



## General Information for Claimants

### What is the Fair Entitlements Guarantee?

If you have lost your job and have been left with unpaid employment entitlements due to your employer being insolvent or bankrupt, the Fair Entitlements Guarantee (FEG) can pay some of your owed entitlements, provided certain conditions are met. An effective claim will need to be lodged within 12 months of losing your job or the liquidation/bankruptcy date (whichever is later).

### What can I claim?

You may be able to claim:

- your unpaid wages (up to 13 weeks)
- your unpaid annual leave and long service leave
- payment in lieu of notice (up to five weeks)
- redundancy pay (up to four weeks per full year of service)

Note—unpaid Superannuation Guarantee Contributions cannot be claimed—these should be pursued through the Australian Taxation Office.

### Am I an eligible employee?

You may be eligible for FEG assistance if:

- you have lodged an effective claim within 12 months (of either you losing your job or the liquidation/bankruptcy of your former employer), and
- you have lost your job due to, or less than six months before, your employer's liquidation or bankruptcy, and
- you are owed one or more of the entitlements mentioned above, and
- you were an Australian citizen or the holder of a permanent visa or special category visa that allows you to stay and work in Australia at the time your employment ended.

You won't be eligible if, for example:

- you were a contractor (Textile, clothing and footwear (TCF) contract outworkers may be eligible—see [FEG website](http://www.employment.gov.au/feg) (www.employment.gov.au/feg) for further information)
- you are (or were within 12 months before liquidation/bankruptcy) a director of the company, or a spouse or relative of the director of the company.

### How do I make a claim?

Applying online is the quickest way to receive your entitlements.

- Go to [FEGonline](http://www.employment.gov.au/FEGonline) (www.employment.gov.au/FEGonline) to complete and lodge your claim.
- Make sure you read the full FEG fact sheets at [FEG website](http://www.employment.gov.au/feg) (www.employment.gov.au/feg) prior to submitting your claim.
- You will need to provide specified evidence of your citizenship status for your claim to be effective.
- **Remember that you only have 12 months to lodge your effective claim, as outlined above.**

### What if I can't make a claim online?

You can print and complete the [FEG Claim Form](http://www.employment.gov.au/feg) from (www.employment.gov.au/feg) and send it to the Department of Employment by email, post or fax. Alternatively, you can call the FEG Hotline and we will post the claim form to you.

### Where can I find more information or contact FEG?

- Visit [FEG website](http://www.employment.gov.au/feg) (www.employment.gov.au/feg).
- Call the **FEG Hotline on 1300 135 040** (9am–5pm Monday to Friday AEST)
- Email us at [feg@employment.gov.au](mailto:feg@employment.gov.au)
- Fax us on (02) 6276 8717
- Post documents to us at: FEG Branch, Department of Employment, PO Box 9880, CANBERRA ACT 2601

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