

# To All Redundant Employees of wilko Limited, Wilkinson Hardware Stores Limited, wilko.com Limited and Kin Limited (together “the Companies”) - together in Administration - Frequently Asked Questions

## FAQ for employees whose employer goes into Administration

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>Section A - Background and Context</b>	
<b>A1. What does ‘going into administration’ mean?</b>	Going into administration means the Companies are being taken under the management of an administrator (a licensed insolvency practitioner). The administrator assumes control of the Companies from the current Directors and will manage the businesses from this point onwards.
<b>A2. What is an administrator?</b>	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. They will be responsible for working with management to review the operations of the company and try to secure a sale of some or all of the business. The Administrators act as agent of the company and without personal liability.
<b>A3. Who are the administrators?</b>	The administrators are Jane Steer, Zelf Hussain and Edward Williams of PricewaterhouseCoopers LLP (the “Administrators”).

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## Section B - Redundancy Pay

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### **B1. As my employer can't pay my redundancy 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 [www.gov.uk](http://www.gov.uk).

You will receive a formal letter from the Administrators confirming your redundancy.

The Administrators will be working with your HR team to gather information to provide to the RPS. This information will also be included within the letter to you confirming your redundancy in order to assist you in making your claim to the RPS, including the unique case reference number (beginning CN) which you will require to complete your online claim. You will receive your letter within 10 days from the date of your redundancy.

If you have recently moved or if you are unsure whether your correct address is held in Company records, please check 'My View' or use the query app to provide your NI Number, old address and new address details.

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### **B2. 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 [www.gov.uk](http://www.gov.uk).

If you need help with the online form, or if you do not have internet access, please in the first instance try your local library, Citizen Advice Bureau or ask family or friends to assist you. If after exhausting all options you are still having difficulty completing your claim form, please contact the RPS on telephone number 0330 331 0020 to arrange an appointment, in order that your claim form can be completed via a telephone call.

Before you can make your claim, you will need to receive the unique CN 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 will be posted to your home address.

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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**B3. What can I claim from the RPS as a result of my redundancy?**

As your employer 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 and redundancy pay, as unpaid wages up to the date of Insolvency and pay in lieu of holiday accrued but not taken has already been paid to you by the Administrators.

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 at the current statutory maximum weekly rate of pay, which is paid currently at £643.00. 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,
- 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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**B4. How is my redundancy pay calculated?**

Your redundancy pay is calculated based on that held in the Company records and calculated using a 12 week average calculation being, the wage payments you have been paid over the past 12 weeks and divided by 12 to provide a weekly pay rate. If after receiving your redundancy letter, you believe that any of this information may be incorrect, please contact [uk\\_wilko\\_teammembers@pwc.com](mailto:uk_wilko_teammembers@pwc.com) so that we can look into your query ahead of providing the data to the RPS.

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**B4. How long with 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 expect to pay your claim within 14 days.

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**B5. If the RPS does not pay my claim in full, what happens?**

You will be a Creditor of your employing 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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**B6. 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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**B7. 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, and so you could make an employee creditor claim for the residual claim amount. 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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**B8. What is my CN reference number?**

You should only make your claim to the Redundancy Payments Service after you have been made redundant. You will need to use the CN reference number associated with the entity that employed you and included in your redundancy letter.

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**B9. I am having issues submitted my claim to the RPS online**

We understand from the RPS that if your broadband is provided by Virgin Media, there are compatibility issues with the RPS website and you are likely to time out before you can submit your claim. The RPS has advised that you submit claims using a mobile device which is not connected to your home broadband.

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**B10. What happens if I get a new job following my redundancy, within my notice period?**

Payments for notice pay are based on the statutory notice period which is one week for each full year's completed service. If you are entitled to claim any state benefits and allowances (whether you actually claim them or not) and/or receive any earnings throughout the notice period, these are deducted from the notice pay owing.

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**B11. When will I receive my P45?**

Your P45 will be sent in the post once your final payments have been processed.

