal Cruise Claims, 1885 Marina Mile Blvd., Suite 106, Ft. Lauderdale, FL 33315. It is not necessary to send your claim both by email and regular mail. One of these methods is sufficient. You can also go to the website maintained by the Assignee, crystalcruiseclaims.com, to receive updates about the ABC Case, copies of pleadings and court orders in the ABC case, and general information about assignment for the benefit of creditors cases and the ABC Case. Please visit this website frequently to get updates on the ABC Case. If you need to speak to someone, please request a call back by sending an email to info@moecker.com. It may take several days for you to receive a call back. You have until June 11, 2022, to file a claim. Please make sure your claim includes all relevant information and documents. Again, you must file a claim in order to be eligible to receive a distribution.

Mark Healy

Assignee for the Benefit of Creditors of Crystal Cruises LLC, Crystal Aircruises LLC, and Crystal Holdings U.S. LLC

Michael Moecker & Associates