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**Sent:** Monday 9 November 2020 09:46  
**To:** 'sprci@oireachtas.ie' <[sprci@oireachtas.ie](mailto:sprci@oireachtas.ie)>  
**Subject:** Submission on the PUP scheme

A chairde,

Thank you for the opportunity to make a submission. Here are some issues/ problems with the scheme as identified by my SA in my constituency office.

- Being told not eligible as no record of PRSI Contributions ( contributions paid)
- Assessed at the incorrect rate ( to low) and severe delays in responding to requests for information from Social Welfare.
- Not responding to clients after they send in requested information when an appeal is submitted
- Clients feel that their claims for reassessment are not being looked at as email from PUP comes out same day as submission of additional information by client with exactly the same details as to why they either don't qualify at all or don't qualify for higher rate.
- Time scale of assessing claim ( I have one person waiting 5 weeks)
- Not back dated to when claim was submitted ( I have one person who got payment for one week after applying 5 weeks previous , she owes family and friends money that they loaned her to cover the time she had no income at all. She is owed one week from previous claim for PUP from the first lockdown also she expected a payment of €2,100 but only received €350. This women is at her wits end.
- No direct line for us to query issues .

Thanks, Pádraig

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