



Information for redundancy and insolvency claimants

Information for
employees of:

Case reference:

To complete your claim:

1. visit rp1-pre.redundancy-payments.org.uk/claims/start
2. click on **Start now**
3. verify your identity
4. enter your National Insurance number and your case reference

Go online to complete
your claim

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

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

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
- visit us online at www.gov.uk/insolvency-service
- call the Redundancy Payments Service Helpline on 0330 331 0020 and select option 2