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## Section C - Claiming as a Creditor

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**C1. 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. Please note, you may not hear from us for several months but please be assured we will write to you to agree your claim if funds are available

**C2. Will you calculate my 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.

**C3. 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.

**C4. What information will I need to provide to support my creditor claim should I disagree with the calculated claim?**

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.

**C5. Will tax and national insurance be deducted from my dividend payment?**

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.

**C6. Will payment be made directly into my bank account or do you need to send me a cheque?**

Any dividend payment due to you may be made either by cheque or into the bank account details provided from the Companies' 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.

**C7. If I make a claim to the Redundancy Payments Service, will they become a creditor for amounts paid to me?**

Yes, the RPS will make a claim to the Companies for any amounts paid to you. Their claims will either be preferential or unsecured, depending on what the claim is. You can find more information about how and what you can claim from the RPS using the following link: [Redundancy Payments Service fact sheet at www.gov.uk](http://www.gov.uk/redundancy-payments-service-fact-sheet)

**C8. What information can creditors expect to receive from you?**

As Administrators we have to prepare and send out our proposals setting out how we intend to achieve the purpose of administration within eight weeks 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.

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**C9. What are my rights as a creditor and where can I find further information in relation to the administrators fees?**

You can find information on the administrators fees and your rights at:

<https://www.icaew.com/-/media/corporate/files/technical/insolvency/creditors-guides/2021/administration-creditor-fee-guide-1-april-2021.ashx?la=en>

Please email or use the query app if you'd like a paper copy free of charge or have any questions.

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**C10. Can I opt out of receiving information as a creditor?**

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 sent via the query app.

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## Section D - Other Redundancy Related Queries

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### D1. What happens to my outstanding holidays?

Typically, where employees are made redundant and have accrued and untaken holiday entitlement, any outstanding statutory amounts would be paid by the RPS and the holiday payment amounts which are over and above those limits would be a preferential claim in the administration.

However, the Joint Administrators have taken the decision that in the event of the termination of your employment contract (whether by reason of redundancy or otherwise), you will be paid for any accrued and untaken holiday up to and including the date of termination. This includes any additional holidays which you may have purchased through the Company Benefits Policy.

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### D2. What should I do about claiming benefits?

State Benefits are sums of money paid by the Government to people in certain circumstances to meet their day to day living needs. They are also sometimes called allowances (such as job seekers allowance), pension credits, tax credits or entitlements.

There are many different benefits that can be claimed and you may wish to get advice to be sure that you're claiming benefits that you're entitled to. You can find more information by searching for "unemployment benefits" at [www.gov.uk](http://www.gov.uk), or by contacting the Citizens Advice Bureau.

Even if you don't think you want to make a claim, please be aware that failing to claim benefits could impact on the amount of money that you receive from the RPS, and also on your ability to claim under any personal unemployment insurance policies.

You do not need to wait for your redundancy letter to make a claim for statement benefits and you should make enquiries regarding statement benefits as soon as you can after your employment ends. Delaying making a claim could impact the amount you are entitled to. There is a benefits calculator to help identify what you may be entitled to, advice is online about what benefits, pensions or other financial help an individual may get at: <http://www.gov.uk/benefits-calculators>. If someone is struggling and needs assistance then please email [rrs.enquiries@dwp.gov.uk](mailto:rrs.enquiries@dwp.gov.uk) and the JCP can arrange for you to be contacted by one of the local team.

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### D3. What happens to my pay if I am being made redundant and I am on maternity leave?

If you are being made redundant and are on maternity leave, the final payroll payment you receive from the Company will cover the period up to your redundancy date. This payment will cover maternity payments up to your last day and any accrued holiday that you have accrued and not taken.

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### D4. What happens if I am on maternity/paternity?

We advise that you contact HMRC's Statutory Payments Dispute team on 0300 322 9422 to register for statutory maternity/paternity pay, as the Company will be unable to pay it due to their financial circumstances.

