

## To All Redundant Employees of Carpetright Limited (in Administration) (the “Company”) - Frequently Asked Questions

Following the recent announcements, this frequently asked questions document has been produced in an attempt to provide you with as much information in the time period available.

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### Section A - Background and Context

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#### Questions?

#### Answers

**What does ‘going into administration’ mean?**

Going into administration means the Company is being taken under the management of an administrator (a licensed insolvency practitioner). The administrator assumes control of the Company from the current Directors and will manage the business from this point onwards.

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### Section B - Redundancy Pay

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**As my employer can’t pay my redundancy pay, holiday pay and statutory notice pay, what should I do?**

Because your employer is insolvent, it cannot pay you amounts that may be due to you as a result of your redundancy. There is a claims process which is administered by the Redundancy Payments Service (‘RPS’) and details of the process and how to make your claim can be found at <https://www.gov.uk/claim-redundancy>

You will receive a formal letter from the administrators confirming your redundancy within 10 working days from the date of your redundancy. Contained within this letter will be all the information you will need to make your claim to the RPS, including a **unique case reference number** (beginning CN), that you will need to access the RPS online claims portal.

The reason for the delay in sending out your redundancy letter is due to us working closely with the RPS for them to complete their own review of the payroll data and in order that we can include within your redundancy letter all of the information you will require to complete your online claim form, including your start date, notice date and end date, rate of pay as well as any holiday you may have accrued but not taken up to your leave date. This will enable you to complete your online form quickly and assist the RPS in processing your claim as efficiently as possible

If you have recently moved or if you are unsure whether your correct address is held in Company records, please contact HR or [uk\\_carpetright\\_employees@pwc.com](mailto:uk_carpetright_employees@pwc.com), providing your NI Number, old address and new address details.

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**How do I claim my statutory payments from the RPS?**

You can make your claim by using the Redundancy Payments Online service. More details can be found on the government website by using the following link Redundancy Payments Service fact sheet at <https://www.gov.uk/claim-redundancy>

If you need help with the online form, or if you do not have internet access and so need to make your claim over the phone, please contact the **RPS on 0330 331 0020**.

Before you can make your claim, you will need to receive the unique case reference number mentioned above which will associate your claim to the Company which made you redundant. This will be provided to you within your redundancy letter and sent to you as soon as possible.

**In order that your claim can be reviewed and considered for payment by the RPS, please ensure that as soon as you receive your redundancy letter with the unique CN reference number, you complete your online claim form in order that the RPS can process your claim and make payment promptly.**

Details of the information that you'll need to make your claim can be found at <https://www.gov.uk/claim-redundancy>

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**What can I claim from the RPS as a result of my redundancy?**

We will provide details of the payments you need to claim from the RPS within your redundancy letter.

The RPS will consider claims for statutory payments, more details of which can be found at:

<https://www.gov.uk/claim-redundancy>

All claims paid by the RPS are paid up to the current statutory maximum weekly rate of pay, which is paid currently at £700.00. More information about the claims process can be found at:

<https://www.gov.uk/your-rights-if-your-employer-is-insolvent/after-you-apply>

What you may be paid by the RPS depends on your circumstances. The RPS can pay:

- Statutory Redundancy pay: if you've worked for your employer for at least 2 years,
- Holiday pay accrued but not taken in the current holiday year,
- Unpaid wages, overtime and commission and;
- Compensation for failure to receive statutory notice (if you've worked for your employer for at least 1 month).

You can find further information regarding what you can / can't claim from the RPS on the gov.uk website (link below):

[Explaining your redundancy payments-GOVUK](#)

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**I'm on maternity / paternity leave. Can I still make a claim for statutory maternity pay (SMP)?**

Yes. However, for any outstanding SMP due to you or future payments that you are entitled to claim, you will need to contact HMRC on 0300 322 9422 and advise them that you have been made redundant and that the Company is no longer able to make payment to you for SMP.

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**I'm on sick leave. Can I still make a claim through the RPS?**

A claim can be made to the RPS. However, additional information will be required / be asked by the RPS to determine whether a claim will qualify for payment.

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**What contact am I likely to receive from the RPS after I make my initial claim?**

You will initially receive an automated email acknowledgement of your claim being made. You will then be provided with a personalised claim reference number (LN reference). Your LN reference will be provided when either, an element of your claim has been approved for payment or, an element of your claim has been rejected, or when your statutory notice period has expired.

