



**An Roinn Coimirce Sóisialaí
Department of Social Protection**

www.welfare.ie

3rd December 2010

Statement from the Department of Social Protection (weather related)

Some people may be experiencing difficulty in getting to their local Post Office, in the current adverse weather conditions, to collect their social welfare payment. Some details in relation to the collection of payments are below.

PAYMENTS THROUGH LOCAL POST OFFICES

State Pension

People who are due to collect their State Pension (Transition), State Pension (Contributory), State Pension (Non Contributory) at their local Post Office this week can collect their payment at any time during the 60 days following the payment date.

Jobseeker's payments

Due to adverse weather conditions, the Department is aware that some jobseekers may not be in a position to collect their payment from their post office before it expires.

In the normal course of events, payments expire on the Tuesday after the payment day. Payments due to expire on the 14th December will be pushed out for a further week to the 21st December. This means that all customers due to collect their payments in the post office next Tuesday, Wednesday, Thursday and Friday will have an extra week to collect their payments.

This arrangement applies to next week's payments only but is open to review depending on weather conditions.

One Parent Family Payment

Recipients of One Parent Family Payment who are paid at their local Post Office can collect their payment during the 20 days following their payment date.

Child Benefit

The December Child Benefit payment will be paid next Tuesday, 7th December. Customers who are paid at their local Post Office, can collect this payment at any time during the 90 days from next Tuesday.

INFORMATION FOR PEOPLE WHO GET THEIR PAYMENT BY CHEQUE IN THE POST

In relation to the delivery of post to customers, An Post have advised that in areas where delivery of post has not been possible due to the adverse weather conditions, Social Welfare cheques may be collected at local An Post Delivery Offices after 2.00pm on production of the appropriate proof of ID and residence (e.g. current utility bill).

The address on the proof of address must match the address printed on the cheque.

Acceptable forms of ID verification include:

- Driving Licence
- Passport



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- Garda National Photo ID
- Garda National Immigration Bureau Card
- Temporary Residence Card (TRC)
- Department of Social Protection Free Travel Pass with Photo ID

The customers affected who receive their payment by cheque in the post include Illness Benefit, basic Supplementary Welfare Allowance payments, Rent Supplement, Mortgage Interest Supplement, Disability Allowance, Family Income Supplement and a small number of Jobseekers and One Parent Family Payments.

If any customer is experiencing financial difficulty as a result of these circumstances, they should contact their Community Welfare Officer at their local Health Centre.

JOBSEEKERS – SIGNING ARRANGEMENTS

The Department is aware that some jobseekers may not be in a position to sign in their local office due to travel difficulties caused by the current weather conditions. In the circumstances, the Department will excuse people due to sign next week who cannot make it to their local office because of adverse weather conditions.

ENDS