



Government-funded Unemployment Assistance

How to check if you have a pending/incomplete application

1. To check if you have a pending application, go to the Withdrawal Status Screen.
2. The applications that are pending submission will be shown here. If your application is at the top, this means it has not been submitted yet. This is why the status reads “Pending Submission”

The screenshot shows a mobile application interface for 'Withdrawals'. At the top, there is a header with a menu icon, the title 'Withdrawals', and a power icon. Below the header, there are two sections: 'My Pending Withdrawals' and 'My Withdrawals'. The 'My Pending Withdrawals' section contains a table with one row: Application Id 895, Application Type Government Assistance, Application Sub Type Government Assistance, and Status Pending Submission. The 'My Withdrawals' section contains a table with eight rows of completed or terminated applications, including Unemployment, Funeral, and Pre-retirement.

My Pending Withdrawals			
Application Id	Application Type	Application Sub Type	Status
895	Government Assistance	Government Assistance	Pending Submission

My Withdrawals			
Application Id	Description	Status	Requested Amount
	Jun 9, 2010 Unemployment - Unemployment	Completed	\$500.00
	Jun 3, 2009 Unemployment - Unemployment	Completed	\$500.00
	Dec 19, 2008 Funeral - Funeral	Completed	\$1,500.00
	Sep 15, 2008 Unemployment - Unemployment	Completed	\$500.00
	Oct 24, 2007 Unemployment - Unemployment	Completed	\$500.00
	Oct 23, 2003 Housing - Fully Financed	Terminated	\$10,000.00
	Jul 7, 2000 Others - Pre-retirement	Completed	\$1,000.00

If you have a pending application, this means you have not yet submitted your application successfully.

If you have multiple applications Pending, Delete the older draft application. This is denoted by the number and open the latest draft created. The latest draft created will have a higher Application ID as Highlighted.

Delete the Draft applications by swiping to the left and clicking on the **Delete** Icon.

My Pending Withdrawals

Application Id	Application Type	Application Sub Type	Status
403	Government Assistance	Government Assistance	Pending Submission
481	Government Assistance	Government Assistance	Pending Submission
533	Government Assistance	Government Assistance	Pending Submission
553	Government Assistance	Government Assistance	Pending Submission

My Withdrawals

Application Id	Description	Status	Requested Amount
2 7	Aug 11, 2020 Funeral - Funeral	Completed	\$2,000.00
1 4	Mar 7, 2016 Natural Disaster - Natural Disaster	Completed	\$1,000.00

My Pending Withdrawals

Application Type	Application Sub Type	Status	Delete
Government Assistance	Government Assistance	Pending Submission	
Government Assistance	Government Assistance	Pending Submission	
Government Assistance	Government Assistance	Pending Submission	
Government Assistance	Government Assistance	Pending Submission	

My Withdrawals

Application Id	Description	Status	Requested Amount
2 7	Aug 11, 2020 Funeral - Funeral	Completed	\$2,000.00

Mar 7, 2016

3. To Open a Draft application, Click on the Application ID. The mobile app will open your application. You will notice that all the details, selections and documents entered earlier will be displayed.

