



Feb. 5, 2020

**Contact:**

[OED\\_Communications@oregon.gov](mailto:OED_Communications@oregon.gov)

## MEDIA STATEMENT

### OED Updates PUA Claimants on PUA Benefit Payments

*Despite our goal to pay all PUA benefits today, some Oregonians' PUA payments will be delayed. Below is the message we are sending them today.*

---

We have five things we want to update you on. But before we do, we want to sincerely apologize for any confusion and delays in PUA benefit payments. We know you need and are counting on your benefits and we are dedicated to getting them to you.

1. If your PUA claim shows a positive balance and has not expired, you will be paid this week. To figure out your claim expiration date and if you have a positive balance, click "[Time and Money](#)" in the [Online Claim System](#), and you will see how many weeks you have been paid and your benefit balance.
2. If your PUA claim is exhausted (zero balance), you will not be paid until PUA extensions are programmed. We will let you know when that date is as soon as we can. All benefits will be paid retroactively.
3. If your PUA claim has expired, here is what you need to know:
  - a. Scenario 1 - PUA Claim expired Jan. 30, 2021, or earlier - Claim benefits every week, however, you will not be paid until the PUA extensions are programmed. You will be paid retroactively for all benefits due to you.
  - b. Scenario 2 - PUA Claim expires Feb. 6, 2021 - Claim the week ending Feb. 6 and you will be paid on time but you will not be paid future weeks until PUA extensions are programmed. You will be paid retroactively for all benefits due to you.
  - c. Scenario 3 - PUA Claim expires Feb. 13, 2021 - Keep claiming every week and you will be paid benefits for the weeks ending Feb. 6 and Feb. 13.
4. Once the PUA extension is fully implemented it will take at least one week for retroactive benefits to show as paid in the [Online Claim System](#).
5. We will send an update at the end of today with any new information we have on when we will be able to pay PUA benefits to people with exhausted or expired claims.

In all of the above exhausted and expired PUA claim scenarios, you need to keep claiming weekly NO MATTER WHAT. You will receive your retro-payments quicker if there is no break in claiming.

###

Equal Opportunity program — auxiliary aids and services available upon request to individuals with disabilities. Contact: (503) 947-1794. For people who are deaf or hard of hearing, call 711 Telecommunications Relay Services.