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Extended Benefits Information Telephone Line Established

The Nevada Department of Employment, Training and Rehabilitation (DETR) has established a TEMPORARY MESSAGE line to allow claimants with issues with their EXTENDED benefits to leave their name, telephone number, and questions about their Emergency Unemployment Compensation (EUC) or State Extended Benefits claims.

The claimant will have his or her call returned within three working days to give them a response to their inquiry, said Cynthia Jones, DETR deputy director and administrator the Employment Security Division.

“This is just another one of the experimental efforts that we are exploring to remedy the congestion on our regular unemployment claims center phone lines,” Jones said. “We hope that this will free up the lines for claimants who need to file their claims and will alleviate long hold times for those who don’t need to file, but just have simple inquiries.”

Claimants using this new number will speak with an operator who will only be able to write down their questions, but won’t be able to take any claims, solve any claims issues or provide claims status, Jones said.

“This line is for those whose answers to their questions can wait three days,” Jones said. “We have worked as quickly as possible to get this number established and will do our best to increase the capacity of the phone line in order to handle more calls.”

The telephone number, (702) 486-2958, will be operational Friday morning. A toll free number, 1-888-743-2958, will be operational on Monday for those calling outside of Las Vegas. However this Las Vegas number is operational from any location. These numbers will be open Monday through Friday 8 a.m. to 4:45 p.m., allowing all calls to be completed by 5 p.m. Claimants are reminded that on-line filing is the quickest way to file their claims for regular benefits and for the Emergency Unemployment Compensation benefits. However, recipients of State Extended Benefits still need to file by phone.

The internet filing system is available 24-hours a day at www.expressclaim.org



DETR is comprised of the Employment Security Division, Equal Rights Commission, Rehabilitation Division, the Information Development and Processing Division and the Research and Analysis Bureau. DETR works in partnership with the Nevada JobConnect System to provide training and job placement services to job seekers and to assist employers in hiring practices.