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**Status on Farepak’s Closed Liquidation - Further information**

**Who do I contact at The Insolvency Service?**

You should contact Estate Accounts and Insolvency Practitioner Services (EAIPS):

EAIPS – Farepak  
Insolvency Service  
3rd Floor Cannon House  
PO Box 3690  
Birmingham   
B2 4UY.

E-mail – [CustomerServices.EAS@Insolvency.gsi.gov.uk](mailto:CustomerServices.EAS@Insolvency.gsi.gov.uk)

**How can I claim the funds I am owed now held in The Insolvency Service Account?**

If you were sent a cheque but have not cashed it, in order to verify this, we require the following documents:

• A copy of a utility bill as evidence of your current address   
• A certified copy of your passport or driving license as proof of your identification

The certification on the copy should read as follows:

“I certify that this is a true copy of the passport/driving license of “xxxxxxxxxx” whom I have known for “x” years.

Signed:……………..   
Full Name:…………….   
Business or Home Address:………………….   
Full Daytime Phone Number:………………   
Occupation/Profession: ……………   
Date: ……………..

Please note that this person must have known you personally for at least two years and must not be a relative.

The following Occupations/Professions may certify:

• An MP   
• A Magistrate   
• A Minister of Religion   
• A professionally qualified person (e.g. Doctor, Dentist, Solicitor, Accountant, Engineer, Lawyer, Teacher etc)   
• A local Councillor   
• A Bank Official   
• An established Civil Servant   
• Librarian   
• Officer of the Armed Services (Active or Retired)   
• A Police Officer

\*Please note EAIPS may need to contact you for further proofs if deemed necessary

**What is the best way to contact EAIPS?**

To arrange your replacement cheque please contact us via post or e-mail, attaching all the relevant documents as scanned items.

**How can I expect to receive the funds?**

This is your choice: simply tell us whether you require a cheque or an electronic payment. If you need an electronic payment please remember to include the relevant bank details. EAIPS will aim to process correspondence within 10 working days.

**What are the costs involved?**

A £1.10 cheque fee will be deducted from the value of your claim to cover the costs of the replacement cheque.

A £0.15 fee will be deducted from the value of your claim if it is paid by BACS.

**What if I didn’t submit a claim during the liquidation of Farepak?**

The Liquidation has now ended and no more money will be paid out. If you did not receive a cheque, you will not be receiving one in future and The Insolvency Service will not be holding any funds in your name.