Accordingly, employees will receive their LN reference numbers at different stages to each other throughout the process. If you indicated on your initial claim that you have a claim for notice pay, the RPS will write to you (either by post or email) at the end of your statutory notice period, telling you how to make your claim. You will need your LN reference number when making your online claim for statutory notice pay.

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**Will I receive settlement of all my claims from the RPS at the same time?**

No. The RPS has a different department to process each category of claim. It is therefore likely that each element of your claim will be settled at different times. Your notice pay is likely to be the last element of your claim that is paid, as this will not be considered until the end of your notice period, which could be up to 12 weeks after you were made redundant.

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**How can I contact the RPS?**

The RPS can be contacted by telephone on 0330 331 0020 or by email [redundancypaymentsonline@insolvency.gov.uk](mailto:redundancypaymentsonline@insolvency.gov.uk). You should have your CN reference number, National Insurance number and if appropriate, your LN reference number when contacting the RPS.

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**What should I do if I disagree with what the RPS has paid me?**

In the first instance, you should contact us at [uk\\_carpetright\\_employees@pwc.com](mailto:uk_carpetright_employees@pwc.com) as soon as possible. You may be asked to provide additional evidence you hold to support your claim (e.g. copy payslips, contract of employment etc.). You may then be advised to contact the RPS to seek amendments to your original claim.

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**I'm not a UK National, can I still make a claim?**

If you have a UK National Insurance number and are paid through the Company's PAYE scheme, a claim can be submitted for consideration by the RPS.

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**If the RPS does not pay my claim in full, what happens?**

You will be a Creditor of the Company. Employee creditor claims can be either unsecured claims or preferential claims. Preferential claims would include unpaid wages up to £800 (and subject to a time limit) as well as all pay in lieu of holiday accrued. Any claims which are not preferential claims, will be unsecured claims. Further details regarding creditor claims are below.

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**How long will the RPS take to make a payment to me for my redundancy claim?**

Following submission of your claim for amounts due to your redundancy, assuming there are no queries and it is accepted, the RPS expects to pay your claim within 21 days.

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## **Section C - Claiming as a Creditor**

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**What does it mean if I am a creditor of the Company?**

There are three main types of creditor:

**Secured creditors** have security registered at Companies House. When the secured creditor has a **fixed/standard** charge over an asset, the secured creditor will be paid out of the realisations from that specific asset, after the costs of realising the asset have been deducted.

**Preferential creditors** primarily consist of employees for arrears of wages, accrued holiday pay, unpaid contributions to occupational pension schemes and state scheme premiums, all within certain limits. As of December 2020 this will also include certain aspects of HMRC's claim, these claims will rank as secondary preferential claims (paid after the employees claims) and consist of the VAT, PAYE and NIC deductions. Preferential creditors rank ahead of all other creditors when realisations are achieved from assets where there is no fixed charge registered.

**Unsecured creditors** are all other 'creditors who are owed monies' (with the exception of shareholders/members). Unsecured creditors rank below preferential and secured creditors.

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**How much will my creditor claim be if I am made redundant?**

Although the Redundancy Payments Service ("RPS") will pay statutory amounts to redundant employees, it may be that the amount you receive is less than your entitlements under your Contract of Employment. This might be because:

- the amount of a week's pay is greater than the current statutory maximum rate applied by the RPS;
  - your contractual notice is greater than the statutory entitlement;
  - or because you have a contractual entitlement to an enhanced redundancy payment.
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**How soon after being made redundant can I make my claim as a creditor?**

Other than letting us know if you change your address or contact details, you don't need to take any action to make your claim as a creditor. If there are funds to share amongst creditors, we will contact you to agree your claim amount.

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**Will you calculate my creditor claim for me or do I have to work out the amount of my claim?**

We will calculate your contractual entitlements as well as showing any gross amounts paid to you by the RPS to arrive at your residual claim amount.

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**How can I lodge a claim against the Company for amounts owed to me?**

Unless we tell you otherwise, we will calculate the amount of your claim based on your Contract of Employment and information provided by the Redundancy Payments Service. Your calculated claim will be sent to you by post with guidance on action that you need to take and by when.

