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.

We have launched a NEW www.filectui.com WEBPAGE while keeping the familiar Blue, Green, and Red Buttons CTDOL’s digital filing platform is open online 24 hours per day, 7 days per week at www.filectui.com You’ll see improvements to our unemployment website over the next week as we get ready to launch our federally funded Consumer Contact Center in mid-July.

Our American Job Centers remain closed to in-person visits due to COVID-19, but claimants may call the following NEW PHONE NUMBERS for assistance with unemployment benefits.

8:30 am to 4:00 pm Monday – Friday (excluding holidays)
Local Access 860-967-0493 and 203-941-6868
Toll Free 800-956-3294

Thank You

TABLE OF CONTENTS:

• Unemployment Insurance FAQs for Workers
  o Filing Questions
  o Specific Scenarios
  o Guidance on Return to Work for High Risk Individuals – Updated July 31, 2020
  o Overpayments
    • Cancel COVID-19 Unemployment Claim

• Unemployment Insurance: Extended Benefits FAQs

• Unemployment Insurance & Federal UI Stimulus Programs FAQs for Employers
  o General Employer FAQs
  o For Reimbursing Employers
  o For Taxable Employers

• Federal Unemployment Insurance Stimulus Programs FAQs
  o Pandemic Unemployment Assistance (PUA) FAQs
    (Unemployment for Self-Employed, 1099, Gig Workers, etc)
  o 13 – Week Extension of Regular Benefits (PEUC) FAQs
  o 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.