

### *Helpful Tips related to filing for Unemployment Benefits*

- Be sure you are calling the **right telephone number**.
  - **Call 1-877-214-3330** if you need to establish a new claim.
  - **Call 1-877-214-3332** if you have questions about an active claim. (See below for other options in getting questions answered.)
- **If you are re-opening an existing claim, you may do so on-line at [www.labor.vermont.gov](http://www.labor.vermont.gov) or by calling 1-877-214-3330.** For all UI on-line applications, click “Claimant Applications” in the green box titled “Unemployment Insurance”.
- You’ll know when you’ve connected to a line as you’ll be greeted by an automated telephone system welcoming you. **Don’t hang up** – your call is in queue for service.
- After you answer the automated questions, your call will **automatically be placed in queue** to speak with the next available Customer Service Representative.
- If you are having trouble getting connected, we encourage you to **use the re-dial feature** on your telephone, which will increase the chances of your call connecting to one of the 48 lines as soon as a line becomes available.
- Historically **mid-week afternoons are the best time to call**; Mondays and Fridays will render the most frustration in getting through and/or having a short wait time.
- Information detailing **when a check was last issued** is available on-line in the Unemployment Insurance Claimant Application, located on every labor web page at [www.labor.vermont.gov](http://www.labor.vermont.gov) or by using the self-service Interactive Voice Response (IVR) system at 1-800-983-2300.
- Other general information is available in our “**Frequently Asked Questions**” found at <http://labor.vermont.gov/Default.aspx?tabid=361>, with more limited information available on the IVR.
- Please remember – **Sunday is not the only day to file your weekly claim**. An individual can claim from Sunday through 4:30 p.m. Friday for the previous week, which ended the previous Saturday. Filing the weekly claim can be done through the internet application at [www.labor.vermont.gov](http://www.labor.vermont.gov) or IVR system indicated above – provided you filed a claim the prior week.
- If you are trying to file a weekly claim and get the message that your **social security number is not valid**, it generally means you have missed a week of filing.
  - If it has been more than 14 days since you have filed a weekly claim, you must re-open your claim. Instructions for doing so are provided under second bullet above.
  - If you have already established an initial claim, but failed to file a weekly claim **for the prior week**, you should call the Claimant Assistance Line at 1-877-214-3332.