If you have any other queries specifically relating to maternity pay please email [uk\\_wilko\\_teammembers@pwc.com](mailto:uk_wilko_teammembers@pwc.com)

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<b>D5. In respect of payments payable from RPS or HMRC, how has my week's pay been calculated?</b>	<p>Please note that included within the redundancy letter that will be sent to you, your contractual weekly rate of pay has been inserted. This has been calculated by using your contractual wage payment-prior to you going on maternity leave. Please use this when making your online claim from the RPS for any redundancy and/or notice payment you may be eligible to claim for.</p>
<b>D6. Will I be eligible for the enhanced maternity policy?</b>	<p>If you are entitled to an enhanced maternity pay then unfortunately this cannot be paid by the Company post your redundancy. HMRC will continue to pay your statutory redundancy pay following your redundancy but the enhanced maternity pay will be classed as an unsecured claim against the Company. It is currently unclear as to the level or quantum of any future dividend to unsecured creditors. See Section C on how to make a claim as a creditor to the Company.</p>
<b>D7. I have used the Salary Finance scheme, will this be affected by the Administration?</b>	<p>Historically, Salary Finance has provided loans and wage advance services to team members. However, new loans or wage advance services were made unavailable to team members before the Companies entered into administration and these continue to be unavailable. We have spoken to Salary Finance and any historical loans that team members continue to repay will not be impacted by the administration provided you continue to be employed by the Companies in Administration and turn up to work in the usual way.</p> <p>Following any redundancy, the loans will remain outstanding but will not be repaid via payroll as you will no longer be employed by the Company. Please contact Salary Finance to discuss here <a href="https://www.salaryfinance.com/uk/contact-us/">https://www.salaryfinance.com/uk/contact-us/</a></p>
<b>D8. I am a weekly paid employee. When will I be paid my 'week in hand' wages?</b>	<p>You will be paid your week in hand wages in line with standard payroll process and dates. This means it will be paid on the next Friday following your redundancy.</p>
<b>D9. If I were to leave or be made redundant, would I have to repay any holiday pay I have taken in excess of what I have accrued?</b>	<p>If you leave then in line with your employment contract and the company holiday policy, if at the time of leaving, you have taken more holiday than you accrued, we will deduct the holiday pay, owed as result of taking leave in excess of your entitlement, from your final payroll.</p> <p>For band 1 team members who are made redundant, no excess holiday will be deducted from your final pay and your excess holiday balance will be written off. For band 2 (and above) team members who are made redundant, excess holiday deductions will be made in line with your employment contract and company policy, however, this is subject to review on a case by case basis where exceptions may be made.</p> <p>Please remember that all requests for holiday must be agreed in line with company policy.</p>

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**D10. How is my holiday pay shown on my final payslip?**

When a team member leaves the business, their outstanding accrued holiday is paid (or deducted from pay if negative) in the final payslip on the “holiday pay” line. Where additional holiday has been purchased the “holiday pay” amount includes the full value of any purchased holiday.

Where employees have purchased additional holiday, there is an extra line on the payslip called “Holiday buy calculation 2”. As purchased holidays are paid via payroll deduction over 12 months, this line captures the unpaid aspect of the purchased holiday e.g. if an employee purchases 10 hours of holiday and leaves 6 months through the holiday year, on the leave date they will only have paid for half of the 10 hours of purchased holiday and therefore this line captures paying for the unpaid element. But as noted above, any holiday purchased and not taken will be refunded in the holiday pay line.

The total holiday pay is reflective of the amount of holiday that you are entitled to on a pro rata basis up to your leave date, and any purchased holidays.

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**D11. My leave date (as agreed with PwC / my line manager) is between the 7th October and 10th October, and I am paid every 4 weeks, when will my final payroll be paid?**

For those who are paid 4 weekly and have a termination date between 7th October and 10th October, your final payroll will be paid on 6th October in line with your usual pay frequency. An exercise has been performed such that the hours that are worked between the 7th and 10th October will be paid for in your final payroll too.

