

Paperchase Products Limited - in administration (the Company)

FAQ for Paperchase employees whose roles are Redundant

Following the recent announcements this frequently asked questions document has been produced to provide you with answers to the most frequently asked questions

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. Administration is one of a number of insolvency processes.
What is an administrator?	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 agents of the company and without personal liability.
Why have the administrators been appointed?	<p>You will be aware that trading throughout 2020 has been challenging for the Company on account of the various lockdowns, with many colleagues being furloughed up to four times in the last 10 months. In addition, the closures in November and the run up to Christmas proved particularly damaging.</p> <p>As the country faces further restrictions for potentially some months to come, regrettably the Directors had to take the very difficult decision to appoint administrators of Paperchase Products Limited.</p>
Can I appeal my redundancy?	The financial circumstances of the Company which employed you mean that we are unable to offer an appeals process following a redundancy decision.
When should I expect to receive my redundancy letter?	We aim to send written confirmation of redundancy within 7 days of a redundancy announcement. Your letter will be sent to you via the same system that your furlough letters were sent. If you haven't received your letter after 7 days, please email uk_paperchase_employees@pwc.com to confirm that the contact details held in the Company records are up to date. If your details have changed please email at the same email address so we can communicate with you as soon as possible.

When will I be paid my notice, outstanding holiday and redundancy?

If your role was made redundant on the first day of the administration, you were paid on 25 January a full month of salary for January 2021 (although there were deductions made for overpayment of salary in December due to you going into furlough after payroll cut off in December).

Statutory claims for redundancy, notice pay and/or pay in lieu of holiday accrued but not taken should be made to the Redundancy Payment Service (“RPS”) which aims to pay most claims within 6 weeks of receiving a claim.

Please note that any claim for compensation for lack of notice can’t be made until the end of that notice period e.g. if you are due 12 weeks statutory notice you will receive another claim form at the end of the 12 weeks. You will need to complete the form and return it to the RPS so that it can calculate any money that you may be entitled to receive for compensatory notice pay.

For further details, please refer to the redundancy factsheet, GOV website or please visit the PwC website for more information at www.pwc.co.uk/paperchase

My wages are incorrect this month, what should I do?

If you have any queries on your pay but you have not yet received your payslip, please wait until you have access to your payslip before raising these. In your January pay, adjustments were made for the overpayment of salary in December (paid for a period of full normal pay when you had commenced furlough) In addition, some of the common reasons why your pay may be different could be: a change in tax code, non contractual payments have ceased as a result of the administration or the pay is for the post administration period only. Before speaking to the People Team regarding any queries, please ensure that you have read any staff updates in relation to pay.

What can I claim from the Redundancy Payments Service?

As the Company which employed you is insolvent, it can’t pay you for amounts owed to you.

What you can apply for from 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 (where the payment made on 25 January hasn’t included amounts owed), and;
- Compensation for failure to receive statutory notice : if you’ve worked for your employer for at least 1 month.

If the RPS payment is less than the entitlements outlined under the terms of your Contract of Employment, you will become a creditor for these remaining amounts. You can find out more information on the creditor FAQ on the PwC website www.pwc.co.uk/paperchase

What is a CN reference number?	The CN reference is the unique identifier to Paperchase Products Limited for the RPS. It is required by claimants who wish to make a claim to the RPS. The reference will be provided in your redundancy confirmation letter.
What is my holiday balance?	<p>Your balance will be calculated based on your annual entitlement and the days taken in the holiday year up to the date of Administration. Your holiday year runs from 1 April to 31 March. You don't have a full year's holiday entitlement until the end of your holiday year as holiday is accrued throughout the year.</p> <p>If you were on furlough and had requested holiday days which fell after 10 January 2021, because the Company isn't in a position to top up the days to 100% of pay, these days will not be included in the "holiday taken" information that will be provided to the RPS.</p>
I have made an error completing the RP1 form. What should I do?	Please visit the RPS website for more information on how to amend your claim at www.gov.uk/insolvency-service . If you are unable to amend your claim, please contact the RPS at redundancypaymentsonline@insolvency.gov.uk or Telephone: 0330 331 0020 (select option 3) Opening hours are 9am to 5pm, Monday to Friday.
What do I do about my Company equipment?	<p>For store colleagues to return keys, and Head Office colleagues to return laptops/mobiles etc. Please return them to: Shaun Anders, Distribution Centre Manager at:</p> <p>Paperchase Distribution Centre Haldens Parkway (Unit 1A) Thrapston Northamptonshire NN14 4FR United Kingdom</p> <p>Please enclose inside the package your name and confirmation of what equipment is enclosed (and if keys, which store they relate to).</p>
I need copies of payslips and P60s (pre appointment)?	You will still have access to your payslips and P60 for 12 months after leaving the Company. You will need your usual login details which include your employee number. We would encourage you to access and download all the information you require as soon as possible
Will I get a P45?	Please ensure that your address is up to date in the Company records to ensure that your P45 is sent to the correct address as duplicates can't be issued. This will be sent as soon as practicably possible. If you have a new job, you don't need to wait for your P45 to start your new job.

	In the event you do not receive your P45, please speak to your new employer about completing a New Joiner Checklist on your behalf. More information can be found on the GOV website here Tell HMRC about a new employee: Get employee information
I am on maternity leave and have been made redundant, what happens with my maternity pay?	If your role has been made redundant while you are on maternity leave, please contact the Statutory Payments Disputes Team on 03000 560 630.
What about my Pension payments?	A specialist pension team is reviewing the company policies. If you have any questions around your pension(s) please contact the provider(s). If there are deductions that have been taken from your pay prior to the furlough and have not yet been paid to the scheme provider, these may be claimable from the RPS. The specialist pension team are reviewing the position. There is nothing for employees to do at this time.
I have personal items still in the store - when can I collect them?	Please email uk_paperchase_employees@pwc.com if you need to retrieve any personal items. We will do what we can to let you know when the store will be visited so you can attend, however with the current safety restrictions in place we cannot guarantee that access will be permitted.
Where can I get more support?	Below is a list of other agencies that are able to support you General queries, employment rights - www.gov.uk Statutory Maternity Pay or Sick Pay – Statutory Payments Disputes 03000 560 630 Claiming benefits, support or job search – JobCentre Plus 0800 055 6688 PAYE queries – HMRC 0300 200 3200 Tax Credit Helpline – HMRC 0345 300 3900 / 0300 200 3200 Money Advice Service – 0300 500 500 www.moneyadvice.org.uk Charity offering support for those in Retail - www.retailtrust.org.uk/helping-your-business/financial-support

Zelf Hussain, Rachael Wilkinson and Rob Lewis have been appointed as joint administrators of Paperchase Products Limited to manage its affairs, business and

property as their agents and without personal liability. Zelf Hussain, Rachael Wilkinson and Rob Lewis 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 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](https://www.pwc.co.uk) website or by contacting the joint administrators.