

Hawkin's Bazaar Limited (in Administration) – Frequently Asked Questions

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Frequently asked questions

General

What is an Administration?

An Administration is a UK insolvency procedure designed to protect a company whilst the Administrators try to rescue it through a sale and if that is not possible, by realising the assets of the Company for the benefit of the creditors.

Only Licensed Insolvency Practitioners can be appointed as Administrators to manage the Company's affairs during an Administration.

Is the business still trading?

Stores will continue to trade, under the control of the Administrators, whilst the Administrators evaluate their options regarding the Company's future and determine how to obtain the best possible outcome for all creditors.

I have a claim against the company. How do I submit my claim?

The Administrators will write to all known creditors of the company and invite them to provide details of what they are owed. Routinely claims will not be acknowledged at this stage in the proceedings, but further information will be provided in due course as to the prospects of receiving any payment in respect of such claims.

You may directly email your claim to: Hawkins@moorfieldscr.com Please include '**Hawkin's Bazaar Creditor**' in the email subject.

Landlords

Have landlords been informed of the Administration?

Letters have been sent out to all landlords regarding the position of the Company and the Administrators' trading strategy. If you have not received this letter then please contact Hawkins@moorfieldscr.com with **Hawkin's Bazaar Landlord, and the property address**, in the subject.

How will landlords be impacted?

At this stage of the Administration there is some uncertainty while the Administrators evaluate their options regarding the Company's future and determine how to obtain the best possible outcome for all creditors.

If a buyer can be found, leases may be assigned with the agreement of the buyer and landlord.

If trading has ceased, and the lease has not been assigned, the Company will seek to surrender the lease and hand responsibility for the property back to the landlord.

There remains a balance of unpaid rent.

Rent and service charges not paid prior to Administration will constitute an unsecured claim against the Company.

Customers

What will happen to Gift Cards?

The Administrators are not required to honour gift cards, and the legal stance is that you are a creditor of the Administration. However, in this instance gift cards will be honoured in stores, against the RRP value, not the discounted sales price.

What is the exchanges policy?

Exchanges will be accepted in store only, whilst stores remain open, until further notice. This does not affect Customers' Statutory Rights with regards to faulty merchandise.

What is the refunds policy?

The company can no longer accept returns for refunds. This does not affect Customers' Statutory Rights with regards to faulty merchandise.

I made an online order before the Administration; will I receive my item/s?

We are working to ensure that all customers will receive their order as soon as possible.

Can I still order online?

Customers will no longer be able to order goods online (ship to home) or use the "click and collect" facility now that the Company is in administration. Customers are therefore encouraged to attend the stores to take advantage of the many discounts that are being introduced.

Am I able to track my order?

Unfortunately, we are unable to provide this service.

I have an outstanding order, will it be delivered?

We are in the process of collating a list of unfulfilled online orders. We will be in touch with these individuals once we have made an assessment of the situation

Further enquiries

Any other customer enquiries should be directed to hawkins@moorfieldscr.com.

Suppliers

Am I going to be paid my outstanding invoices?

Any balances outstanding as at the date of appointment of the Administrators, will rank as an unsecured claim against the Company. Details on how to submit your unsecured claim are included in the letter which you will receive.

At this early stage, the Administrators cannot advise creditors on the likelihood or quantum of any distributions to creditors.

If you have not received a letter from the Administrators and believe that you are a creditor of the Company, you should send details of your claim to hawkins@moorfieldscr.com. Please include **Hawkin's Bazaar Creditor** in the email subject.

Do I need to keep supplying goods and services to the company?

The Administrators are continuing to trade the stores at present, however any further supply of goods or services to the Company should only be made against a purchase order or request authorised by either the Administrators or by one of their staff.

Please note that no payment can be made without a purchase order from the Administrators.

Who do I need to address future invoices to?

All invoices relating to the Administration should be addressed to *Hawkin's Bazaar Limited (in Administration)* along with a copy of the purchase order issued by the Administrators.

Please note that no payment can be made without a purchase order from the Administrators.

Purchase orders validly authorised by the Administrators or by one of their staff will be treated as an expense of the Administration and paid in full.

What if I have a retention of title claim or lien?

If you intend to claim a lien, retention of title or any other form of security, please advise the Administrators of your claim immediately in writing and forward any relevant supporting documents. Please email hawkins@moorfieldscr.com and include **Hawkin's Bazaar ROT** in the email subject.

Team Members

Am I going to be made redundant?

As a Team Member of the Company, you will receive a letter from the Administrators upon their appointment. The Administrators (or their representatives) will also be in contact with you regarding your future employment. If you have not heard, please contact your line manager who will escalate the matter to the HR team.

The Administrators will manage the store trading strategy whilst also evaluating the options regarding the Company's future and determining how to obtain the best possible outcome for all creditors. Team Members will be kept informed of relevant developments.

