

WE ARE YOUR DOL



Department
of Labor

UNEMPLOYMENT INSURANCE

Contact Information for Customers

UNEMPLOYMENT INFORMATION

Visit the New York State Department of Labor website:
www.labor.ny.gov.

CONTACT TELEPHONE CLAIMS CENTER (TCC) STAFF

Call Toll-free: **888-209-8124**

Video Relay Service users: If you use a Video Relay System or another type of relay service, contact your relay operator and ask the relay operator to call **888-783-1370**.

Operators answer from 8:00 am to 5:00 pm, Monday through Friday. The Telephone Claims Center is less busy on Thursday and Friday afternoons. During heavy call days, such as after a Monday holiday, callers may hear a message that says: "All representatives are busy with other callers. You must call back to speak with a representative regarding your claim."

Write to:

New York State Department of Labor
P.O. Box 15130, Albany, NY 12212-5130

Make a copy of anything you send us and keep it for your records.

Fax to: **518-457-9378**

Be sure to write your Social Security number on the top right-hand corner on each page. Save your fax confirmation sheet, as proof. We do not confirm the receipt of a fax or written correspondence.

Send a secure message: Sign in to your NY.GOV account at: www.labor.ny.gov/signin. Click on the envelope icon in the upper right of the My Online Services page.

CLAIM WEEKLY BENEFITS OR GET BENEFIT PAYMENT INFORMATION

For faster service, visit: www.labor.ny.gov/signin

Call Tel-Service Toll Free: **888-581-5812**

If you are deaf or hard of hearing and use a TTY/TDD, you may contact the Telephone Claims Center by calling a relay operator at **800-662-1220**. Ask the operator to call **888-783-1370**.

Video Relay Users: If you use a Video Relay System or another type of relay service, contact your relay operator and ask the relay operator to call **888-783-1370**.

You may claim your weekly benefits: Monday through Friday from 7:30 am until midnight and from 12:01 am on Saturday until midnight on Sunday.

You must claim benefits each week that you are unemployed and looking for work, including while you are waiting for your benefits to begin. The process of claiming weekly Unemployment Insurance benefits is also called certifying for benefits. Most people do this on Sunday for the week ending that day. A week, for the purposes of Unemployment Insurance, runs from Monday through Sunday.

REPORT SUSPECTED UNEMPLOYMENT INSURANCE FRAUD

Call: Fraud Hotline at **888-598-2077**. You need not give your name.

DEBIT CARD QUESTIONS

Call: KeyBank Customer Service at **866-295-2955**

FOR INFORMATION ON TRADE ADJUSTMENT ASSISTANCE AND THE SELF-EMPLOYMENT ASSISTANCE PROGRAM

Call: Special Programs Unit at **518-485-1597**

Write: New York State Department of Labor
Special Programs Unit
Building 12, Room 222
State Office Building Campus
Albany, NY 12240

TO REQUEST A HEARING BEFORE AN ADMINISTRATIVE LAW JUDGE

You must request a hearing within 30 days of the determination.

Email: Send a secure message with your NY.GOV ID

Write: Print the Claimant Request for Hearing form (LO 435) from our website at www.labor.ny.gov/formsdocs/ui/claimant-forms-and-publications.shtm.

Complete and sign the form and mail it to:
New York State Department of Labor
P.O. Box 15131
Albany, NY 12212-5131

Include your Social Security number in communications to us.

To call Hearing Section offices:

- Brooklyn: **718-613-3500**
- Buffalo: **716-851-2711**
- Garden City: **516-228-3908**
- Hauppauge: **631-952-6504**
- Manhattan: **212-238-2420**
- Rochester: **585-258-4540**
- Syracuse: **315-479-3380**
- Troy: **518-402-0210**
- White Plains: **914-997-9550**

To call the Appeal Section office:

- Troy: **518-402-0205**

To call the Executive offices:

- Brooklyn: **718-613-3505** or **718-613-3495**
- Troy: **518-402-0191**

To learn more about hearings and appeals, visit: www.uiappeals.ny.gov

FOR INFORMATION OF APPROVALS OF TRAINING UNDER SECTION 599

Call: DEWS 599 Central Review Unit at **518-402-0189**

Write: New York State Department of Labor
DEWS 599 Central Review Unit
Building 12, Room 426
State Office Building Campus
Albany, NY 12240

TO REQUEST A PAYMENT PLAN FOR MONEY OWED TO THE DEPARTMENT

Call: Collections Unit at **800-533-6600**

Write: New York State Department of Labor
Unemployment Insurance Division
P.O. Box 611
Albany, NY 12240

Include your full name and the last four digits of your Social Security number on your request.

All other inquiries call: **888-469-7365**