



# Information for redundancy and insolvency claimants

Information for  
employees of:

Case reference:

## To start a claim

1. Visit [claim.redundancy-payments.org.uk/claims/start](http://claim.redundancy-payments.org.uk/claims/start)
2. Click **Start now**
3. Verify your identity
4. Enter your National Insurance number and your case reference

## What if I am unable to get online?

If you have trouble getting online you can:

- ask your colleagues, family and friends for help
- visit your local public library or Citizens Advice Bureau, or to find your nearest location to use the internet call 0800 771234
- call us on 0330 331 0020 and select option 2

## What do I need to make a claim?

You will need the following to make a claim:

- your National Insurance number
- your email address

If you don't have an email address you will need to obtain one. We will use this to contact you.

## What can I claim for?

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

- redundancy pay
- details of money owed
- holiday pay
- compensation for loss of notice pay

## You cannot use this service to claim :

- sick pay
- maternity pay [www.gov.uk/maternity-pay-leave](http://www.gov.uk/maternity-pay-leave)

## Frequently asked questions

Helpline  
0330 331 0020  
option 2



### **! What information will help me complete the form?**

- your official letter of redundancy
- your employment details including dates and how much you were paid
- your holiday entitlement and number of holidays taken
- details of any money you are owed by the employer
- copies of any letters sent to or received from your employer or an employment tribunal
- details of any money you still owe to your employer
- your bank or building society details (so we can pay you)

### **Is it safe to make a claim online?**

We take data security seriously to ensure your information is private. For more information visit [www.gov.uk/insolvency-service/personal-information-charter](http://www.gov.uk/insolvency-service/personal-information-charter)

### **How long does it take to complete a claim form online?**

It takes between 20 minutes and one hour depending on what you wish to claim

### **Can I save my claim and return to it later?**

No. If you don't enter any information for more than 30 minutes, then your session will time out and you'll need to start again

### **How soon will I be paid if my claim is successful?**

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

### **Where does the money come from?**

Payments are made from the National Insurance fund

### **Will I get my full weekly pay?**

We can only pay up to a maximum of £464 per week

### **Who can I ask for help?**

You can contact us in the following ways:

- email us at [redundancypaymentsonline@insolvency.gsi.gov.uk](mailto:redundancypaymentsonline@insolvency.gsi.gov.uk)
- visit us online at [www.gov.uk/insolvency-service](http://www.gov.uk/insolvency-service)
- call the Redundancy Payments Service Helpline on 0330 331 0020 and select option 2