

Obtaining UI services by telephone.



It's Easy.

When you call the Unemployment Insurance TeleClaim Center, you will press a number on your telephone to choose services in English or another language.

Press 1 — to file a new UI claim or to reopen an existing claim.

You will be asked to enter your social security number and the year you were born. **Then you will be transferred to a DUA agent who will help you file your claim.**

Press 2 — for immediate information on the status of your check or claim certification form.

Enter your social security number and the year you were born. You will be able to obtain automated information on the status of your weekly signing form or your UI check. This is the same information available to DUA staff. If there is a problem with your claim, you will be transferred to a DUA agent.

Press 3 — to sign up for direct deposit, or to cancel or change existing direct deposit information

Press 4 — for customer assistance, to resolve a problem, to provide a social security number for a dependent child, or to change your address.

Press 5 — for information on the Unemployment Insurance program, how to file for benefits, and how to obtain job search and retraining assistance.

You can listen to recorded information on the Unemployment Insurance program and obtain the addresses and telephone numbers of the nearest offices that provide reemployment services and information on training opportunities.

This pamphlet includes important information on how to file a claim for Unemployment Insurance benefits.

Эта брошюра содержит важную информацию о том, как подать документы для получения пособия по безработице.

本手冊包括如何建立失業保險福利檔案的重要資訊。

Este panfleto incluye información importante sobre cómo entablar un reclamo por beneficios de Seguro de Desempleo.

Materyèl sa ginyin infòmacion ki impòtan o sigè dé ki gan pou fè yon déman pou asirans pou moune ki pap travay yo.

Il presente documento include importante materiale informativo su come presentare domanda circa la riscossione di un premio assicurativo per Disoccupazione.

Tập sách nhỏ này có nhiều tài liệu quan trọng về quyền lợi và trách nhiệm của bạn trong chương trình bảo hiểm cho người thất nghiệp. Hãy nhờ người dịch ra cho bạn.

Este panfleto inclui informação importante sobre como preencher uma reclamação para os benefícios de segurança dos desempregados.

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Commonwealth of Massachusetts

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183
www.mass.gov/dua

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To Massachusetts Workers:

How to File for Unemployment Insurance Benefits

To Massachusetts Employers:

Under the state's Employment and Training Law, you are required to give a copy of this pamphlet to each of your employees who is separated from work, permanently or temporarily. Please complete the information below:

Employer name (as listed in DUA Quarterly Contribution Report)

DUA Employer ID Number

Federal Employer ID Number (optional)

Address

(to which DUA should mail request for separation and wage information)

You have a choice.

There are two ways to file your claim for Unemployment Insurance benefits.

You can call the TeleClaim Center.



Expanded hours:
Monday to Thursday, 7:00 am - 6:30 pm,
Friday, 7:00 am - 4:30 pm,
Saturday, 8:00 am - 1:30 pm

Unemployment Insurance services are available by telephone. You can file a new claim for Unemployment Insurance, reopen a current claim, be interviewed if there are issues that affect your eligibility, obtain up-to-date information on the status of your claim and benefit payment check, and resolve problems — all by telephone.

You can file your claim in person.



Business Hours:
DUA Walk-In Center in Boston:
Monday to Friday,
8:30 am – 4:30 pm
Walk-In Services at Career Centers:
Hours vary from center to center, please call your local Career Center for hours.

Unemployment Insurance Walk-In services are available at the DUA Walk-In Center in Boston and at One-Stop Career Centers in communities throughout Massachusetts. Services include assistance with filing a new claim for Unemployment Insurance, reopening an existing claim, or resolving problems with your current claim.

Filing your claim. Follow these simple steps.

Step 1 - Decide how to file your claim.

Choose to file your claim in person or by calling the TeleClaim Center. Walk-In services are located in every region of the state. For the address of the nearest UI Walk-In service, call **617-626-6560**. After hearing the greeting, enter the number **331** on the keypad of a touch tone telephone. When you are asked to do so, enter the first five digits of your zip code. You will be given the address of the nearest Walk-In service. You can also find the addresses of all Walk-In services in Massachusetts on the DUA website at www.mass.gov/dua. Select “Find UI Walk-In Services” on the home page.

To file your claim by telephone, call the TeleClaim Center at 1-877-626-6800 from area codes: 351, 413, 508, 774, and 978; or 1-617-626-6800 from any other area code.

You will be asked to press a number on your telephone to choose services in English or another language. From the list of services, Press **1** — to file a new UI claim or to reopen an existing claim. You will be asked to enter your social security number and the year you were born. You will then be connected to an agent who take the information necessary to file your claim.

Note: During peak periods from Monday through Thursday, call scheduling may be implemented, providing priority for callers based on the last digit of their Social Security Number. This helps ensure that you and others can get through to the TeleClaims Center in a timely manner. Please check the schedule below before calling.

If the last digit of your Social Security number is:	Assigned Day to Call Teleclaims is:
0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday and Saturday

Step 2 - Find out when to file.



For Walk-In services, call your local Career Center for hours.

For TeleClaim Centers, Expanded hours:
Monday to Thursday, 7:00 am - 6:30 pm,
Friday, 7:00 am - 4:30 pm,
Saturday, 8:00 am - 1:30 pm

DUA is committed to providing you with prompt and courteous service. Our goal is to ensure that your claim is filed quickly and efficiently, and that your waiting time is kept to a minimum. If there are callers in queue, you will be given a message about the length of the expected waiting time. If you choose not to wait, you may call back later during that week and there will be no effect on the processing of your claim.

The earliest your claim may be filed is during your first full week of unemployment or the first week that you experience a significant reduction in the number of hours you normally work. A delay in filing could affect the amount of your benefits.

Step 3 - Be ready with the following information.



- Your Social Security Number
- The year you were born
- Your residential and mailing address and telephone number
- Whether you have filed an Unemployment Insurance claim in Massachusetts or in any other state during the past 12 months
- Your last day of employment
- The names and addresses of all of the employers you have worked for during the 15 months prior to filing your claim, and the dates you worked for each of these employers. If you are reopening a claim, be ready with the same information for the past 8 weeks.
- The reason that you are no longer working or that your hours have been reduced
- The names, dates of birth and social security numbers for any dependent children, if you are going to apply for dependency allowance
- Your alien registration number if you are not a U.S. citizen