

COVID-19 Pandemic Unemployment Payment Arrears

From [Department of Social Protection](#)

Published on 1 December 2020

Last updated on 2 December 2020

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What PUP Arrears are

The [COVID-19 Pandemic Unemployment Payment](#) (PUP) was introduced by the government in March 2020, in response to the income impacts of COVID-19 restrictions.

In order to ensure that the Pandemic Unemployment Payment (PUP) is paid to recipients for all weeks for which they had an entitlement, a comprehensive review of all claims has been undertaken to determine where arrears are owed.

If you received the PUP payment in 2020, your COVID-19 Income support payments and social welfare records were examined to determine if PUP arrears were owed to you.

If you are owed PUP arrears, they were paid on 1 December 2020. Arrears were paid into the bank account or Post Office where you last received PUP.

You are entitled to a PUP arrears payment if

The department's review shows that there was a week for which you had an entitlement to PUP, but a payment did not issue to you.

You are not entitled to a PUP arrears payment if

- You were paid the Pandemic Unemployment Payment for all weeks for which you had an entitlement
- You did not meet the [qualifying criteria for the PUP that week](#)
- You received an Urgent or Exceptional Needs Payment from the Community Welfare Service instead of a PUP payment for that week

- Your employer received a [Temporary Wage Subsidy Scheme\(TWSS\)](#) or the [Employment Wage Subsidy Scheme \(EWSS\)](#) payment for you from Revenue for that week
- You received another Social Welfare Payment such as [Illness Benefit](#) or a [Jobseeker's payment](#) for that week.

Where you are owed arrears but also received more than one payment(s) for a particular week(s), any extra amount paid to you, will be deducted from the overall amount of arrears due to you.

If you did not receive arrears on 1 December

There are a very small number of people who may be owed arrears, but who won't receive their arrears on 1 December. The department is actively working on these individual cases and will pay any arrears owed as soon as possible.

If you require further information please contact the [Income Support line](#)

Access your Arrears Statement

You can [request a statement of your arrears through your MyWelfare account](#).

If you have a verified MyGovID account you can view all your weekly social welfare payment history online on MyWelfare, including arrears and you can also request an arrears statement. This will be sent to your secure online MyWelfare inbox.

If you are a non-verified [MyGovID](#) customer and have a Basic MyGovID account you can use MyWelfare.ie to request an arrears statement. You will need to answer some security questions as part of your request. The statement will then be sent to you by post.

You only need your e-mail address to set up a Basic account. Simply log on at www.mywelfare.ie.

The Income Support Helpline can also request an Arrears Statement for you. This will be sent by post.