



Top 5 Services

(Not including COVID Services)

- 1 Casual Certifications**
205,731 transactions
- 2 Payment Statement Requests**
44,446 transactions
- 3 Apply for Personal Public Service Number**
39,631 transactions
- 4 Apply for Jobseeker's**
38,373 transactions
- 5 Change of Payment Method**
30,202 transactions

MyGov id

3.48m

Accounts
(46.33% are verified)



MyWelfare

Over **3.4M**
Sessions on MyWelfare

609k
Customer transactions

Over **3.3M**
Customer logins

554k
Dashboard views

1M
Users

273k
Payment history views



COVID Services

101,268 (↓ 70%)

COVID-19 Enhanced
Illness Benefit applications

↑ Increase in Q2 2022 from Q1 2022

↓ Decrease in Q2 2022 from Q1 2022

4,557 (↓ 91%)

PUP Closures

What's New?



April 2022:

- The Redundancy Calculator was launched in April 2022
- 2 out of 3 applicants made a new claim online for Working Family Payment, and 3 out of 4 applicants renewed their applications online

June 2022:

- The Back to School Clothing & Footwear Allowance Scheme opened for applications on MyWelfare in June 2022
- Following promotion of the Change Payment Method service to our customers in advance of Ulster Bank and KBC closures use of this service increased by 67% from May 2022

* All figures represent verified & basic customers