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<b>What information will I need to provide to support my creditor claim should I disagree with the calculated claim?</b>	If you disagree with our calculations of your claim you may be asked to provide evidence to support your claim. This could be your Contract of Employment, payslips or other documents in your possession.
<b>How and when will you contact me regarding my creditor claim?</b>	We will only contact you regarding your claim if there is money to be shared between the creditors. Updates on the dividend prospects will be included in our proposals document which will be available on our website within 7 days and in our 6 monthly progress report.
<b>Will tax and national insurance be deducted from my dividend payment?</b>	We will comply with HMRC guidance when calculating the amount to be paid to you. Any tax and national insurance deductions are paid to HMRC when any dividend payment is made. If you believe that tax and/or national insurance has been deducted in error, please speak to HMRC to discuss how a refund can be processed. We will be unable to deal with any queries or refund any deductions made.
<b>Will payment be made directly into my bank account or do you need to send me a cheque?</b>	Any dividend payment due to you may be made either by cheque or into the bank account details provided from the Company's records, therefore should you require your payment to be made into a different bank account, or your personal details change i.e you move address or you have a change of name, it will be your responsibility to keep us informed of any such changes.
<b>If I make a claim to the Redundancy Payments Service, will they become a creditor for amounts paid to me?</b>	Yes, the RPS will make a claim for amounts paid to you. Their claims will either be preferential or unsecured, depending on what their claim is for. You can find more information about how and what you can claim from the RPS using the following link: <a href="http://www.gov.uk">Redundancy Payments Service fact sheet at www.gov.uk</a>
<b>What information can creditors expect to receive from you?</b>	As administrators we have to prepare and send out our proposals setting out how we intend to achieve the purpose of administration within 7 days of our appointment. Our proposals will be circulated via publication on this website. The administrators are also required to provide a written update on the administrations to all known creditors every 6 months. This report will be sent within one month of every 6 month anniversary or earlier if an administrator vacates office or an extension to the administration is granted.
<b>What are my rights as a creditor and where can I find further information in relation to the administrators fees?</b>	You can find information on the administrators fees and your rights at: <a href="https://www.icaew.com/-/media/corporate/files/regulations/insolvency/creditors-guides/2021/administration-creditor-fee-guide-1-april-2021.ashx">https://www.icaew.com/-/media/corporate/files/regulations/insolvency/creditors-guides/2021/administration-creditor-fee-guide-1-april-2021.ashx</a> Please email <a href="mailto:uk_carpetright_employees@pwc.com">uk_carpetright_employees@pwc.com</a> if you'd like a paper copy free of charge or have any questions.
<b>Can I opt out of receiving information as a creditor?</b>	Creditors have the right to elect to opt out of receiving certain documents about insolvency proceedings. Any election to opt out will not affect a creditor's entitlement to receive dividends, should any be paid to creditors. Any formal opt out request should be emailed to <a href="mailto:uk_insolvencydocsrequests@pwc.com">uk_insolvencydocsrequests@pwc.com</a>

## Section D - Other Redundancy Related Queries

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**When will my July 2024 payslip be available?**

Payslips for those included in the July 2024 payroll run will be available on 30 July 2024 on Self Service.

Self Service may not be available after 22 August so we encourage you to download your pay records (as well as your P60 and P45) that you need within this time.

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**Where can I find my P60 or P45?**

Your P60 and P45 will be available on Self Service on or around 30 July 2024. Self Service may not be available after 22 August so we encourage you to download your pay records that you need within this time.

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**How can I access my August 2024 onwards payslip(s) and/or P45 created after July 2024?**

Our payroll provider will post your payslip(s) for August 2024 onwards to the home address we have for you from the Company's records. It will not be available on Self Service.

If your P45 is created after July 2024, this will also be posted to your home address. It will not be available on Self Service.

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### Section E - Other Queries

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**How do I tell you if I have concerns about how the Company was managed?**

One of our duties is to look at the actions of anybody who has been a director of the Company in the three years before our appointment. We also have to decide whether any action should be taken against anyone to recover or contribute to the Company's assets. If you think there is something we should know about, please contact us at [uk\\_carpetright\\_employees@pwc.com](mailto:uk_carpetright_employees@pwc.com).

This is part of our normal work and doesn't necessarily imply any criticism of the directors' actions.

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**Support from Tapi and other sources**

Tapi has made it clear that although they were not able to take on all of Carpetright Limited's sites, they wanted to provide additional support to help those affected by the administration to find alternative employment. Visit the dedicated website they have set up ([www.carpetrightsupport.co.uk](http://www.carpetrightsupport.co.uk)) for more information.

AO has some vacancies that they would like to notify affected employees about. You can contact them at [crao-enquiries@ao.com](mailto:crao-enquiries@ao.com) for more information.

Bensons for Beds has some retail and distribution roles which can be found at [www.bensonscareers.com](http://www.bensonscareers.com).

