



## Top 5 Services

(Not including COVID Services)

- 1 Casual Certifications**  
199,584 transactions
- 2 Payment Statement Requests**  
53,114 transactions
- 3 Apply for Jobseeker's**  
37,220 transactions
- 4 Apply for Personal Public Service Number**  
37,216 transactions
- 5 Contribution History Statements**  
23,941 transactions

### MyWelfare

<p>Over <b>4.8M</b></p> <p>Sessions on MyWelfare</p> <p>Over <b>4.5M</b></p> <p>Customer logins</p> <p><b>1.4M</b></p> <p>Users</p>	<p><b>893k</b></p> <p>Customer transactions</p> <p><b>655k</b></p> <p>Dashboard views</p> <p><b>313k</b></p> <p>Payment history views</p>
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## COVID Services

<p><b>344,351</b> (↑ 203%)</p> <p>COVID-19 Enhanced Illness Benefit applications</p>	<p><b>31,566*</b> (↑ 1%)</p> <p>PUP Applications</p>
<p><b>50,817</b> (↑ 97%)</p> <p>PUP Closures</p>	<p><b>665</b> (↑ 811%)</p> <p>PUP Claim Review Service</p>

**\*Service closed in January 2022**

- ↑ Increase in Q1 2022 from Q4 2021
- ↓ Decrease in Q1 2022 from Q4 2021

## MyGov id

# 3.3m

Accounts  
(45% are verified)



## What's New?



Jan 2022: Integration of an Eircode API to improve the capturing of customer addresses.

Feb 2022: The Pathways to Work (PTW) Digital Activation journey went live on MyWelfare on the 25th February 2022.

\* All figures represent verified & basic customers