

## **Call Center Busy Signals**

Due to the re-activation of the Federal and State Extended Benefit Programs, the Employment Security Division Telephone Claim Centers continue to have very high call volumes. Call volumes are expected to decrease in the coming week.

Please be advised that the Division is aware that some callers are receiving a busy signal when trying to reach the call centers, and is working diligently to answer all calls. Your patience is appreciated and claims are being reopened as quickly as the computer system allows. Please read the following carefully:

- Claimants eligible to have their extended benefits reactivated can expect to receive a letter in the mail. If you have not received a letter by Friday 8/13/10 and believe you are eligible for benefits, please contact the telephone claim center. Your claim will be backdated when necessary, so please be patient when trying to get through to the center.
- The Unemployment Telephone Claim Centers began opening on Saturdays last weekend as a proactive effort to assist with the overload of callers filing claims and requesting prior weeks of unemployment benefits. Future weekend dates are:

**Saturday, August 14, 2010 8:00 a.m. to 2:30 p.m.**

**Saturday, August 21, 2010 8:00 a.m. to 2:30 p.m.**

**Saturday, August 28, 2010 8:00 a.m. to 2:30 p.m.**

- It is important that you follow instructions mailed to you.
- With the cooperation of eligible benefit recipients, the Division can ensure your benefits will be paid as quickly as possible.
- The Internet Website will be updated with any new information available.
- **Do Not Use the Redial Button when calling multiple times**, the line does not clear and this will cause you to get a busy signal.

**[Extended Benefits Telephone Line](#)**