

WEPP Application - FREQUENTLY ASKED QUESTIONS in Sears Canada Receivership

1. What is the Receivership date?

The Receivership date is **January 7, 2019**.

2. What is the Date of Bankruptcy?

The Bankruptcy date should be left **empty** as Sears Canada has not filed for bankruptcy.

3. What is the Bankruptcy/Receivership number (Estate ID)?

Please use the number **999999999**. This is a valid number for the purposes of your WEPP application. Please enter the number without the hyphen and any spaces between the numbers.

4. What should I answer to “Have you filed a Proof of Claim with the trustee/receiver appointed in your employer's bankruptcy/receivership?”

If you are a former Sears employee and you received an email or a letter informing you of your eligibility to apply to WEPP, you should answer **“YES”**. Your Proof of Claim has been calculated and submitted on your behalf pursuant to the Employee and Retiree Claims Procedure Order dated February 22, 2018. You are NOT required to file a separate Proof of Claim with the Receiver to be eligible to receive a payment from WEPP in respect of your Eligible Wage Claim.

5. What is the corporate name and phone number of the Trustee/Receiver administering your employer's bankruptcy?

Corporate name of the Receiver is FTI Consulting Canada Inc. The Receiver's phone number is **855-649-8113**.

6. What if I don't know the date employment ended?

You may find this information in Exhibit A of the email or letter sent to you.

7. Are you applying for a WEPP payment within the 56 day period?

Enter **“Yes”**, if applying **before March 4, 2019**. After that date select **“No”** and enter **“Sears”** for the reason for delay.

8. What to do if I made a mistake on my application?

You do not need to contact Service Canada or resubmit an application unless you are updating the following information:

- SIN
- Date of Birth
- First or Last Name
- Telephone number or alternate telephone number
- Residential or Mailing address
- Direct deposit information
- If you are related to your employer

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9. When will I receive my official notice from the receiver?

- All official notices have been sent by the Receiver (FTI Consulting) to the eligible former Sears Canada Entities employees.
- Most official notices have been sent by email and some have been sent through Canada Post.
- If you were supposed to receive your official notice by email and have not received it, you should check your junk/spam folders. If you still cannot find your notice, contact the Receiver with your Sears Employee Number at SearsEmployeeClaimSite@fticonsulting.com or at 1-855-649-8113 and they will resend your email notice as soon as possible.

10. What if I have questions about the amounts owed to me by Sears Canada Entities?

Contact the Receiver with your Sears Employee Number at SearsEmployeeClaimSite@fticonsulting.com or at 1-855-649-8113.