



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
OFFICE OF THE GOVERNOR
 COMMONWEALTH HEALTHCARE CORPORATION
GOVERNOR'S COVID-19 TASK FORCE



FOR IMMEDIATE RELEASE

June 17, 2020

CNMI DOL provides updates on technical issues regarding PUA online application

The CNMI Department of Labor (DOL) would like to provide updates on several known technical issues regarding the Pandemic Unemployment Assistance (PUA) online application portal, as of June 17, 2020.

Technical Issues	Update
Selection of “Northern Mariana Islands” as a ‘state’ does not allow claimant to proceed with PUA application	Issue reported to vendor for troubleshooting. As of 11:00 a.m. ChST, vendor has resolved the issue.
Upon entering Social Security Number (SSN), system generates message indicating that an existing account matches the SSN and does not allow claimant to proceed with PUA application	Issue has been reported to vendor for research and/or troubleshooting on June 17, 2020.
Claimants receiving system generated messages indicating an existing claim has been activated in a different state or territory	Issue has been reported to vendor for research and/or troubleshooting on June 17, 2020.
System generated non-monetary determinations	Issue has been reported to vendor for research and/or troubleshooting on June 17, 2020.

PUA applicants are encouraged to inform the Department of Labor regarding any technical issues experienced during the online application process. All technical issues will be forwarded to the online portal vendor to assist with resolving the issue. Online issues that can be handled at the Department level will be handled expeditiously.

PUA/FPUC Questions:

Individuals are encouraged to email info@puamarianas.com or call any of the following numbers between 8:00 am to 4:00 pm, (Mon-Fri) for any PUA/FPUC-related inquiries.

SAIPAN:
 670-989-9089
 670-989-9090
 670-989-9080
 670-989-9081
 670-989-9083
 670-989-9084

ROTA:
 670-989-9001
 670-989-9097

TINIAN:
 670-989-9000

FRAUD Hotline:

Individuals are encouraged to call **670-989-9095** to report any perceived instances of waste, fraud or abuse pertaining to the PUA/FPUC programs.

CNMI DOL is an equal opportunity employer/program and auxiliary aids and services are available upon request to individuals with disabilities. Visit CNMI DOL's website at www.marianaslabor.net for more PUA/FPUC-related information.

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