

UNEMPLOYMENT INSURANCE IMPORTANT INFORMATION

NYS DOL Extended Hours to File Unemployment Insurance Claims:

Monday through Thursday 8 am to 7:30 pm

Friday 8:00 am to 6:00 pm

Saturday 7:30 am to 8:00 pm

They have also implemented a new filing system based on the first letter of your last name to help ease the unprecedented increase in the volume of calls and web traffic.

A - F: Monday

G - N: Tuesday

O - Z: Wednesday

Missed your day: Thursday and Friday

Filing later in the week will **not** delay payments or affect the date of your claim.

Filing your Claim

You can file online or by phone. We recommend filing by phone if you are not comfortable with computers.

To file online:

1. Go to **www.labor.ny.gov**
2. Click "Get Unemployment Assistance" on the right, then click "File a Claim". From here you can go directly to "File Now" if you already know how to file, or you can click "How to File" for step-by-step instructions.
3. Answer all the questions honestly and review your responses. Correct any errors.
4. Submit your claim and print the confirmation page which explains how to claim your weekly benefits

To file by phone:

1. Call **1-888-209-8124** (for NY state residents) or **1-877-358-5306** (for out of state residents) during the hours listed above. If using a TTY/TDD phone, call the relay operator at **1-800-662-1220** and tell them to call the Telephone Claims Center at **1-888-783-1370**
2. Listen to the options and select the option to file a new claim
3. Create a 4-digit Personal Identification Number (PIN), which must be kept confidential
4. Answer application questions by speaking or entering numbers on the keypad. **If you do not understand, do not answer the question.** You will hear the question again. If you still do not understand, say "operator" instead.
5. When you finish answering, you will hear a final message about your rights and responsibilities. **Do not hang up until the end of this message.** If the TCC needs more information from you, the system will transfer you to a claims specialist to complete your claim. When many calls come in at the same time, the TCC may ask you to call back later; however, the system will save your answers. You should call later that same week to complete your claim.