

Question	Answer
October wages	
<p>1. I worked in cabin crew and was made redundant on 1 October / 8 October. Why is my October payroll payment lower than usual? With basic pay and allowances I was expecting 'x', but have only received 'y'?</p>	<p>As you will note from the letter of retention provided to you upon appointment of the Special Managers, a retention bonus was offered that would amount to the greater of your ordinary monthly salary for the full month of October 2019 and time and a half for the period worked.</p> <p>Your ordinary monthly salary is considered to be your basic salary for the full month, with any allowances paid only for the period worked. It is understood that allowances were variable and not subject to a minimum amount and accordingly could not be considered a part of the ordinary basic salary. In appreciation of the assistance provided, normal allowances earned from 23 September to the date of redundancy were subjected to a 50% uplift.</p> <p>If you have any queries or concerns regarding the calculation of these amounts, please contact payroll.airline@thomascook.com for assistance in the first instance.</p> <p>Thank you again for your assistance during this difficult time.</p>

Income protection insurance

2. I am on long term sickness absence and have been in receipt of benefits under an income protection policy. Please advise what I should do next.

Redundant employees

As a result of the Liquidation, all further payments made by the relevant insurers to the Company have been suspended and no further benefits can be paid via the Company's payroll. Any benefits funded by the Company will also cease and will no longer be available.

For pilots over the age of 60 who were previously in receipt of benefits which were paid by the Company only rather than the insurer, no further benefits will be paid.

We are aware that amounts were received into the Company's bank account from the insurers relating to benefits for the month of September. We are currently in the process of reviewing the legal position in relation to these payments to establish whether these funds are held on trust. The intended beneficiaries will be notified in due course of the outcome of this assessment.

In the meantime, individuals affected should make a claim to the Redundancy Payments Service for any amounts which were not paid in the September payroll, which can be claimed as arrears of pay, as well as redundancy pay and any other amounts due.

The insurers are in the process of contacting the individuals affected directly to confirm any changes to the policy as a result of the Liquidation and the implications of these.

The insurers will also be contacting individuals with pending claims to confirm the status of these claims and how they can be progressed.

Retained employees

Income protection insurance has continued to be provided to 31 October 2019 for all retained employees.

The insurers have confirmed that no further claims will be accepted where the period of absence commences following the Liquidation. For this reason, the policies have been cancelled with effect from 1 November 2019.

Loss of licence insurance

3. I have an ongoing claim under this policy. Please advise what I should do next.

We are aware that a loss of licence policy is in place which insures eligible crew members against the cancellation of their medical certificate held in connection with their occupation due to the long-term inability to fly.

We understand that claims can continue to be made under the policy, and we are liaising with the insurer to understand the process for making such claims now that the Company has entered into Liquidation.

The Special Managers are contacting all affected individuals separately.