



To contact Telephone Claims Center (TCC) staff:

Call:

- TCC toll-free at **1-888-209-8124** from 8:00 am to 5:00 pm, Monday through Friday. If you live outside of NYS, call toll-free at 1-877-358-5306.
 - To speak to an agent about your claim:
 - Dial 1-888-209-8124
 - Choose option 1
 - Choose option 9
 - Choose option 5
 - Enter your Social Security Number
 - Choose option 1
 - Enter your PIN number
 - Choose option 5
 - Choose option 3
- The TCC is less busy on Thursday and Friday afternoons. Heaviest call times include Monday and Tuesday afternoons, especially following a Monday holiday.
- If the projected wait time to speak with an agent exceeds 2 minutes, you may opt to use the “UI Will Call” feature. This feature allows you to end the call knowing a precise date and time to expect an agent to contact you.
- If you are a hearing impaired individual who is being assisted by another person, call the Telephone Claims Center at 1-888-783-1370; however, if you use TTY/TDD, call a relay operator first at 1-800-662-1220, and ask the operator to call the Telephone Claims Center at 1-888-783-1370.

Write:

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

To claim weekly benefits or listen to benefit payment information:

Online:

- Claim weekly benefits or obtain benefit payment information at www.labor.ny.gov

Call:

- Tel-Service at 1-888-581-5812. If you live outside of NYS, call 1-888-864-9920.
- Hearing impaired claimants who have Telephone Device for the Deaf (TTY/TDD) equipment can call 1-877-205-3119. Service at this number will only be provided to English and Spanish language callers using TDD equipment.
- You may claim your weekly benefits Monday through Friday from 7:30am until midnight and from 12:01am on Saturday until midnight on Sunday. You must request payment the first week following the week you wish to initiate a claim or on Sunday at the end of the week that you are claiming. Weekly claims made on Sunday are for the week ending that day.

For Direct Payment Card questions:

Call:

- KeyBank Customer Service at 1-866-295-2955

NY.gov account questions – 1 800-833-3000 (#1, #2, #4, #1, and then #2)

Username: _____

Password: _____

To request a hearing before an Administrative Law Judge:

- To submit a request by secure message, sign in to your account at www.labor.ny.gov/signin and click on the envelope icon at the upper right corner of the **My Online Services** page.
- To fax your request, send to (518) 457-9378.
- By mail send to: New York State Department of Labor, PO Box 15130, Albany, NY 12212-5130

For information on approvals of training under Section 599:

Call:

- Special Programs Unit at 518-402-0189

Write:

- New York State Department of Labor, Special Programs Unit, Suite 2004, State Office Building Campus, Albany, NY 12240

To report suspected Unemployment Insurance fraud:

Call:

- Fraud Hotline at 1-888-598-2077. Your call may be made anonymously.

For overpayment arrangements:

Call:

- Overpayment Unit at 1-800-533-6600

Write:

- Send a check or money order payable to Unemployment Insurance Division and mail it to Unemployment Insurance Division, NYS Department of Labor, P.O. Box 4320, Binghamton, NY 13902-4320. Be sure to write your Social Security number on each check or money order.

If you are a person with a disability who is unable to access our services without the assistance of another person, you may allow another person to assist provided you are present each time the services are accessed including the entry of the PIN. You will be held accountable for the actions of your agent and may be subject to penalties including forfeiture of benefits if you are not present when your agent accesses our services.

You cannot claim for a given week more than a week later either online or using Tel-Service. The system will not accept certifications for any back weeks or other periods of time.

If you miss claiming benefits for a week during which you were unemployed, you can request credit for this week by secure message, fax or regular mail. Do not call the Telephone Claims Center to request back credit for a week. To submit a request by secure message, sign in to your account at www.labor.ny.gov/signin and click on the envelope icon at the upper right corner of the My Online Services page.

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