



Frequently asked questions about coronavirus (COVID-19) for workers and employers

Updated May 28, 2020

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 have additional detailed information and forms.

If you continue to require assistance, CTDOL can be contacted via email at dol.webhelp@ct.gov or you may call **860-263-6975, 203-455-2653, 860-263-6974 or 203-455-2650** 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) 723-3821	Spanish Lines
(203) 892-6036	(203) 720-6971	(203) 723-3819
(203) 723-3817	(203) 720-6905	(203) 450-9268
(203) 723-3818	(203) 720-6931	(203) 548-7322
(203) 723-3820		

Thank You.

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