

## Non Retained Employees

### D. D. D. Limited in administration (the 'Company')

#### Employee Communications - Frequently Asked Questions for Employees

Questions?	Answers
<b>What has happened to the Company?</b>	<p>In recent years the company has been loss making and the directors had been seeking to raise the funding needed to implement a turnaround plan. Unfortunately, it has not been possible to secure the level of investment into the Company that was needed to achieve this. As a result, the directors have taken the very difficult decision to place the company into administration.</p> <p>As of 28 February 2020, Michael Thomas Denny and Rob Lewis from PricewaterhouseCoopers LLP were therefore appointed as joint administrators of the Company.</p>
<b>What is an administrator?</b>	<p>An administrator is an officer of the Court and is qualified to manage the affairs of a business when it is insolvent. It is their role to take control of a Company's affairs when it is in financial difficulty and preserve value for the Company's creditors. The administrators act as agents of the Company and without personal liability.</p>
<b>Why was I not retained?</b>	<p>It was necessary to make redundancies because we do not envisage a high volume of production in the short term.</p> <p>The administrators are continuing to trade the business in the short term, with a view to achieving a rapid sale of the remaining business and assets</p> <p>Those in a role required to assist the administrators with this process have been retained.</p>
<b>I have been made redundant, who is going to pay my redundancy, notice pay, outstanding wages and holiday pay?</b>	<p>The Employment Rights Act 1996 provides that, on the insolvency of an employer, certain debts due to former employees may be payable, subject to statutory limits, from the National Insurance Fund.</p> <p>If you believe that you are owed wages, redundancy or holiday pay from the Company, you should submit a claim to The Redundancy Payments Service (the "RPS"), see section below headed "how do I make a claim for sums which may be owed?"</p>
<b>How do I make a claim for sums which may be owed?</b>	<p>Unfortunately, due to the financial circumstances of the Company, it will not be able to make payment for your notice period, a redundancy payment, holiday pay accrued and not taken or any outstanding arrears of wages (such as overtime). However, you may be entitled to claim for various statutory payments that are authorised and paid by the RPS.</p>

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To make a claim to the Redundancy Payments Service, please visit [www.gov.uk/claim-redundancy](http://www.gov.uk/claim-redundancy). The administrators will send you a letter by post which will include further detail on how to make this claim. You will need to enter your claim reference number which will be on the letter you receive. If you have not received your letter please contact HR.

All redundancy payment claims and enquiries are dealt with by the RPS and not the administrators. Any enquiries should be made to the Redundancy Payments Enquiry Line, on 0330 331 0020.

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**What about holiday pay?**

Details of how to claim for holiday pay accrued and not taken will be explained in the letter (referred to above) that will be sent to you.

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**I am owed arrears of wages?  
Can I claim this?**

Given the financial circumstances of the Company, it is unfortunately unable to pay you for arrears of overtime that may be due to you. Further details will be provided in the administrators' letter on how to claim outstanding overtime. Please note that the amount paid by the RPS is capped at the statutory maximum which is currently at £525.00 and tax and national insurance deductions will apply other than a redundancy payment which is tax free.

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**Can I obtain an employer reference?**

The Company has records in relation to your employment and you should make any request for a reference in the normal manner.

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**Can I claim on a mortgage protection or loan protection insurance?**

If you have an income protection policy which covers you in the event of redundancy, you should contact your policy provider to establish the process.

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**How would I calculate my statutory redundancy pay entitlement?**

To calculate your statutory redundancy payment entitlement please visit: <https://www.gov.uk/calculate-your-redundancy-pay>

Your entitlements are based on both length of service and age. The statutory weekly maximum is £525.00 and calculated as follows:

Age -

Under 22: ½ week per year's service

22-40: 1 week per year's service

41 and over: 1½ week's per year's service

Redundancy pay is capped at 20 years' service.

Statutory redundancy payment is tax-free.

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**How long would it be before I receive any money from the Redundancy Payments Service?**

Once you have completed the online RP1 form, the RPS will calculate amounts due directly from Company records. The RPS normally aim to process and pay you within 3-4 weeks of receiving your claim and any relevant information required by you.

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

For any assistance on this process please contact:  
[redundancypaymentsonline@insolvency.gov.uk](mailto:redundancypaymentsonline@insolvency.gov.uk)  
Telephone: 0330 331 0020 (select option 1). Opening hours are 9am to 5pm, Monday to Friday.  
Website: [www.gov.uk/your-rights-if-your-employer-is-insolvent](http://www.gov.uk/your-rights-if-your-employer-is-insolvent)

**What about my entitlement to claim Tax Credits or other in work benefits?**

If you receive Tax Credits you will need to contact the HMRC helpline, as follows, **Telephone: 0345 300 3900**

**What about expenses that I am owed?**

We are unable to commit to making these payments as this time, but are reviewing the position. These cannot be claimed via the RPS and if not paid will be an unsecured claim against the Company.

**Will there be any other support available?**

A number of documents to support individuals in redundancy situations are available from Job Centre Plus. Please contact Job Centre Plus 0800 055 6688 for further information.

**I have Company assets, what do I do?**

Please see the table below in respect of returning any Company assets

Company car	The vehicle's owner will be in contact to arrange its collection. You should not drive the vehicle as your employment has ended and you won't be insured to drive it.
Company Assets or Property  Fuel Card / Credit Card	If you have not already returned and are still in possession of a Company laptop, iPad, mobile phone, entry fob key or any other asset please contact  Adam Thompson by email at <a href="mailto:adam.x.thompson@pwc.com">adam.x.thompson@pwc.com</a> or a member of the HR team.

**What happens if I am on maternity/  
paternity leave?**

The administrators will work with the Company's HR team and in due course they will arrange the return of the Mat B1 form to you. However, in the meantime we advise that you contact HMRC's Statutory Payments Dispute team on 03000 560 630 to register for statutory maternity/paternity pay, as the Company will be unable to pay it due to their financial circumstances.

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**What happens if I am on long term sick leave?**

The administrators will work with the Company's HR and in due course they will arrange a return of the fit notes to you. However, in the meantime we advise that you contact HMRC's Statutory Payments Dispute team on 03000 560 630 to register for statutory sick pay, as the Company will be unable to pay it due to their financial circumstances.

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**What about my Pension payments and other benefits?**

If you're a member of an occupational pension scheme operated by the Company, you should contact the trustees of the scheme for details of your benefit entitlements and options on leaving the scheme. You should satisfy yourself that there are no time limits for exercising any options under the rules of the scheme.

If you're a member of a group personal pension or stakeholder scheme which the Company operates, you should contact the pension provider for details of your benefits and options from the scheme.

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**What do I do if I receive enquiries from the media and should I discuss this on social media?**

Please refer any media enquiries [Lucy.Buckham@pwc.com](mailto:Lucy.Buckham@pwc.com)

At this stage, we respectfully request that you do not post about this matter on social media as messaging can often be misconstrued and we wish to ensure that the messaging remains consistent.

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**Is there anywhere else that I can obtain assistance?**

General queries, employment rights - [www.gov.uk](http://www.gov.uk)  
Statutory Maternity Pay or Sick Pay – Statutory Payments Disputes 03000 560 630  
Claiming benefits – Job Centre Plus 0800 055 6688  
PAYE queries – HMRC 0300 200 3200  
Tax Credit Helpline – HMRC 0345 300 3900  
Money Advice Service – 0800 138 7777 [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

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