

Questions and Answers asked by redundant employees

I am owed wages, overtime and bonus. When will these be paid?

Your wages for June have already been paid. If you have earned bonus in Q2, and you continue to meet the qualifying criteria, you'll either be paid in August as usual or if your employment transfers to a new employer, the new employer will become responsible for making the payment. You'll be paid in the usual way for work that you do. Payment will be made on the usual pay date and a supplemental payroll will continue to be operated for leavers or new starters.

How would I know how many unused holidays I have? Will I get paid for unused holiday?

For store based colleagues, holiday is recorded based on information provided on timesheet. If you leave employment and have an entitlement to be paid in lieu of holiday accrued but not taken, this will be paid to you.

How do I calculate the number of weeks for my statutory period of notice? How much will I get paid for my statutory notice period?

You will be asked to make a claim to the Redundancy Payments Service for compensation for not receiving statutory notice. If you have over one calendar month's service and under two years' service, your statutory notice entitlement is 1 week. Two years' service and over you get a week for each full year up to a maximum of 12 weeks.

In circumstances where you have already received notice of redundancy, your claim for compensation will be reduced to reflect the number of days' notice that you've received.

How do I claim for my statutory notice?

The RPO will send you a RP2 form shortly after the end of your statutory notice period. On this form you will be asked to declare any income or benefits you have received in your notice period. This means that any wages you have received or benefits you may be entitled to (even if you did not claim them) will be deducted.

You should return the RP2 to the RPO who will use the information that you have provided to calculate the amount due to you.

How do I calculate my statutory redundancy entitlement?

To qualify for statutory redundancy you will need to have a minimum of two years continuous employment. Your entitlements are based on age, and length of service.

Entitlement is calculated as follows

- < 22 = ½ weeks' pay per years' service
- 22-40 1weeks' pay per years' service
- 41 and over 1 ½ weeks' pay per years' service

Redundancy pay is capped at 20 years' service and the maximum entitlement is 30 weeks.

The statutory weekly maximum limit is currently £464. This payment is tax free and can be claimed on the RP1 form that you will be sent.

What if I am still owed money once the Redundancy Payments have paid me?

If you're entitled to a redundancy payment, the amount paid to you by the RPS will settle your claim in full. Claims for contractual notice will rank as an unsecured claim against the Company. If your contractual notice period is more than the statutory notice period or you earn more than £464 per week (which is the maximum amount payable by the RPS), you may have a residual claim.

You do not need to take any action to submit a residual claim. At the appropriate time, your claim will be calculated based on your contractual entitlements and payments made by the RPS, the details will be sent to you.

If there are funds to distribute to the creditors, you will receive a dividend payment. It is unlikely that your dividend payment will pay your claim in full. The level of dividend will depend on a number of factors. As we move through the Administration process, reports will be shared which will contain an estimate of the potential dividend for unsecured creditors.

When will I receive any money from the Redundancy Payment Service?

It is important that the form is completed correctly so the claim can be processed straightaway. They aim to process most claims within 3-4 weeks of them receiving a completed claim form. Please reduce delays by completing your form in black ink and following the instructions on the form carefully.

The RPS will acknowledge receipt of your claim. They ask that you do not contact them for 3 weeks after submitting your claim. If you have not had any acknowledgement after 3 weeks, please contact them directly.

How do I contact the Redundancy Payments Service?

Telephone number: 0330 331 0020

Email: redundancyclaims@insolvency.gsi.gov.uk

Will I get help to make a claim for what I am owed?

The administrators have set up a helpline to support you through completing your RP1 claim form and through the redundancy process. The helpline number is 020 7804 4115.

Will I be able to claim benefits?

You should sign on as soon as possible for Jobseekers Allowance, even if you consider you may find new employment very quickly. Not doing so may impact on your claim for notice pay. You can make a claim for Jobseekers Allowance by calling 0800 055 66 88 or online at www.gov.uk.

When will I receive my P45?

Your P45 will be sent to your home address as soon as can be arranged by payroll

How do I request a reference?

The Company will provide you with a standard reference which includes basic factual information. You can request this by contacting HR or the administrators' team. A personal reference can be provided by your line manager.

Useful contact details

Redundancy Payments Service

Telephone number: 0330 3310020

Email: redundancyclaims@insolvency.gsi.gov.uk

The Administrators

The Administrators have set up an employee helpline for a period of time on 0207 804 4115.

JobCentrePlus

Their helpline is 0800 055 66 88.

www.gov.uk.

Tax credits

If you receive Tax Credits you will need to contact the HMRC helpline:

Telephone: 0345 300 3900

Textphone: 0345 300 3909

Retail Trust

Retail Trust can offer support to employees facing redundancy.

Freephone Helpline on 0808 801 0808 or email to helpline@retailtrust.org.uk

Pension scheme

AEGON

Group Pensions Helpdesk

Telephone 08456 10 00 88

Fax 0131 549 4243

Email enquiries@aegon.co.uk

Scheme Number 114698

Scheme Name MarnixheathLimited

Private Medical Insurance

BUPA

Telephone 08457 55 33 22

Web Address www.bupa.co.uk

Group name Marnixheath Ltd

Group Number 55313461868