

To All Bank Staff of Pullever Ltd (Newfield) (In Administration)

Frequently Asked Questions Communication

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
Why did this happen to Newfield?	<p>As you may be aware from the recent communications from the home, there are currently no patients at Newfield and no prospect of new patients. Unfortunately means that it will need to close. As a result, Nicola, the Director was left with no other option but to take the very difficult decision to appoint me and one of my partners, Toby Underwood of PwC as joint administrators of Pullever Limited which owns this home.</p>
What does ‘going into administration’ mean?	<p>Going into administration means the company does not have enough income to continue to service its costs (including employee and bank staff pay) and so is now being managed by 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.</p> <p><i>Toby Scott Underwood and Alison Grant have been appointed as joint administrators of Pullever Limited to manage its affairs, business and property as their agents and without personal liability. Toby Scott Underwood and Alison Grant are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales.</i></p> <p><i>The joint administrators are bound by the Insolvency Code of Ethics which can be found at:</i> https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics.</p> <p><i>The joint administrators may act as controllers of personal data as defined by the 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</i></p>

What does an administrator do?

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 try to find a longer term solution for it. The Administrators act as agent of the company and without personal liability.

My contract says Palms Row Health Care Limited, not Pullever Limited. Why is my contract being terminated?

Regrettably, it has not been possible to keep Newfield operating while in administration given the current environment. This has meant that all contracts with bank workers contractually assigned to Newfield, the entity to which your contract states you work, have been terminated with immediate effect.

I am still owed money

If there is any further outstanding money owed to you, you become an Unsecured Creditor of the company. More information on claims can be found at www.pwc.co.uk/pullever in the employee section.

Will I get pay in lieu of notice or redundancy pay?

Because you are not an employee, you are not entitled to either pay in lieu of notice, or redundancy pay.

How can I find out more about how and what state benefits I may be able claim?

Please contact Job Centre Plus at <https://www.gov.uk/contact-jobcentre-plus/new-benefit-claims>

What about my Pension payments?

PwC will work with the RPS regarding any outstanding pension contributions. Please be aware that it may be some months before the credits show up on your pension statement.

If you have any other questions around your pension please contact your pension provider directly .

When will my P45 be sent out?

These will be issued by the Company following their usual processes and will be posted to the address held in the Company records for you. Please note that a duplicate P45's cannot be issued.

You do not need a P45 to start a claim for benefits or to start a new job.

I have Company property, what do I do with it?

If you are in possession of any Company property, we would ask that you arrange to return these. Please contact Company HR.

How can I get a reference?

Potential new employers should contact us **uk_pullever@pwc.com** when making a request for a reference. The Company can provide references which will confirm your status as a casual worker and job title when you worked (where known).

Who can I contact if I have any queries?

If the information provided in this Q&A document doesn't answer all of your questions, you should:

Wait to receive your termination of contract letter as that may deal with some of your questions. If you have not received a letter within 7 working days please contact us using uk_pullever@pwc.com.

If you believe that the information contained in the Company records is incorrect you should contact HR.

Can I still work for Palms Row in their other homes?

If you wish to continue working on the same basis with the other homes in the Palms Row Health Care Limited group, you should speak initially to Nicola Richards.
