

# High Call Volume for the UI Claims Center – Tips for Filing

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During the months of November, December, and January, the Unemployment Insurance Claims Center experiences very high call volume resulting in longer wait times and difficulty getting calls through due to all lines being busy. Here are some tips to help you avoid waiting on the phone.

### **Use Online Services:**

An unemployed worker who has filed a “new” claim within the past 12 months can reopen their claim online. You must not have filed a weekly claim for the past two weeks and, if you have worked since you last filed a weekly claim, you must have worked for an established Vermont employer. Simply click on “File An Unemployment Claim” from the Department’s homepage and follow the prompts. This application also allows you to enroll in or update direct deposit information and get payment information for your last payment issued.

### **Avoid Calling on Monday:**

Mondays have the highest call volumes for the Claims Center and we experience our longest wait times of the week on this day. Consider calling later in the week. Thursdays are typically the lowest call volume day.

Many of the calls we take are due to weekly claim filing problems. Below are some of the most common reasons a person cannot file their weekly claim.

### **Avoid Filing Too Early or Too Late:**

Weekly claims cannot be filed on Saturday. The unemployment week ends at 11:59 pm Saturday, so the earliest you can file your weekly claim is 12:01 am Sunday. The latest you can file your weekly claim is the Friday after the week ending date. If you did not file your weekly claim during the week due, you will not be able to file the next week’s claim and you must call the Claims Center.

### **Avoid Filing On the Wrong System:**

If you are required to make and report a weekly work search, you **must** file your weekly claim online. You can only call the weekly claims automated telephone system if you are waived from work search because the Department has an employer verified return to work date that is within 10 weeks of the date your claim was opened.

### **If You Did Not Do a Work Search:**

If you do not have an employer verified fulltime return to work date, you are required to conduct and report your job contacts each week. If you did not do a job search as directed, you will have to call the Claimant Assistance Line to file that weekly claim.

### **If You Call. Call The Correct Line:**

To Open or Reopen a claim, call the Initial Claims Line at 877-214-3330. This line sends you through a series of questions that need to be answered in order to establish your claim. This also prevents you from having to wait on hold while the customer service representative looks up your information.

For General Questions, including Weekly Claim Filing Problems, Status of the Claim, Payment Information, or anything else related to your claim, call the Claimant Assistance Line at 877-214-3332.

Employer Assistance Line – This line is reserved for employer calls concerning specific claim or benefit charge related concerns. Calling the Employer Line (877-214-3331) will result in delays because you may be transferred to the correct line resulting in a longer wait time.

**We appreciate your patience during this time of year and ask for your assistance in facilitating your claim as quickly and efficiently as possible.**