



(Pre-appointment)

Employer name:

Case reference:

If you lose your job prior to your employer becoming insolvent, you can submit your claim now so that it is ready for processing when the insolvency event occurs.

## 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](http://www.gov.uk/claim-redundancy)**

## What you can claim

You may be able to claim:

- redundancy pay - if you worked for 2 years for the employer
- unpaid wages, commission and overtime
- holiday pay - if you worked for at least 1 month for the employer
- compensation for loss of notice - if you worked for at least 1 month for the employer

If your former employer does NOT enter a formal insolvency process, we will NOT be able to pay claims for wages, commission, overtime, holiday pay or loss of notice. You should contact the employer's representative regarding the money you're owed.

Also, if your former employer does NOT enter a formal insolvency process, we can only pay redundancy IF it is awarded by an Employment Tribunal or if your former employer accepts liability and cannot afford to pay you.

## Completing your claim

Completing a claim takes between 25- 45 minutes. 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 £489 per week for each type of claim.

It usually takes us 21-days to process and pay claims but if you submit your application before your employer goes insolvent it will take us longer, as we can't start processing your claim until this happens.

We will always try to pay you within 6 weeks of you submitting your claim or your employer going insolvent (whichever happens later).

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:

- A British or 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 claim reference (LN12345678), case reference (eg CN12345678) or National Insurance number when contacting us.

- Email: [redundancypaymentsonline@insolvency.gsi.gov.uk](mailto: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](http://www.gov.uk/your-rights-if-your-employer-is-insolvent)