



# WESTPORT COMMUNITY SCHOOLS

## Office of Human Resources

**Date:** June 6, 2013

**RE:** Filing for Unemployment Insurance Benefits

**From:** Michelle Fredericks, Executive Assistant for Human Resources

I hope this memo and attached pamphlet can be of some assistance to you. This information comes from our specialized claims administrator from the Department of Unemployment Assistance. You are NOT encouraged to go to local offices or call local offices as they are not staffed for claims taking. Instead your best option is to call. Unfortunately, in these tough economic times and at this time of year, you may be on hold or hit a busy signal often. PLEASE keep trying.

Should you have any further questions please don't hesitate to call me at (508) 636-1140 ext. 1003. Thank you.

**Web-address for signing up for a new claim:**

<http://www.mass.gov/lwd/unemployment-insur/ui-online-information-.html>

**Calling in a new claim:**

1-877-626-6800, from the following area codes: 351, 413, 508, 774, and 978  
617-626-6800, from any other area code

**Days/times to call:** 7:30am to 4:30pm Monday - Friday.  
Shorter waiting times can be expected later in the week.

### DUA TeleClaim Call Schedule

If you are calling to file a new claim or reopen a claim for unemployment benefits, or need other assistance, please review the Call Schedule below before calling. Adhering to this schedule will help ensure that everyone gets through to the TeleClaim Center in a timely manner.

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



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### Information you will need:

- Your Social Security Number
- The year you were born
- Your home 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 (last day you were required to report not the last day in the fiscal year)
- 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

Be sure to stay on the line until you are told your weekly claim filing is complete.  
If you make a mistake or want to hear the question repeated, press the \* button.