![States of Guernsey logo]

Media Release

Date: 12 February 2021

Contact Income Support if your circumstances have changed

Employment & Social Security are reminding people to get in contact if they have claimed income support or hardship payments as a result of COVID-19 and their circumstances have changed.

Due to the changes announced on Wednesday 10th February, lone workers are now able to return to work under certain conditions, meaning that the circumstances of those claiming income support or hardship payments as a result of COVID-19 may have changed.

Changes to circumstances include an increase in income since making a claim, or returning to work.

Customers can inform Income Support of any changes by emailing incomesupport@gov.gg or by calling 01481 732508. Please do not visit Edward T. Wheadon House as it is currently closed to members of the public.

If customers' circumstances have not changed, they do not need to take any action at this time.

In addition, Employment & Social Security are also asking those who were receiving income support before the latest lockdown to submit a copy of their wage slip if their wage slip has changed. This can be submitted through the Guernsey Uploads app, which can be downloaded from the App Store or Google Play. Instructions on how to use the app can be found at https://gov.gg/guernseyuploads. Alternatively customers can email incomesupport@gov.gg.

Ed Ashton, Director of Operations for Social Security, Education & Inclusion said:

> "We recognise that income support and payments from the Hardship Fund have provided essential support for many people during this latest lockdown. However, as we move through the different stages of exit from lockdown, we will gradually see businesses returning to work.

We're asking people to work with us, to let us know if their circumstances have changed. If your circumstances haven't changed since you made your claim, you don't need to take any action."

Ends