

## Non Retained Employees

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.

Questions?	Answers
<b>What does 'going into administration' mean?</b>	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. Administration is one of a number of insolvency processes.
<b>As my employer can't pay my redundancy pay, what should I do?</b>	<p>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 <a href="http://www.gov.uk">at www.gov.uk</a>.</p> <p>The Administrators' employment team will be working with your HR team to gather information to provide to the RPS. We will confirm certain information in your redundancy letter to assist you in making your claim. We will aim to issue your written confirmation of redundancy together with the unique case reference number (begins CN) for the RPS as soon as possible, and ideally no later than 7 days following your redundancy. This will not cause any delay in us providing the information to the RPS to allow them to process and pay your claim.</p> <p>If you have recently moved or if you are unsure whether your correct address is held in Company records, please contact HR or <a href="mailto:uk_evcl_employees@pwc.com">uk_evcl_employees@pwc.com</a> providing your NI Number, old address and new address.</p>
<b>How do I claim my statutory payments from the RPS?</b>	<p>You can make your claim by using Redundancy Payments Online. More details can be found by clicking on this link or by <a href="#">searching for Redundancy Payments Service fact sheet at www.gov.uk</a> . 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 <b>RPS on 0330 331 0020</b>.</p> <p>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. We will provide this reference in the written confirmation of redundancy.</p> <p>Details of the information that you'll need to make your claim can be found at <a href="https://www.gov.uk/claim-redundancy">https://www.gov.uk/claim-redundancy</a></p>
<b>What can I claim from the RPS as a result of my redundancy?</b>	<p>As the Company which employed you is insolvent, it can't pay you for amounts owed to you under the terms of your Contract of Employment which might include notice pay, redundancy pay, unpaid wages up to the date of Insolvency and pay in lieu of holiday accrued but not taken.</p> <p>The RPS will consider claims for statutory payments, more details of which can be found at <a href="https://www.gov.uk/claim-redundancy">https://www.gov.uk/claim-redundancy</a>. All claims paid by the RPS are paid at the current statutory maximum weekly rate</p>

---

of pay which is paid currently at £544.00. 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 can be paid for 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 and possibly some carry forward,
- 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 more information [here](#) or by searching for “Explaining your redundancy payments” at [www.gov.uk](http://www.gov.uk).

---

**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.

---

**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 03000 560 630  
Claiming benefits – Job Centre Plus 0800 055 6688  
PAYE queries – HMRC 0845 300 0627  
Tax Credit Helpline – HMRC 0345 300 3900

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

Contacting the administrators [uk\\_evcl\\_employees@pwc.com](mailto:uk_evcl_employees@pwc.com) or [www.pwc.co.uk/evcl](http://www.pwc.co.uk/evcl)

---