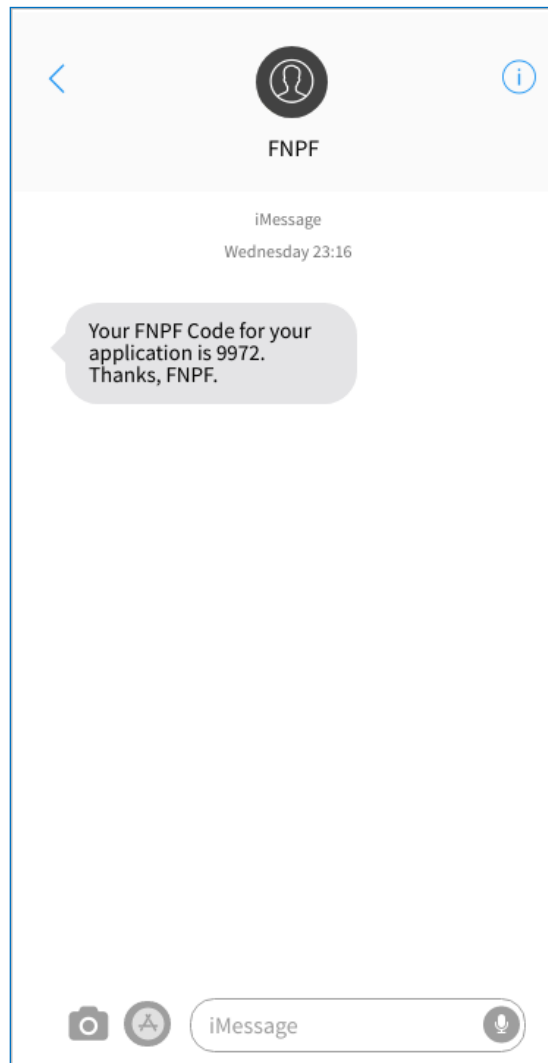
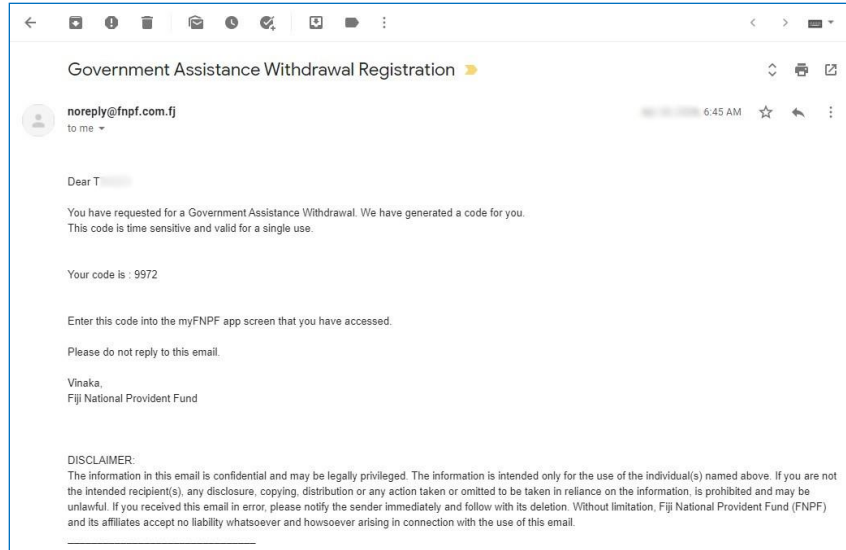
Withdrawals			
My Pending Withdrawals			
Application Id	Application Type	Application Sub Type	Status
895	Government Assistance	Government Assistance	Pending Submission
My Withdrawals			
Application Id	Description	Status	Requested Amount
	Jun 9, 2010 Unemployment - Unemployment	Completed	\$500.00
	Jun 3, 2009 Unemployment - Unemployment	Completed	\$500.00
	Dec 19, 2008 Funeral - Funeral	Completed	\$1,500.00
	Sep 15, 2008 Unemployment - Unemployment	Completed	\$500.00
	Oct 24, 2007 Unemployment - Unemployment	Completed	\$500.00
	Oct 23, 2003 Housing - Fully Financed	Terminated	\$10,000.00
	Jul 7, 2000 Others - Pre-retirement	Completed	\$1,000.00

4. Continue with submitting your application as per the Tutorial video, until you reach this screen. You will now need to resend your CODE to complete your application.

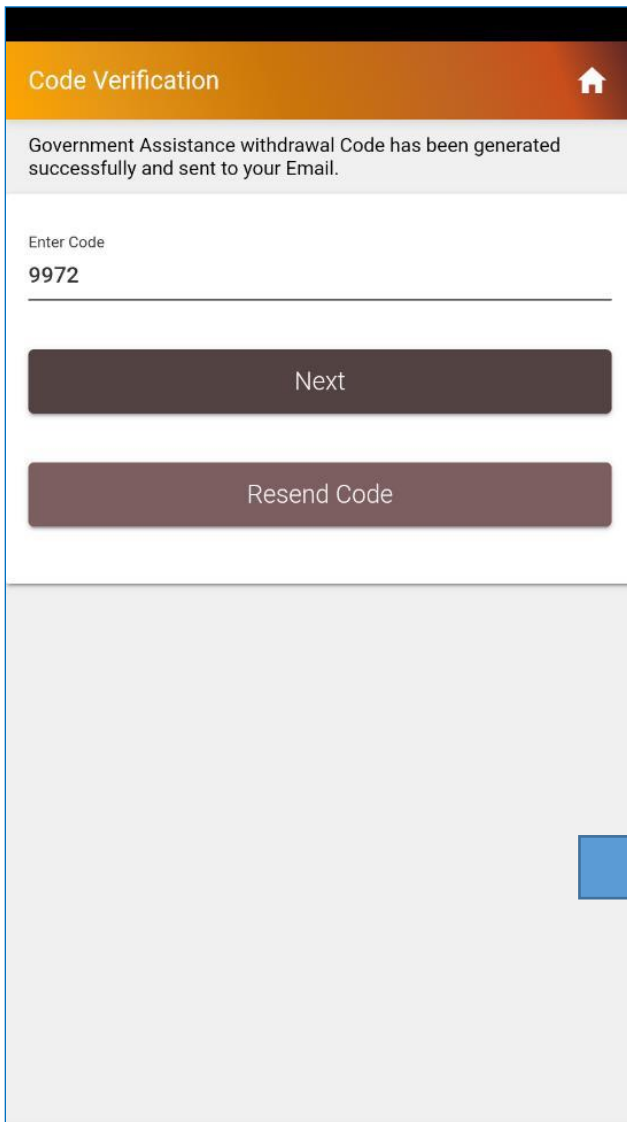
The screenshot shows a mobile application interface with a white background and a blue header. The header contains a back arrow and the text "Government Assistance". Below the header, there are two main sections. The first section is titled "Select this button to receive Code in registered email" and contains a large blue button labeled "Send To Email". Below this button, the text "Your Email Hint:e*****o@gmail.com" is displayed. The second section is titled "Select this button to receive Code in registered mobile" and contains a large blue button labeled "Send To Mobile". Below this button, the text "Your Mobile Hint: 7XXXXX7" is displayed. At the bottom of the screen, there is a grey bar containing an information icon (i) and the text "Click one of the above button to generate the Code. The Code is required to submit the Withdrawal Request".

