



Employer name:

Case reference:

If you have lost your job because your employer is insolvent you have rights to claim the money you're owed.

What you need to make a claim online

To complete your claim online you need your:

- National Insurance number
- email address
- case reference
- employment details, including salary and start date
- holiday entitlement and number of days taken
- bank or building society details (so we can pay you quickly)

To start a claim visit www.gov.uk/claim-redundancy

What you can claim

You may be able to claim:

- redundancy pay - if you've worked for 2 years for an employer
- holiday pay - if you've worked for 1 month for an employer
- compensation for loss of notice - if you've worked for 1 month for an employer
- any other money you're owed, excluding business expenses

Completing your claim

Completing a claim takes between 20 minutes and 1 hour. For your security the claim will reset if you don't enter any information for more than 30 minutes.

Receiving your payment

The maximum we can pay you is £479 per week for each type of claim. On average, it takes us less than 20 days to process a claim. It can take us longer if we're really busy, but we will always try to process your claim within 6 weeks of

receiving it. Please keep in mind that it can take a few days for payments to show up in your account after we've processed your claim.

Please don't contact us to check the status of your claim until after the 6 weeks have passed.

If you're unable to get online

If you're having difficulty getting online you can:

- ask someone you know to help
- check if your local library has internet access or call 0800 771 234 to find your nearest internet location
- call us on 0330 331 0020

Your eligibility

You can only make a claim if you're one of the following:

- British national
- European Economic Area national
- Commonwealth citizen who has a right to work in the UK
- In possession of a valid work visa

If you're unsure whether you can claim, contact 0330 331 0020.

Contact us

Please quote your case reference (eg CN12345678) or National Insurance number when contacting us.

- Email: redundancypaymentsonline@insolvency.gsi.gov.uk
- Telephone: 0330 331 0020
Opening hours are 9am to 5pm, Monday to Friday.

For more information

Website: www.gov.uk/your-rights-if-your-employer-is-insolvent