

# FOODORA AUSTRALIA: HOW TO CLAIM THE MONEY YOU'RE OWED



The TWU has been fighting to ensure you receive the most amount of money via the simplest process. Now it is time to claim your money\*.

You should have received an email from Worrells asking you to make your claim via the link below. If you have not received this email, contact Worrells or the TWU using the details at the bottom of this page. Please note the email will have been sent to the address you were using while you worked at Foodora.

You will need the email address (this will be your username) and phone number (this will be your password) that you were using at the time you worked for Foodora in order to log in and lodge your claim.

You will also need your current bank account details if these have changed since you worked for Foodora. This can be an international bank.

The deadline to claim is **3 March 2019**.

*\*Even if you have previously provided a proof of debt to the TWU, you will still need to follow the same process.*

[www.worrellsclaims.com.au](http://www.worrellsclaims.com.au)

This guide will help you to correctly lodge your claim. If you have any further questions, please email: [riderclaims@twu.com.au](mailto:riderclaims@twu.com.au).

## Lodging your Claim:

Once logged in, you will be given two options. One is to lodge your claim by yourself. The other will nominate the TWU to lodge your claim on your behalf. You can nominate the TWU if you are unsure about how to lodge your claim yourself.

If you have nominated the TWU, you will receive emails from the TWU and Worrells once your claim has been lodged. Any payment made will still go directly into your bank account.

## Payments:

Once logged in you will see the amount that you were underpaid. This figure is based on the number of hours you worked for Foodora and a base rate which incorporates your underpaid wages as though you were a casual rider with Foodora (the casual rate also accounts for your unpaid leave entitlements).

If you think the figure is wrong, you will need to follow the Worrells Claim website prompts or contact the TWU for help.

If you think this figure is correct, simply follow the prompts to finalise your claim.

It is anticipated that the payment of your claim will be made shortly after 3 April 2019.

Contact details:

**Worrells:** [patrick.skippen@worrells.net.au](mailto:patrick.skippen@worrells.net.au)

**TWU:** [riderclaims@twu.com.au](mailto:riderclaims@twu.com.au)

**Please encourage other Foodora riders to sign up here for all the relevant updates:**

[bit.ly/foodorariders](http://bit.ly/foodorariders)