

# Changes to the delivery of our services during the coronavirus pandemic

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## **I have been made redundant and I need to make a claim for redundancy payments or find out more about my claim**

### **Help for claiming redundancy payments**

We are processing redundancy claims as normal. We will write to you once your application has been processed.

Our [redundancy guidance](#) contains information about the redundancy claims process. Please check our guidance for answers to your questions.

If you need to [apply for redundancy payments](#), please complete the online claim. You cannot start the application without a CN reference number. This will be provided by the insolvency practitioner dealing with your employer's insolvency.

If you need help submitting a claim please [email the Redundancy Payments Service](#).

If you do not have access to the internet, and need help completing your

claim, you can call 0330 3310020 and leave your contact details. Please be aware that we are currently unable to answer any other queries by telephone.

We expect to make all payments (redundancy pay, holiday pay and arrears of pay) within 6 weeks of receiving your completed claim and information from the insolvency practitioner. We will contact you if we need any further information from you to pay your claim.

To allow us to deal with everyone's claim as quickly as possible, please do not email us to check the status of your claim until after the 6 weeks have passed.

## **Receiving your redundancy payment**

The fastest and most efficient way for us to pay you is by bank transfer (BACS). When completing your claim, please make sure that you have your bank details with you.

Please be aware that if you opt to be paid by cheque it will take longer for us to process your payment. If you would like to be paid by bank transfer but you did not provide your bank details on your claim, please email us at [redundancypaymentsonline@insolvency.gov.uk](mailto:redundancypaymentsonline@insolvency.gov.uk).

When you email us, please use the subject line "Bank details" and include the following details:

- bank name
- sort code
- account number/roll number
- account holder name

Please make sure you email us from the address you provided when submitting your claim.

## **I am an employer and need help paying redundancy or need to notify the government of potential redundancies**

The government has provided [guidance for businesses](#) and [announced a package of measures](#) to provide support to ensure the impact of COVID-19 is minimised.

## **Financial assistance for employers unable to pay statutory redundancy payments**

If you cannot afford to pay your employees redundancy pay you can [apply to the Redundancy Payments Service \(RPS\) for financial assistance](#). If approved, the RPS will make statutory redundancy payments directly to redundant employees on an employer's behalf.

## **Advanced notification of redundancies**

The government must help employees facing redundancy. If you are an employer who may be making 20 or more people redundant, [you need to complete an advanced notification of redundancies form](#).

## **I need to declare bankruptcy or get a debt relief order**

You can [apply online to make yourself bankrupt](#) if you are unable to pay your debts. The adjudicator is continuing to review applications.

Our [guidance](#) contains information about the bankruptcy process and also provides information about [other ways you can deal with your debts](#) before you apply for bankruptcy.

### **Debt Relief Orders**

To apply for a Debt Relief Order (DRO), [you will need to go through an 'approved intermediary'](#), an authorised debt adviser who will make the application on your behalf.

Our [guidance on DROs](#) explains the process and the Official Receiver is continuing to consider applications.

If you have a DRO and need to contact us, please email us at [DR0.Unit@insolvency.gov.uk](mailto:DR0.Unit@insolvency.gov.uk).

## **I need guidance around my company going insolvent**

A company is insolvent when it cannot pay its debts. Our [guidance](#) provides information about options [when a company is insolvent](#) and [information on liquidation for directors](#).

If this guidance does not answer your question you can contact the Insolvency Service helpline by phoning 0300 678 0015 or [completing our online form](#).

While Official Receiver offices are reopening we continue to expect to deal with most enquiries remotely.

If you have a reference number beginning BKT or LQD, or a query regarding a specific bankruptcy or compulsory liquidation, [contact the local Official Receiver](#).

General guidance on [insolvencies](#) and [bankruptcies](#) is available. If this guidance does not answer your question you can contact the Insolvency Service helpline by phoning 0300 678 0015 or [completing our online form](#).

If you need to contact one of our [Long Term Asset Distribution teams](#) you can find the right email address in our guidance.

## **I need to find out about bankruptcy, debt relief orders, PPI or company liquidations**

Our Insolvency Service helpline provides information processes administered or regulated by the Insolvency Service. This includes bankruptcy, debt relief orders and company liquidations.

You can contact the helpline by phoning 0300 678 0015 or [completing our online form](#).

You can [read our guidance about processes administered or regulated by the Insolvency Service](#).

## **I want to submit a freedom of information or subject access request**

While all our offices are closed we cannot receive requests for information by post. We are continuing to process Freedom of Information (FOI) and Subject Access requests. To request information please email [FOI@insolvency.gov.uk](mailto:FOI@insolvency.gov.uk).

## **I want to submit a complaint about the Insolvency Service**

While all our offices are closed we cannot receive complaints by post.

During this time, you can make a complaint by:

Before submitting a complaint, [please read our online complaints procedures](#). It explains what information you need to include in your complaint and how we will process it.

## **I want to submit copies of paper documents and forms to the Insolvency Service**

The Insolvency Service is following the [latest government advice](#) on the coronavirus outbreak, so most of our staff are working away from the office.

We have limited access to paper documents and forms sent in to our offices. To make it easier for you to correspond with us, we now allow copies of paper documents and forms to be submitted by email.

Read our guidance on [how to send copies of paper documents and forms](#) to us during the current pandemic.