

Dear Retra Members,

I hope this message finds you well. Today, we must share some significant news regarding the future of Retra following the Extraordinary General Meeting (EGM) held on February 1st.

With 98% of our members voting for closure, we can announce the closure of Retra as of 31st March 2024. This decision was made after careful consideration of the current landscape and the best interests of our members. However, we are committed to ensuring that our members continue to receive support and benefits even after Retra ceases its operations. In partnership with the British Independent Retailers Association (BIRA), we are pleased to offer all fully paid-up members, as of the 31st October 2023, one year's free membership to BIRA paid by Retra which will start from April 2024. There is no cash alternative on offer – if members do not take up the BIRA membership, the money will remain within the Retra bank account and will be distributed to all members at the end of the liquidation process.

BIRA is dedicated to supporting independent retailers like yourselves, and we believe they will continue to uphold the values and legacy of Retra while providing valuable resources and networking opportunities to our members.

While we strongly recommend supporting BIRA, we understand that you may have individual preferences. Therefore, you have the option to opt-out of this membership offer. If you wish to decline this offer, please notify Pat.Sheldrake@retra.co.uk / 01234 269110 by 29th February 2024

Additionally, we would like to assure you that Retracare will continue to support the industry through the Pacifica group, and Novuna will also support existing and any new dealers directly. Rest assured that our commitment to the industry remains steadfast, even as Retra closes its doors.

We understand that this news may come as a surprise, and we are here to address any questions or concerns you may have during this transition period. Your satisfaction and continued success are of utmost importance to us.

Thank you for your understanding, support, and dedication to Retra over the years. We believe that with the support of BIRA and the continued efforts of Retracare and Novuna, our industry will thrive despite these changes.

Kind Regards,

Howard Saycell - Retra CEO
On behalf of the Board