In order to calculate your final payroll on 6th October, your leave date has had to be entered into the system as the 7th, however you are expected to work up until your leave date as agreed with the administrators / your line manager.

**Additionally, my leave date as agreed with PwC / my line manager is later than the date in my view, which is my leave date.**

We are working to ensure that your system access will not be disrupted by this.

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**D.12 What will happen with my notice pay and how do I claim it**

As your employer is insolvent, it can't pay you for amounts owed to you under the terms of your Contract of Employment which may include notice pay. Any statutory notice pay that you are entitled to, will be paid by the RPS.

- All claims paid by the RPS are paid at the current statutory maximum weekly rate of pay, which is paid currently at £643.00. More information about the claims process can be found at:

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

- You will be entitled to:
    - < 1 months' employment = 0 weeks
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- 1 month to 2 years employment = 1 week
  - 2 years to 3 years employment = 2 weeks
  - Then one week's notice for every year full you were employed, up to a maximum of twelve weeks.
  - You will be sent an RP2 Claim Form by the RPS when your statutory notice period ends (this is an automatic process). If your notice period has ended and you've not received the form, please contact the RPS.
  - You will need to claim any notice pay in excess of the statutory £643 per week through the administration as an unsecured creditor.
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## Section E - Company Assets / Benefits

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### **E1. What happens if I have a company IT equipment?**

Please return all Company property, such as mobile telephones, laptops, ipads monitors and docking stations to the I.T team within the Service Centre head office at JK House, Roebuck Way, Manton Wood, Worksop, Nottinghamshire, S80 3EG, for the attention of Steve Taylor who can ensure we have a record of you returning the equipment.

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### **E2. What if I want to purchase my laptop and other IT equipment I have?**

It is possible for Wilko team members who are made redundant to purchase their laptops and other equipment assigned to them to use at home such as monitors and docking stations, however your laptop must first be returned in order to be wiped of proprietary information and software (see instructions above).

Following the wiping of data, redundant team members will have the opportunity to purchase their laptop but the equipment will be returned without any software or an operating system and will likely take up to 10 business days to become available.

If you would like to purchase your laptop and/or other IT equipment please [ITKitSales@wilko.com](mailto:ITKitSales@wilko.com) or WhatsApp 07840 844078 with the following details

- 1) Your name;
- 2) A description of the hardware you are interested in purchasing;
- 3) A picture of the hardware you are interesting in purchasing; and
- 4) Your email address.

You will be contacted in due course to confirm a price at which each item can be purchased together with payment details. Please note we will only be able to accept electronic payments by bank transfer. No credit/debit card, cash or cheque payments will be accepted. Once payment has been received you will receive an email confirming this and details of when you can return to the Support Centre to collect your laptop.

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If you receive a quote, there is no obligation for you to purchase. However, if you decide not to go ahead with a purchase, you will need to return all items to the support centre.

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**E3. What shall I do with my company car?**

If you have a company car please contact Zenith, the lease company, to arrange for the collection of your car. The phone number for Zenith is 0344 243 4352 and the email address is [wilko@zenith.co.uk](mailto:wilko@zenith.co.uk)

If you wish to purchase your car, please contact Zenith to discuss this and obtain a quote

Your company car will remain insured for you to drive until returned to Zenith or purchased by you.

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**E4. Can I receive 'no claims' confirmation in relation to my car insurance?**

Yes, please contact Zenith on 0344 243 4352 to raise this request.

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**E5. Can I keep my mobile phone number after I have been made redundant?**

To the extent we are able to, we will assist you in receiving a PAC code to enable you to keep your mobile phone number following your redundancy. If you wish to obtain a PAC code please contact the IT Service Desk on 01909 505350.

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**E6. Will I be able to continue to use my Wilko employee discount card following my redundancy?**

Yes, this will continue to be accepted at all stores until further notice. Please allow 2-3 working days post redundancy for your card to be reactivated if it stops working.

