



Factsheet: what to do when you've been made redundant



Case reference:

CN10004861

You have certain rights when you're made redundant. These include getting redundancy pay, a paid notice period and any money your employer owes you (for example unpaid wages).

Normally, your employer would pay you these. However, because your employer has gone insolvent you can apply to the Insolvency Service (a government agency) for them instead.

What you can apply for

What you can apply for depends on your circumstances. The Insolvency Service can pay:

- redundancy pay: if you've worked for your employer for at least 2 years
- holiday pay
- money you're owed by your employer, for example unpaid wages, overtime and commission
- statutory notice pay: if you've worked for your employer for at least 1 month

There are caps on what we can pay you for each type of claim. Further information about how much we can pay is available on GOV.UK:

www.gov.uk/government/publications/redundancy-payments-from-the-insolvency-service

How to apply:

There are 2 separate applications you have to complete. Both must be completed online.

Application 1 is for:

- redundancy pay
- holiday pay
- other money you're owed, including wages, overtime, bonuses and commission

Application 2 is for:

- statutory notice pay

Application 1

Apply online from today by visiting: www.gov.uk/claim-redundancy

Completing an application takes between 25 and 45 minutes.

Once you start, you must complete and submit without leaving the application. You cannot save your form and come back to it later. If you cannot complete the application in full, you will need to start a brand new application.

It is really important that you have information about your pay, holiday entitlement and your National Insurance number ready when you start your application.

Once you submit your claim you cannot go back to amend it. If you think you might have made a mistake in your application, you can contact us to update your claim.



There's information on our website at www.gov.uk/insolvency-service explaining how to do this.

The application will also ask if you want to claim compensation for loss of notice.



Ticking 'Yes' does not mean that you have applied for loss of notice compensation. You'll need to complete application 2 to receive this money.

You can only complete application 2 once your notice period ends. The Insolvency Service will let you know when this happens.

Application 2

If your employer does not pay you your statutory notice pay, you can apply for it using application 2. However, you can only apply once your notice period ends; this will usually be about 4 to 8 weeks after you finish working.

Do not worry about keeping track of when your notice period ends. We will contact you when you can apply.

Each person's notice period is different, so do not worry if we contact some of your colleagues before you.

Processing your applications

To help us to pay your claim more quickly, we will first use information provided by your former employer to work out how much you are owed.

We will then review your application to see if you are due any additional payments. This means you may receive multiple payments from us over time.



We cannot make any payments until we receive your application. It's very important you complete your application as promptly and accurately as possible.

We pay 95% of claims within 6 weeks of receiving a completed application and information from the insolvency practitioner.



To allow us to deal with everyone's application as quickly as possible, please do not contact us to check the status of your application until after the 6 weeks have passed.

Next steps

Because you've been made redundant, it's very important you apply for Jobseekers Allowance (JSA) or Universal Credit (UC).



Later, when we calculate your loss of notice payment, we are required to subtract the amount of JSA or UC you were eligible to receive during your notice period. We do this even if you didn't apply for either benefit.

Getting help

If you have any questions, you can contact Evolve IS Limited:

- telephone: + 44 (0)121 333 1299
- email: hello@evolveis.uk

Information we collect about you

We'll collect data about you from the insolvency practitioner dealing with your employer's insolvency. This may include personal data. We'll process this information even if you decide not to go ahead with your redundancy claim. Details of how The Insolvency Service treats your personal information can be found at <http://www.gov.uk/insolvency-service/personal-information-charter>.