



## Top 5 services

(Not including COVID services)

- 1 Casual Certifications**  
214,107 transactions
- 2 Payment Statement Requests**  
31,563 transactions
- 3 Apply for Jobseeker's**  
25,877 transactions
- 4 Apply for Personal Public Service Number**  
17,001 transactions
- 5 Contribution History Statement**  
16,188 transactions

### MyWelfare

<p>Over <b>2.8M</b></p> <p>Sessions on MyWelfare</p>	<p><b>747k</b></p> <p>Customer transactions</p>
<p>Over <b>2.6M</b></p> <p>Customer logins</p>	<p><b>485k</b></p> <p>Dashboard views</p>
<p><b>1.2M</b></p> <p>Users</p>	<p><b>226k</b></p> <p>Payment history views</p>



## COVID services

<b>231,633</b> (↑43%)	<b>61,505</b> (↓330%)
PUP closures	PUP applications
<b>28,221</b> (↓137%)	<b>7,319</b> (↓74%)
COVID-19 Enhanced Illness Benefit applications	PUP Arrears Statements
<b>6,869</b> (↑100%)	↑ Increase in Q2 to Q1 2021
PUP Claim Review Service	↓ Decrease in Q2 to Q1 2021

## MyGov id

# 2.75m

Accounts  
(41% are verified)



## What's New?



- April:** Online signing for fulltime unemployed extended in several offices
- May:** The Claim Review Service (PUP) went live
- June:** BSCFA scheme open for applications on MyWelfare

\* All figures represent verified & basic customers