



# Completing your loss of notice claim online

**Please ignore this letter if you've already submitted your claim for loss of notice online**

You have told us you wish to claim compensation for loss of notice following your recent redundancy.

You can now complete your claim online. Online claims are paid on average 5 times quicker than paper claims.

## **To start a claim**

1. Visit [notice.redundancy-payments.org.uk/claims/start](https://notice.redundancy-payments.org.uk/claims/start)
2. Click **Start now**

## **What you need to make a claim online**

To complete your claim online you need:

- your email address
- your claim reference number (this can be found on the enclosed paper form)
- your National Insurance number

## **Completing your claim**

Completing a claim takes between 10 and 20 minutes.

If you don't enter any information for more than 30 minutes, your claim will time out and you'll need to start again.

## **Receiving your payment**

The maximum statutory notice entitlement is £464 per week. Any earnings or benefits you receive during the notice period will be deducted.

We aim to pay 80% of claims within 21 days.

## **Contact us**

Please quote your claim reference (eg LN12345678) or National Insurance number when contacting us.

- Email : [redundancypaymentsonline@insolvency.gsi.gov.uk](mailto:redundancypaymentsonline@insolvency.gsi.gov.uk)
- Website: [www.gov.uk/insolvency-service](http://www.gov.uk/insolvency-service)
- Telephone: 0330 331 0020 (select option 2)

Opening hours are 9am to 5pm, Monday to Friday

## **If you're unable to get online**

If you're having difficulty getting online you can:

- ask someone you know to help
- call 0800 771234 to find your nearest internet location
- check if your local library or Citizens Advice Bureau can help you
- contact us on 0330 331 0020 and select option 2

If you don't wish to complete your claim online you can still use the enclosed paper form. This should be returned to the address on the back of the form.