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**What other support is available to me?**

General queries, employment rights - [www.gov.uk](http://www.gov.uk)

Statutory Maternity Pay or Sick Pay – Statutory Payments Disputes 0300 322 9422

Claiming benefits – Jobcentre Plus 0800 055 6688

Tax Credit Helpline – HMRC 0345 300 3900

Money Advice Service – 0800 138 7777 - [www.moneyhelper.org.uk/en](http://www.moneyhelper.org.uk/en)

Jobcentre Plus Redundancy Factsheet - English and Welsh

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National Careers Service - <https://nationalcareers.service.gov.uk/>

Jobsite - <https://www.jobsite.co.uk/>

Money A+E - <https://www.moneyaande.co.uk/>

Prince's Trust (help getting a job) - <https://www.princes-trust.org.uk/how-we-can-help/get-job>

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**I've got an unpaid expenses claim, what should I do?**

The Administrators have been provided with a list of expenses submitted on Webexpense, and if your expense was submitted through this system these will be paid, subject to approval by the Administrators. We are currently working out a process to have these paid.

If your expense was not submitted through Webexpense, you can submit a claim to the Administrators for your expense as a creditor of the company. If this applies to you please send your name and address to [uk\\_carpetright\\_creditors@pwc.com](mailto:uk_carpetright_creditors@pwc.com).

At this early stage we do not know whether there will be funds available to make a distribution to unsecured creditors, but once we have more information on dividend prospects we will update the FAQs on our website. If we think there will be funds available to pay a dividend to unsecured creditors, we will write to all creditors to set out how to make a claim. You do not need to take any action at this stage with regard to submitting a claim to the Administrators.

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**What happens to my Proud Perk vouchers?**

If you're an employee on the platform you will have full access to the platform until it is formally closed on 30 November 2024.

If you're a former employee, you have a 60 day de-provision period. Within this time, you can use any unspent cash-back or existing vouchers. We recommend that you redeem these as soon as possible.

If you need assistance, please contact the employee help desk via the Live Chat feature on the 'Support' section on the website, by phone on 0203 780 1891 or email at [employeesupport@rewardgateway.com](mailto:employeesupport@rewardgateway.com).

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**Section F - Company Assets / Benefits**

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**What happens if I have a company IT equipment?**

**Employees on their last day:**

Please drop all IT equipment including laptops, phones and tablets at the reception of the Purfleet office before leaving.

**Employees with IT equipment at home:**

You have the option of dropping all IT equipment including laptops, phones and tablets at the reception of the Purfleet office during office hours (8 am to 5 pm, Monday to Friday) by 22 August 2024.

Alternatively, we will arrange for collection of all IT equipment from your home for which you will require to be present at home during the collection.

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You should have received an email from the *Recycle Your Tec* Team on 5 August 2024 with instructions on how to return your IT equipment. If you have not received an email, please contact us at [uk\\_carpetright\\_employees@pwc.com](mailto:uk_carpetright_employees@pwc.com).

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**What if I want to purchase my laptop and other IT equipment I have?**

There is no option available for employees to purchase company IT equipment.

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**What shall I do with my company car?**

A letter has been sent detailing the collecting process. You should no longer be driving any Company vehicles that you have access to as your employment has ended and you are no longer insured to drive the Company vehicle.

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**I'm an IHC, what do I do with the leased vehicle I have been assigned to?**

Please can you contact the rental company at Northgate to arrange collection of the vehicle using the below information:-

03330 146 617  
[onerental@northgate.co.uk](mailto:onerental@northgate.co.uk)

You will need to supply them with the vehicle registration, contact details and an address. The off hire will be processed and collection of the vehicle will be arranged by Northgate.

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**What will happen to my Costco membership fee which was deducted from my net pay in June 2024?**

We will make arrangements to refund the membership fees deducted from former employees' June 2024 net pay using the information obtained from the Company's records. We expect this will be in September 2024.

You will need to contact Costco separately to arrange a new membership.

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*Zelf Hussain, Rachael Wilkinson and Peter Dickens have been appointed as joint administrators of Carpetright Limited to manage its affairs, business and property, and act without personal liability. All are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales.*

*The Joint Administrators are bound by the Insolvency Code of Ethics which can be found at:*

<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>

*The Joint Administrators may act as controllers of personal data as defined by UK data protection law depending upon the specific processing activities undertaken. PricewaterhouseCoopers LLP may act as a processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrators' appointment. Further details are available in the privacy statement on the PwC.co.uk website or by contacting the Joint Administrators.*