

WE ARE YOUR DOL



# NEW YORK STATE DEPARTMENT OF LABOR

## Claimant Advocate Office

The Claimant Advocate Office operates within the Department of Labor's Unemployment Insurance Division, separate from the Telephone Claims Center. Advocates provide free, impartial and confidential services that help claimants, particularly those with limited English proficiency or other barriers, understand their rights and responsibilities under Unemployment Insurance law.

### WHEN TO CONTACT THE CLAIMANT ADVOCATE OFFICE

We can assist you if you:

- Have received a determination or a questionnaire and don't fully understand it
- Were found ineligible for benefits and need the hearing process explained to you
- Have an upcoming hearing or appeal and need help preparing for it

### WHEN TO CONTACT THE TELEPHONE CLAIMS CENTER INSTEAD

Call the Telephone Claims Center at **888-209-8124** when you:

- Wish to file a new claim
- Would like an update on the status of your new or existing claim
- Have a specific question about your claim
- Were instructed to contact the Telephone Claims Center

### CONTACT INFORMATION

Please call **855-528-5618** to speak to an advocate: Monday - Friday, 9 am - 4 pm.

You may also send us a secure message (English only): Log in at [labor.ny.gov/signin](https://labor.ny.gov/signin). From your Inbox, choose "Compose New" and for the subject line select "Claimant Advocate Office."

### NOT FLUENT IN ENGLISH? WE CAN HELP!

Services are provided by phone in approximately 200 languages. We can explain the Unemployment Insurance process in the language of your choice.

### HOW TO GET LEGAL HELP

Claimant Advocate Office staff are not lawyers and can't represent you at a hearing. If you cannot afford to pay an attorney or a registered representative, you may be able to get free representation from a pro bono attorney or your local Legal Aid Society or legal services program.

For a list of legal resources, including attorneys, registered representatives, legal services programs and pro bono attorneys' organizations, go to the Unemployment Insurance Appeal Board website at [uiappeals.ny.gov](https://uiappeals.ny.gov). Click on the "Helpful Information" tab and then click on "Guides and Resources." Choose the "List of Attorneys & Authorized Agents." You may also request this list by calling **518-402-0205**.