



Information for redundancy and insolvency claimants

1. visit **gov.uk/claim-redundancy**
2. click on **Start now >**
3. verify your identity
4. enter case reference **CN00005463**

What can I claim for?

You **can** claim for any of these redundancy or insolvency payments:

- redundancy pay
- unpaid wages
- holiday pay
- unpaid statutory notice pay

You **cannot** claim for:

- sick pay

Is it safe to make a claim online?

We take data security seriously to ensure your information is private.

gov.uk/insolvency-service/personal-information-charter

What if I am unable to get online?

Completing a claim online helps us to process any payment you are owed faster. If you have trouble getting online you should:

- ask your family and friends for help
- visit your local public library or Citizens Advice Bureau
- call us on 0330 331 0020

Please see the reverse of this sheet for more information.

Details of payments

Redundancy pay

- You must have 2 years continuous employment with your employer to qualify for redundancy pay from the government
- The number of weeks used to calculate your payment depends on your age and the number of full years' you've worked for your employer
- Redundancy pay under £30,000 is not taxable or liable to National Insurance deductions but other payments may be

Wages owed

- You can claim up to a maximum of 8 weeks' worth of unpaid wages
- Wages owed can include unpaid bonuses or commission, and bounced cheques or failed payments, but do not include expenses
- You can choose the 8 weeks that you are owed the most money for - they do not have to be consecutive weeks
- Income tax and National Insurance at the basic rate are deducted from this payment

Holiday pay

- You can claim up to a maximum of 6 weeks' worth of holiday pay
- Holiday pay includes holidays taken and not paid, and holiday that you are owed up to the date your employment finished
- Income tax and National Insurance at the basic rate are deducted from this payment

Compensation for loss of notice

- If you did not get notice from your employer or did not work your full notice period you can claim for a statutory notice period
- Any contractual notice should be claimed separately in the insolvency proceedings
- You should claim Jobseeker's Allowance as soon as your job finishes as you may not be able to backdate your claim
- See more details here: gov.uk/redundant-your-rights/notice-periods

Frequently asked questions

Q. How long does it take to complete a claim online?

A. It takes between 20 and 60 minutes to complete depending on what you wish to claim.

Q. Can I save my claim and return to it later?

A. No. An online claim will time-out after 2 hours of inactivity requiring you to start over.

Q. How soon will I be paid if my claim is successful?

A. We aim to pay you within 6 weeks of receiving your claim and verifying your details.

Q. Where does the money come from?

A. Payments are made from the National Insurance Fund.

Contact information

Redundancy Payments Service
PO Box 16685
Birmingham
B2 2LX

RPS helpline 0330 331 0020
redundancyclaims@insolvency.gsi.gov.uk
gov.uk/claim-redundancy

gov.uk/insolvency-service