

Question		Answer
Redundant employees		
1.	When will I receive my P45?	P45's are currently being processed and should be received by all redundant employees on or before 11 October 2019.
2.	What further assistance is available to me to support my wellbeing?	<p>Employees can contact the Centre for Crisis Psychology (CCP) on 0800 005 3700. This is a 24-hour support line.</p> <p>In addition, the Special Managers' online portal (https://www.tcuk-information.co.uk) includes some useful links to help support the wellbeing of all employees. This includes a link to ABTA's Lifeline Charity which can be accessed by employees for a variety of reasons including redundancy. To read and find out more please access the following link: https://www.abtalifeline.org.uk.</p>
Retained employees		
3.	When will I be informed of the exact date I am required to work until?	This is currently being worked through and we hope to give employees their anticipated leave date as soon as possible. This may be subject to change and dependent upon the business needs
4.	Will I be given any notice when I am to be made redundant or will I only be told on the day?	We are currently working on the operation plan and the proposed aligned employee reduction but are unable to confirm exactly how much notice will be provided to individuals.
5.	Can I apply for statutory redundancy before my official leave date?	No. You can only claim once you have been made redundant. As previously advised, anyone leaving of their own accord will not be able to make a claim for redundancy.
6.	Is the date of my redundancy the date I stop work or the date of my final payment?	Your redundancy date will be the date you stop work and are advised your services are no longer required. This will be confirmed in a formal letter.
7.	Will the October bonus be paid out as redundancy (ie tax free)?	No. As this is classed as a retention bonus it will be paid subject to all local tax and relevant deductions in the normal way.
8.	I am part-time and work overtime, will I be paid for this?	Any overtime must be approved by your line manager and approved by the normal process.
9.	I receive a car allowance, will this be paid during my retention period?	Yes, this will be paid as normal.

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10.	I work in a team that operates and receives a shift allowance, will this continued to be paid?	Yes, but the retention uplift of 50% (time and half) will only be applied to your basic salary and not to the shift allowance.
11.	Who am I employed by during the retention period? Is this Thomas Cook, the Official Receiver as Liquidator or the AlixPartners as Special Managers?	None of the Special Managers or the OR are your employer. Your employment remains with the relevant Thomas Cook entity, under the same terms and conditions until you are notified otherwise.
12.	I have been retained but a non-UK citizen. Am I entitled to apply for statutory redundancy?	If you have a UK national insurance number and you are on the UK payroll you will be able to claim.
Benefits, pension and other deductions		
1.	The pension administration company was in the process of being changed from Mercer to Aviva. Can you confirm which company is the current administrator?	The transfer of the administration of the pension scheme is continuing. Any queries prior to 8 November 2019 should be directed to Mercer. Please follow the below link for further information. https://microsite.ehr.com/thomascookpensions/dc-scheme
2.	Will student loan deductions in September be paid to the Government and did the August deductions get paid?	All deductions have been and will continue to be paid as normal whilst you are still employed.
3.	I have some MyChoice benefits that I want to cancel and do not want any further deductions from my salary. How do I do this?	This is currently being reviewed with Group HR and an update will be provided as soon as possible, prior to the October 2019 payroll.

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<p>4. I have private medical insurance, will I still be covered during the retention period?</p>	<p>Redundant employees Private Medical Insurance with AXA PPP is no longer being provided for any redundant employees. Where a claim has been made and/or treatment authorised prior to your redundancy, but any consultations or procedures have not yet taken place, you may become personally liable for the cost and you should contact AXA PPP directly to discuss your options. In the event the cost of treatment is not covered by AXA PPP, you can continue with treatment at your own cost. Alternatively, you can join AXA PPP on a personal healthcare plan with the option to continue without further medical underwriting. This means if you have a pre-existing condition, AXA PPP could still cover you for that condition, subject to the terms and conditions of the new plan you choose. Please contact AXA PPP directly should you wish to discuss this further on 0800 389 6157 or by email to GroupLeaverTeam.HEALTH@axa-ppp.co.uk.</p> <p>Retained employees Private Medical Insurance remains in place with AXA PPP for all retained staff and claims can continue to be made under the policy. Costs will be covered by AXA for any treatment taking place whilst you are still employed. Please note that where a claim is made and/or treatment authorised whilst you are retained as an employee, but any consultations or procedures are scheduled to take place following redundancy, you may become personally liable for the cost. In these circumstances, should you wish to continue with treatment, you can do so at your own cost. Alternatively, you can join AXA PPP on a personal healthcare plan as set out above. Please contact AXA PPP directly should you wish to discuss your options on 0800 389 6157 or by email to GroupLeaverTeam.HEALTH@axa-ppp.co.uk.</p>
<p>5. What further assistance is available to me?</p>	<p>The Special Managers' online portal (https://www.tcuk-information.co.uk) includes some useful links to help support the wellbeing of all employees. This includes a link to ABTA's Lifeline Charity which can be accessed by employees for a variety of reasons including redundancy. To read and find out more please access the following link: https://www.abtalifeline.org.uk.</p>
<p>6. Where can I get advice on the process to get refunds for Thomas Cook future holidays booked internally via Oneweb?</p>	<p>Details on your eligibility for a refund and how to apply for this can be found at https://thomascook.caa.co.uk/customers/if-you-have-a-future-booking-and-have-not-travelled-yet/</p>

Question		Answer
Annual leave		
1.	Given numerous systems were in place for recording annual leave, how should this be recorded going forward and reported for the purpose of making claims once redundant?	Any annual leave taken during the retained period will be recorded in the usual manner. For the purposes of making a claim once you have been made redundant, you should calculate your entitlement based on your yearly allowance and pro rata this to the date of your redundancy. Any annual leave taken during the holiday year (ie from 1 April 2019 to your redundancy date) should be deducted to result in the balance of accrued annual leave owing to you, reported in days.
2.	If I take annual leave between 23 September 2019 and my leave date will I be paid for this?	Yes. Annual leave will be paid as normal.
3.	Do I accrue holiday during my retention period?	Yes. Holiday will continue to accrue as normal.
Miscellaneous		
1.	I need to change my home address; how do I do this?	Please advise your usual line manager/your local HR team who will ensure the records are updated.
2.	I have read about a protective award claim that may be lodged due to the lack of consultation. How can this be progressed?	Employees should take their own legal advice in respect of any protective award claim.