

To whom it may concern,

I'm writing this email on behalf of my mom, who claimed for PUA benefits all the back to the end of March, but she has not received any payments since. She then had to call the PUA line many many times with busy signal (of course) with looooong wait time, but she had to try, try, try and try (at least 1000x) again and it, sadly, but truly, took her 3 days finally talking to someone who then informed her that her LPR card has been reviewed and it might take several weeks. I know you all are busy processing/receiving applications but why it takes that long to review my mom's LPR and issue payments to her? She is out of work and money to pay for rent. This is such a painful situation that my mom is facing right now but the sad thing is that she does not know how much longer she has to wait for her checks. Thank you.

Sent from my iPhone