Will I get paid for the work that I do?

Team Members will be paid for all future work which they carry out, under the terms of their contract of employment with the Company.

What happens if I'm made redundant?

Depending on the specific circumstances, you may have claims against the Redundancy Payments Office ("RPO"), which will be paid to you direct subject to statutory limits, and a balancing claim in the Administration for certain unpaid benefits, including:

i) Statutory redundancy pay:

You must have two years' continuous employment with the Company to qualify for statutory redundancy pay. The number of weeks used to calculate your redundancy payment depends on your age and length of service. Statutory claims are paid to you by the "RPO".

Statutory Redundancy is currently capped at £525 per week (in Northern Ireland it is £547)

The following websites provide details on

- a) Claiming for redundancy and monies owed - <https://www.gov.uk/claim-redundancy>
- b) The calculation of your redundancy pay - <https://www.gov.uk/calculate-your-redundancy-pay> or <https://www.nidirect.gov.uk/articles/redundancy-pay> in Northern Ireland.

ii) Payment in lieu of notice:

If you have not worked your statutory notice or did not get any statutory notice from the company, you can make a claim at the statutory limit against the RPO for payment in lieu of notice (statutory notice pay). Any sums due to you above the statutory limit will be an unsecured claim in the administration which means that you are able to submit your claim to the administrators and may be entitled to a "dividend", if the assets sold in the administration generate sufficient funds.

Statutory notice is calculated as a week for every completed year of service up to a maximum of 12 weeks. The payment in lieu of notice is calculated using your contractual hours; where you do not have typical hours, it is calculated as an average over the previous 12 weeks in which you received pay.

You are under a legal duty to reduce your claim for payment in lieu of notice as much as possible. You should claim any jobseekers allowance or other benefits to which you are entitled and try and obtain other employment as quickly as possible.

iii) Unpaid wages

One week of arrears will be paid by the Company. At this stage it cannot be guaranteed that any further arrears will be paid. Team members will be able to claim for any arrears of wages from the RPO, if relevant.

iv) Holiday pay:

Team members will be able to claim for any pro rata unused holiday allowances up to the date of the Administration. These claims will be paid by the RPO.

How am I paid by the RPO?

Any claims paid by the RPO are paid directly into your bank account. On average claims are paid within 6 weeks of being submitted.

You can also contact the RPO by email at redundancypaymentsonline@insolvency.gsi.gov.uk or telephone: 0330 331 0020 Monday to Friday, 9am to 5pm.

When will P45s and final payslips be provided?

If you are made redundant, we will endeavour to send these out as soon as practically possible.

What is the holiday policy?

Holiday allowances will begin to accrue from the date of the administration, which means that any holidays taken during the administration are likely to be unpaid. We therefore strongly encourage employees not to take holiday at this time.

If I have booked upcoming holiday can I still take it?

Any pre-booked holidays should be discussed with your RR representative. As noted above, it is likely that any holidays taken during the Administration will be unpaid.

Can I book holiday?

We strongly encourage employees not to take holiday at this time. As noted above, it is likely that any holidays taken during the Administration will be unpaid. If you still wish to book holiday, you should discuss this with your normal HR contact.

Are Team Members permitted time off for interviews?

Please arrange interviews around your working hours. If this is not possible, please discuss this with your line/store manager. This will be reviewed on a case-by-case basis.

I was on maternity leave before I was made redundant. Will I be able to claim for maternity pay?

Team Members are unable to claim for unpaid maternity pay from the Redundancy Payments Service under the insolvency rules. You can however claim maternity pay from Her Majesty's Revenue and Customs.

Am I able to claim for sick pay?

Team Members are unable to claim for unpaid sick pay from the Redundancy Payments Service under the insolvency rules. You can however claim sick pay from the Department of Work and Pensions.

Will any tax be deducted from payments due to me?

Yes. The Redundancy Payments Service will deduct from any wages and holiday pay awarded to you an amount of income tax at the basic rate in force at the time payment is made. Your share of National Insurance Contributions will also be deducted from the payment.

Who will provide my reference?

The Administrators will endeavour to provide references to Team Members when requested. Please note that only basic references can be provided.

If you require a reference, please contact hawkins@moorfieldscr.com and include **Hawkin's Bazaar Employee Reference** in the email subject.

Stores

Which stores are remaining open and for how long?

Most stores are currently open for trading. The Administrators will manage the store trading strategy whilst also evaluating the options regarding the Company's future and determining how to obtain the best possible outcome for all creditors.

Store managers will be informed as matters progress.

Who should we direct our questions to?

Retail Realisations have been appointed to assist the Administrators and the Store Managers in trading the stores. You will have been allocated a representative that will oversee the process.