**Template for Setting up a Case**

If you require a case to be set up, we would request you either use the RP14 upload function (instructions attached) or email us with your request. If you wish to email the request, please send to the [redundancypaymentsonlines@insolvency.gsi.gov.uk](mailto:redundancypaymentsonlines@insolvency.gsi.gov.uk) inbox. Below is a template which you can fill in and forward to us, from which RPS staff will process your request and return a case reference number (CN).

You will need to complete the case details and CN number on the factsheet which you should issue to employees being dismissed and this can be accessed via <https://www.gov.uk/government/collections/redundancy-payment-forms> . This factsheet provides the claimant with information on how to get online and advises on where to contact if they are unable/struggle to use the website.

The help sheet ensures the customer is prepared with all the information necessary to apply.

We would also appreciate any help you can provide to claimants onsite when completing their online applications.

In **urgent matters only**, you may also call the helpline to create a case, for example if you are onsite ready to dismiss employees at the time of the call and require a case reference number urgently. This will be given to you over the phone at the time of the call. If you choose this option, copies of RP1 claims will be sent directly to the IP default email address we hold on our system until we have written confirmation from you of a different contact email address. You should provide this via email.

If you require advice or have any questions regarding the above, please contact [RPS.DOC@insolvency.gsi.gov.uk](mailto:RPS.DOC@insolvency.gsi.gov.uk)

Please complete the form below if you require a case to be set up. Send the completed template to [redundancypaymentsonline@insolvency.gsi.gov.uk](mailto:redundancypaymentsonline@insolvency.gsi.gov.uk)

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| **Name of business** |  | **Company number** |  |
| **Date of incorporation** |  | **Registered company address** |  |
| **Trading address** |  | **Nature of business** |  |
| **Employer PAYE reference number** |  | **Company directors (Names and NINO’s)** |  |
| **Are the directors claiming redundancy as employees of the company?** |  | **Shareholders**  **(Name, percentage and number of shares held)** |  |
| **IP name appointed** |  | **IP firm** |  |
| **Contact telephone number** |  | **Date of insolvency** |  |
| **Type of Insolvency** |  | **Email address where RP1 copies are to be sent** |  |
| **Any further details:**  Send a copy of this form to [redundancypaymentsonline@insolvency.gsi.gov.uk](mailto:redundancypaymentsonline@insolvency.gsi.gov.uk) | | | |