

Media Release

Date: 26 March 2020

Guidance document published regarding benefits and financial support available

A guidance document has been published regarding the benefits and financial support available to individuals in financial need as a direct result of the Coronavirus. The document is available at www.gov.gg/covid19guidance

People of working age are asked to call **732516** or email hardshipfund@gov.gg if they need financial support because:

- they have been made redundant,
- they are in employment or self-employment but have severely reduced household income, for example as a result of reduced working hours or rates of pay,
- they are unable to work because they are sick, in self-isolation, their place of work is closed or they are caring for a dependent child (and they are unable to work from home).

The line is open Monday to Friday from 8.30am to 4.00pm.

The Social Security Offices at Edward T Wheadon House are closed to callers in person. Staff who are essential to the payment of benefits are working in the back office to make sure that pensions, income support and all other weekly paid benefits continue to be paid. The staff are dealing with hundreds of calls and emails from people needing to make new claims. People are advised that if they can't get through on the telephone they should send an email, including their name and contact telephone number, to hardshipfund@gov.gg and someone will call you back as soon as possible.