

## Path to Speak to an Agent about your Claim

- **Call 1-888-209-8124** (1-877-358-5306 from outside of NYS)
- **Hear:** "Welcome to the New York State Department of Labor's Unemployment Insurance claim line. To continue in English, press 1. Bienvenido a la línea telefónica de Reclamos del Seguro por Desempleo del Estado de Nueva York. Para continuar en español, oprima el número dos."
- You will hear an informational message, which can change from time to time. **CHOOSE OPTION 9 FOR THE MAIN MENU.**
- You will hear informational message and for information about fraud alerts, press 1. To continue to the main menu, press 9. **CHOOSE OPTION 9 FOR THE MAIN MENU.**
- **Hear:** For quality assurance, your call may be monitored or recorded. Please choose one of the following selections. To enter your representative's telephone extension number, press 1. To complete your claim that was already begun on our website, press 2. To file a new claim, press 3. For contact information or to listen to quick answers about your payment options and Unemployment Insurance, press 4. **To ask a question about a claim you have already filed, press 5.** For PIN or address change, or for questions regarding your 1099 form, press 6. To repeat your choices press 9." **CHOOSE OPTION 5.**
- **Hear:** "Remember, our website provides detailed and updated information about unemployment insurance benefits. You can claim weekly benefits, check the status of your payments, print out a history of your claim, and obtain the answers to frequently asked questions about the unemployment insurance program. All this is available on our website, [www.labor.ny.gov](http://www.labor.ny.gov)."
- **Hear:** More information regarding the claimant handbook and additional messages

"New York State Department of Labor is an equal opportunity employer program provider. Auxiliary aids and services are available upon request to individuals with disabilities."

"Before we get started, I need to collect some information. Please enter your nine digit Social Security number using your telephone keypad. If the number you entered is XXX-XX-XXXX, press 1. If no, press 2."

"Now, enter your four-digit PIN using your telephone keypad."

### If caller has an active claim on file:

- **Hear:** "You currently have a valid claim on file. You can check your claim status by going online at [www.labor.ny.gov](http://www.labor.ny.gov) or by calling Tel-Service at 1-888-581-5812 for New York State residents, or 1-888-864-9920 for out of state residents. If you have other questions, please remain on the line and you will be given additional menu options. Please hold ..."
- **Hear:** "To change your name, address, or phone number, press 1. If you forgot your PIN or wish to set a new one, press 2. To begin or cancel the withholding of Federal income tax from your benefits, press 3. To begin or cancel the withholding of New York State income tax from your benefits, press 4. For all other questions, press 5. To repeat your choices, press 6. To end this call, please press 9." **CHOOSE OPTION 5.**
- **Hear:** "If you are calling about the status of payments, press 1. If you have a question about claiming your weekly benefits, press 2. If you are calling about the status of your claim, press 3. To repeat your choices, press 4. To end this call, press 9. **CHOOSE OPTION 3.**"

**If caller has an expired claim on file:**

- **Hear:** "If you would like to ask a question about a claim you have already filed, press 1. If you would like to file a new claim for benefits, press 2." **CHOOSE OPTION 1.**
- **Hear:** "To change your name, address, or phone number, press 1. If you forgot your PIN or wish to set a new one, press 2. To begin or cancel the withholding of Federal income tax from your benefits, press 3. To begin or cancel the withholding of New York State income tax from your benefits, press 4. For all other questions, press 5. To repeat your choices, press 6. To end this call, please press 9." **CHOOSE OPTION 5.**
- **Hear:** "If you are calling about the status of payments, press 1. If you have a question about claiming your weekly benefits, press 2. If you are calling about the status of your claim, press 3. To repeat your choices, press 4. To end this call, press 9. **CHOOSE OPTION 3.**

**The TELEPHONE CLAIMS CENTER is the ONLY OFFICE  
that can answer your questions about your claim.**

**NO OTHER OFFICE can provide this information.**