

Redundancy and reduced working hours have unfortunately become a common event in recent times. FLAC has compiled a list of tips for people who have lost their jobs – it is not exhaustive and should be taken as a suggestion for actions rather than the final word on what people can do. A list of other agencies which might be of assistance is given at the end.

In particular, we mention a dedicated website from the Citizens' Information Board (CIB) at <http://www.losingyourjob.ie/> which contains detailed information for people facing job loss or reduced hours.

- ★ **Claim all your entitlements** - If you have just been made redundant, make sure that you have received all your entitlements under employment legislation. Depending on the circumstances, this could include arrears of wages, holiday and public holiday pay, pay in lieu of notice and a redundancy lump sum. If your employer has gone out of business, you may be able to claim these monies from the Social Insurance Fund under the Insolvency Payments scheme. A **Citizens Information Service** should be able to help you with this – see <http://www.citizensinformation.ie> for details of a service near you.
- ★ **Sign on immediately** – You may have difficulty getting tax documentation like a P45 but you don't have to wait to sign on for Jobseeker's Benefit/Assistance. When your claim is sorted out, you should be paid from the date of a valid claim. You may also be entitled to Supplementary Welfare Allowance from the **Community Welfare Officer** at your local **Health Services Executive (HSE) Health Centre** while you wait for your social welfare claim to be processed.
- ★ **Claim Rent Supplement or Mortgage Interest Supplement (MIS)** – You can try to prevent your mortgage getting into arrears by claiming MIS from the Community Welfare Officer at your local HSE Health Centre. If you are in private rented accommodation, you can apply for Rent Supplement. If you are turned down for these or any other social welfare payment, you may appeal the decision first to the **HSE Appeals Office** and then if unsuccessful to the **Social Welfare Appeals Office**. The local **Citizens Information Centre/Service** should also be able to help you with this. You can also visit the website of the **Department of Social and Family Affairs** at <http://www.welfare.ie/>
- ★ **Check whether you have payment protection insurance** – Life Insurance cover is compulsory for almost all mortgages. However, you may have gone further and bought redundancy cover, not just for your mortgage but maybe also for a personal loan. If you have, now is the time to claim. If your insurer refuses your claim, you can use their complaints procedure to try to have the decision changed. If it is still refused, you can make a complaint to the **Ombudsman for Financial Services** about the refusal to make the payment – see <http://www.financialombudsman.ie> for more information.
- ★ **Do up your own budget** – Add up your expenses on the one hand and your income on the other in as much detail as possible, taking everything into account, including household expenses, all loans, utility bills, motor tax, and house and car insurance. Look to see if there is anything you can cut back on to save money.
- ★ **Contact the Money Advice and Budgeting Service (MABS)** – To assist with putting together your financial details and negotiating with your creditors, you may wish to make an appointment with a MABS money advisor locally. Bear in mind it is a service under pressure and you may have to wait a little time for an appointment - see <http://www.mabs.ie> for details of a service near you. MABS also has a national helpline that can be contacted at 1890-283438.
- ★ **Contact your creditors** – Where you can see that your expenses exceed your income, it is a good idea for you (or MABS) to contact as early as possible those from whom you have borrowed to try to