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**E.7 If I was previously entitled to BUPA healthcare, will my cover continue?**

If you were already entitled to private healthcare with BUPA, cover will continue as normal until 31 January 2024 even if you are made redundant (or have already been made redundant). Team members should continue to use the policy as normal up until 31 January 2024. There is no change to the claims process.

Any individuals who wish to continue with individual cover beyond 31 January 2024, should contact BUPA on 0808 271 4779 no later than 3 months following that date. Whilst any new policy will be different from employee cover, it may mean members are able to continue with treatments and be covered for any ongoing conditions they have.

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**Section F - Other Queries**

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**F1. I've got an unpaid expenses claim, what should I do?**

Please ensure that all outstanding expenses are submitted before your termination date. Provided these have been incurred in line with normal business requirements, they will be paid to you in the normal way.

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**F2. If I have recently moved house and not yet changed my address with HR, what should I do?**

It's important that we have your most up to date contact details so please take time to refresh your personal information on 'My View'. It may aid communication if you could also provide an up to date email address and personal phone number

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**F3. 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 using the query app.

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

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**F4. What do I do if I receive enquiries from the media?**

Should anyone from the media contact you please do not answer any questions yourself. Please refer any press interest to the PwC press office.

Please be mindful when making comments over social media as these can often be misconstrued.

In addition, it has been brought to our attention that team members who choose to speak to the media may have been told that disciplinary actions may be brought against them or that they will lose their right to claim redundancy.

We have made a polite request, that you do not speak to the press, as comments can be taken out of context and we want to ensure that messages are cascaded to team members in the right way. However, for the avoidance of any doubt, should a team member decide to speak with the media off company premises, it will not affect your statutory employment rights or your ability to make a claim to the redundancy payments service for money that you may be entitled to.

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**F5. Which stores have been confirmed as closing?**

See link here for full list of confirmed store closures:

[https://www.pwc.co.uk/business-recovery/administrations/assets/wilko/store\\_closures\\_announced\\_at\\_12sept23.pdf](https://www.pwc.co.uk/business-recovery/administrations/assets/wilko/store_closures_announced_at_12sept23.pdf)

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**I am struggling with my mental health, what resources are available?**

You will remain to have access to PAM Assist and the details of how to access this service are included below.

**Is PAM assist still a service available to me?**

Yes, please contact PAM assist in the usual way.

**How do I contact PAM assist?**

PAM Assist is available for free 24/7 throughout the year. Help can be accessed via:

- Telephone - 08081 969 469
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- Live chat - [www.pam-assist.co.uk](http://www.pam-assist.co.uk)
  - PAM Assist App

To log into the PAM Assist website, use the details below:

- Organisation code: wilko

We expect the PAM service to be operational for up to 3 months following any redundancy.

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**F6. Who should I contact with any further questions?**

Please contact the PwC team via email on [uk\\_wilko\\_teammembers@pwc.com](mailto:uk_wilko_teammembers@pwc.com)

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**F7. 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.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

Please also refer to the PwC Website (<https://www.pwc.co.uk/wilko>) under the team members section, which contains the following documents that will provide you future employment support and opportunities:

- Employment opportunities
- Career support

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**F8. Will we receive an employee reference, if required?**

Should there be a requirement for a company reference, then please contact PwC.

This can be done by sending your request to [uk\\_wilko\\_teammembers@pwc.com](mailto:uk_wilko_teammembers@pwc.com), ensuring that you provide the following details:

- National insurance number
- Date of birth

If someone else is submitting this request on your behalf then please ensure they have the relevant information. PwC will return a copy of the requested employment reference within five working days.

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*Jane Steer, Zelf Hussain and Edward Williams have been appointed as Joint Administrators of Wilkinson Hardware Stores Ltd, wilko Ltd and wilko.com Ltd to manage their affairs, business and property as their agents 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.*

*Rachael Maria Wilkinson, Jane Steer and Edward Williams have been appointed as Joint Administrators of Kin Limited to manage its affairs, business and property as its agents, 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](https://www.pwc.co.uk) website or by contacting the Joint Administrators.*