**Information for redundancy and insolvency claimants**

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| Information for  employees of: | |  |
| Case reference: | |  |
|  | |
| **To start a claim**   1. Visit [claim.redundancy-payments.org.uk/claims/start](https://notice.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](https://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](https://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