

Media Release

Date: 23 March 2020

Income support – Only submit your wage slip if your wages have changed

Employment & Social Security are asking people who receive income support to only send in their wage slips if their earnings have changed since they last provided a copy.

Normally, recipients of income support who are in employment are required to send in their wage slip every week or month as proof of earnings. In order to manage an increasing volume of inquiries and benefit claims due to COVID-19, this requirement has been suspended temporarily. All existing income support customers will receive their benefit as normal based on the earnings that they previously declared.

If your earnings have changed, the fastest way to send in a wage slip is by smart phone with the Guernsey Uploads app, which can be downloaded from the App Store or Google Play. Instructions on how to use the app are available on the income support webpage.

Further messages will be released shortly for people claiming income support for the first time who may be experiencing delays in getting through.

Ends