



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

MyWelfare

<p>Over 3.4M</p> <p>Sessions on MyWelfare</p>	<p>609k</p> <p>Customer transactions</p>
<p>Over 3.3M</p> <p>Customer logins</p>	<p>554k</p> <p>Dashboard views</p>
<p>1M</p> <p>Users</p>	<p>273k</p> <p>Payment history views</p>



COVID Services

101,268 (↓ 70%) **4,557** (↓ 91%)

COVID-19 Enhanced Illness Benefit applications PUP Closures

↑ Increase in Q2 2022 from Q1 2022

↓ Decrease in Q2 2022 from Q1 2022

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

MyGov id

3.48m

Accounts

(46.33% are verified)



* All figures represent verified & basic customers