

Employees of Made.com Design Limited - in administration (the ‘Company’) who are owed money

This FAQ is for those employees affected by the administration of Made.com Design Limited - in administration (the “Company”) and who may be owed money by the the Company

For those employees based in Europe or Vietnam, as advised on the call, your situation is more complex and you will be contacted separately to explain how the administration impacts you. As you work for a European or Vietnamese branch of a UK company, this creates complexities from an employment perspective and we are working with numerous stakeholders across the various countries to support you.

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
What does ‘going into administration’ mean?	<p>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.</p> <p>It is important to note that our appointment means that you are unable to start or continue any legal action against the Company, unless agreed by the administrators or the Court allows it.</p>
What is an administrator	<p>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.</p>
Why have no employees transferred as a result of the sale?	<p>An Administrator must comply with the legal obligation to get the best outcome for creditors as a whole. An administrator cannot accept a deal that offers some creditors a better outcome than other creditors. There has been communication with you directly and on social media that there was a deal put forward by one party which would have preserved some jobs and secured deliveries for some customers. However, that deal would have materially disadvantaged all other creditors and the Administrators would not be complying with legal obligation to get the best outcome for creditors as a whole.</p> <p>The transaction which has been concluded was considered by the Administrators to provide the best value for the creditors as a whole even though regrettably this transaction does not allow for any continuing employment opportunities.</p>

Is there a Government agency which can offer financial support to me in these circumstances?

Because your employer is insolvent, it cannot pay you amounts that may be due to you. We have provided below details of the agency in your home country.

UK -
<https://www.gov.uk/government/publications/redundancy-payments-from-the-insolvency-service/explaining-your-redundancy-payment>

If the relevant Government Agency 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.

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

As an employee am I also a preferential creditor?

Amounts owed to employees fall broadly into two categories: unsecured claims and preferential claims. Employees are preferential creditors for unpaid wages up to £800 (and subject to a time limit) as well as pay in lieu of holiday accrued but not taken up to the date of insolvency without financial or time limit. Some pension contributions may also be preferential.

Any claims which are not preferential claims, will be unsecured claims.

I had resigned and was working my notice. What does Administration mean for me?

As you had given notice of your intention to resign and were working your notice, you will not be treated as redundant. However, due to the Company's financial circumstances it is unable to pay you for the remainder of your notice period. If you are a UK Based employee you will be able to make a claim to the Redundancy Payments Service for payment in lieu of holiday accrued but not taken and you'll be paid your wages for work done up to and including the date of administration.

A letter will be sent to you in due course to let you know how to make a claim.

I am a UK based employee, how do I claim my statutory payments from the RPS?

If you have a UK National Insurance Number, you can make your claim by using Redundancy Payments Online. More details can be found at <https://www.gov.uk/government/publications/redundancy-payments-rpi-fact-sheet>.

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 which you should received within 7 working days. 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 **RPS on 0330 331 0020**.

Details of the information that you'll need to make your claim can be found at <https://www.gov.uk/claim-redundancy>

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

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, and pay in lieu of holiday accrued but not taken.

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 £571.00.

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;
- Compensation for failure to receive statutory notice : if you've worked for your employer for at least 1 month.

You can find more information about the RPS by visiting <https://www.gov.uk/government/publications/redundancy-payments-from-the-insolvency-service/explaining-your-redundancy-payment> or by searching for "Explaining your redundancy payments" at www.gov.uk.

Further information in relation to the timing and quantum of your claim can be found at <https://www.gov.uk/government/publications/redundancy-payments-rp1-fact-sheet/what-to-do-when-youve-been-made-redundant>.

How long would it be before I receive any money from the Redundancy Payments Service?

Once you have completed the online claim, the Redundancy Payments Service will calculate amounts due directly from Company records. The Redundancy Payments Service aims to process and pay you within a few weeks of receiving your claim and any relevant information required by you.

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

Yes, the RPS will make a claim for amounts paid to you. Their claims will either be preferential or unsecured, depending on what their claim is for. You can find more information at <https://www.gov.uk/government/publications/redundancy-payments-from-the-insolvency-service/explaining-your-redundancy-payment> about how and what you can claim from the RPS.

Where can I get any immediate financial assistance or advice from?

We've provided below links to or details of websites where UK based employees may be able to find helpful information about your entitlements as well as any industry specific charities who may be able to help with emotional and/or financial support are below:

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees>

<https://www.gov.uk/contact-jobcentre-plus/new-benefit-claims>

<https://www.gov.uk/government/publications/redundancy-payments-rp1-fact-sheet/what-to-do-when-youve-been-made-redundant>

<https://www.moneyhelper.org.uk/en/benefits/benefits-and-work/benefits-and-tax-credits-when-youve-lost-your-job>

<https://www.retailtrust.org.uk/>

<https://www.furnituremakers.org.uk/>

If I make a claim to the RPS, how much will my creditor claim be if I am made redundant?

Although the 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. This might be because:

- the amount of a week's pay is greater than the current statutory maximum rate applied by the RPS; or
- your contractual notice is greater than the statutory entitlement.

What about my private medical insurance and other benefits provided by the Company?

Entitlement to Company sponsored benefits will cease. The provider may be able to offer a personal scheme and we suggest you speak to the provider in the first instance.

Vitality's helpline number is 0345 279 8865 (Mon-Fri 8am-7pm, Sat 9am-1pm, Bank Holidays 8am-4pm).

The MADE Policy number is: 53601405.

Vitality memberzone: www.vitality.co.uk/member and use '[contact us](#)' option

The Company's Employee Assistance Programme may be able to offer emotional support and can be contacted using the information below

Telephone (+44) 1452 623 243 or if you are based in Europe you can also use members@moka.care

Can I claim on a mortgage protection or loan protection insurance?

If you have an income protection policy which covers you in these circumstances you should contact your policy provider to establish the process.

Claim forms which have an employer section to be completed should be sent to uk_madedesign_employees@pwc.com.

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 who can be contacted at

Chris French - christopher.c.french@pwc.com

Gemma-Louise Bond - gemma-louise.e.bond@pwc.com

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

I haven't been able to find an answer to my query on the FAQ, how can I contact you?

In this document along with the Company specific FAQ and also the Q&A document which your HR team have been regularly updating, you should be able to find the answers to most of your questions - although the question may not be exactly as you'd ask it.

If you have read all of the Q&A and have looked at the information provided in the various links included and still aren't able to find the information that you're looking for or you need to let us know that your home address or personal email has changed please contact us at uk_madedesign_employees@pwc.com. A member of the team will respond to you as soon as possible.

Rachael Maria Wilkinson, Peter David Dickens and Zelf Hussain have been appointed as Joint Administrators of [Made.com Design Ltd](#) to manage its affairs, business and property as its agents and without personal liability. The Joint Administrators 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.