The Connecticut Department of Labor (CTDOL) is working hard to help our claimants have access to the financial support they need during these troubling times. We have put together some of the more common Questions and Answers. Please review these materials, as they may help you to find the information you need without having to contact the Department.

The Quick Clicks Links & Claimant Guide at our Online Assistance Center [www.filectui.com](http://www.filectui.com) have additional detailed information and forms.

If you continue to require assistance, CTDOL can be contacted via email at [dol.webhelp@ct.gov](mailto:dol.webhelp@ct.gov) or you may call [860-263-6975, 203-455-2653, 860-263-6974 or 203-455-2650](tel:8602636975) from 8:00 am to 4:00 pm Monday – Friday (excluding holidays) for general information concerning unemployment benefits. You may get a busy signal due to high call volume – please keep trying. Please understand that unemployment claims cannot be processed or pushed along by calling this telephone service. If you are truly unable to file online, you may be asked to provide your name and telephone number, so that a CTDOL employee can reach out to you to assist you over the telephone.

Also, our workforce partner agencies are currently assisting in providing basic information about unemployment benefits, and can be reached at any of the following numbers from 8:30 am to 4:30 pm Monday – Friday (excluding holidays):

(203) 809-9847  
(203) 892-6036  
(203) 723-3817  
(203) 723-3818

(203) 723-3820  
(203) 723-3821  
(203) 720-6905  
(203) 720-6931

**Spanish Line**
(203) 450-9268

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- **Unemployment Insurance FAQs – workers**
  - **Filing Questions**
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  - **Guidance on Return to Work for High Risk Individuals** - Updated June 26, 2020
  - **Overpayments**
    - **Cancel COVID-19 Unemployment Claim**

- **Unemployment Insurance: Extended Benefits FAQs** - Updated June 26, 2020

- **Unemployment Insurance & Federal UI Stimulus Programs FAQs for Employers**
  - **General Employer FAQs**
  - **For Reimbursing Employers**
  - **For Taxable Employers**

- **Federal Unemployment Insurance Stimulus Programs FAQs**
  - **Pandemic Unemployment Assistance (PUA) FAQs**
    (Unemployment for Self-Employed, 1099, Gig Workers, etc)
  - **13 – Week Extension of Regular Benefits (PEUC) FAQs**
  - **Additional $600 per week (FPUC) FAQs**

- **Key Bank Debit Cards FAQs**
- **Paid Sick Leave and Other Absences FAQs**
- **Wage & Hour FAQs**
- **FMLA FAQs**

Note: This guidance is for general informational purposes only and is not to be used as a substitute for relevant state statutes or regulations.