Select how you want to receive the Code.

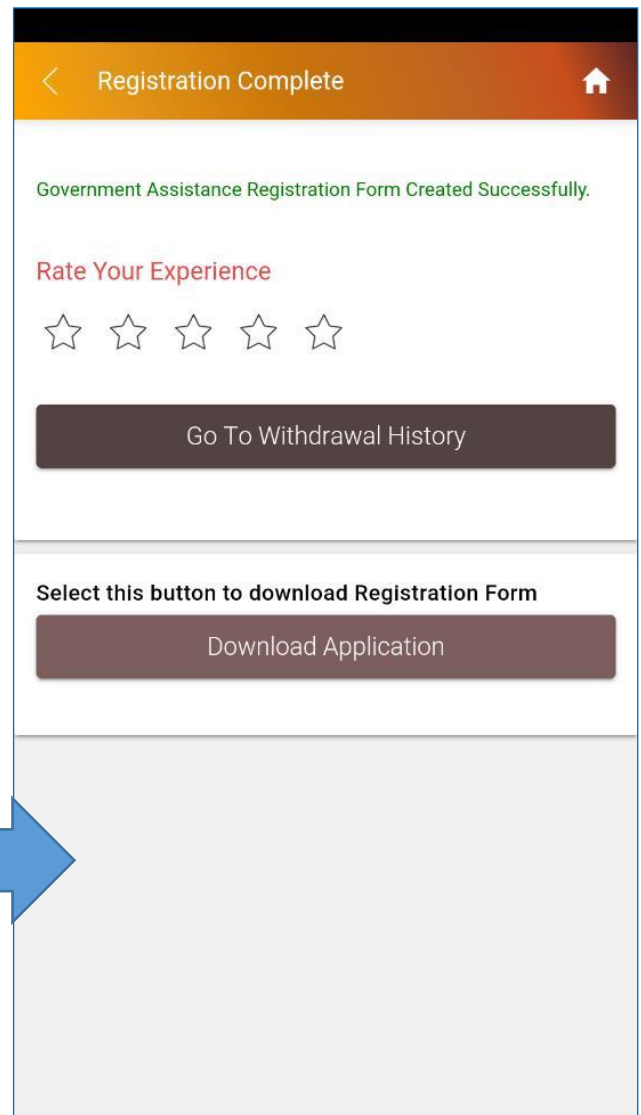
5. The Code can be sent to your email address or to your registered Mobile number.



6. Enter the Code you have received into the App. You must complete this step in order to submit your application.



The 'Code Verification' screen features an orange header with the title 'Code Verification' and a home icon. Below the header, a grey box contains the message: 'Government Assistance withdrawal Code has been generated successfully and sent to your Email.' Underneath, there is a text input field labeled 'Enter Code' with the value '9972'. At the bottom, there are two buttons: a dark brown 'Next' button and a lighter brown 'Resend Code' button.



The 'Registration Complete' screen has an orange header with a back arrow, the title 'Registration Complete', and a home icon. A green message states: 'Government Assistance Registration Form Created Successfully.' Below this is a 'Rate Your Experience' section with five empty star icons. A dark brown button labeled 'Go To Withdrawal History' is positioned below the stars. Further down, a grey box contains the text 'Select this button to download Registration Form' above a lighter brown button labeled 'Download Application'.



7. If your code is successful, the mobile app will inform you that your application has been submitted successfully. The mobile app will display this screen.

