



# Tip Sheet for Filing for Unemployment Insurance Benefits During Peak Season

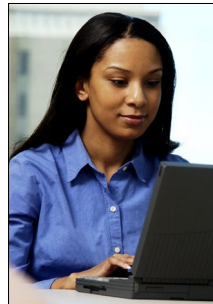
Peak filing period for Unemployment Insurance claims begins December 1 and goes through January 31. During this time, Connecticut typically sees a 300% increase in the number of new unemployment claims filed. This is largely due to cold weather shutdowns, seasonal layoffs, and temporary layoffs when schools close for vacations. As a result, processing delays are likely to occur for initial claims. Weekly/continued claims should not be affected.

**We appreciate your patience during this time of high volume and offer the following tips to help you receive your unemployment insurance benefits as quickly as possible:**



### If you are a school bus driver

Your employer must give you the company Employer Registration (ER) number so you can file a claim. The ER number is especially needed for claimants filing a shutdown claim so it can be processed automatically for the school's Christmas/New Year break.



### If you are filing an initial unemployment claim

You must file online at **filectui.com**. This website offers a fast and convenient way to file for benefits. While weekly claims can be filed online or by telephone, your initial claim is filed online only.



### These five full-service American Job Centers offer UI Benefits Specialist assistance:

If you do not have a home computer to file your claim, you are welcome to use one at any *American Job Center*. If you need filing assistance, you can visit one of the five full-service *American Job Centers* to meet with a UI Benefits Specialist. Whenever possible, set-up your online account at [www.filectui.com](http://www.filectui.com) **before** arriving at the job center. Please note that visitor traffic during this peak period is typically heavy, therefore, you may experience a wait time for assistance.

**Bridgeport:** 2 Lafayette Square  
(GPS users: 350 Fairfield Ave).

**Hamden:** 37 Marne Street

**Hartford:** 3580 Main Street

**Montville:** 601 Norwich New London Tpke.

**Waterbury:** 249 Thomaston Ave.

### To file for unemployment benefits, you will need:

- An active email account. If you don't have one, you can use a computer in any *American Job Center* to obtain one.
- An updated checking or savings account to set up a Direct Deposit method of payment. Payments will default to a Debit Card if you do not have an account, or if you prefer this method of payment. Paper checks are no longer issued.

If you previously created an account to file an unemployment claim, you will need the email, username and password that you originally used to create the account. If you changed the email address since creating the account, you must visit one of the five full-service *American Job Centers* to update your account with the new email information



(additional tips on back)

When you visit [www.filectui.com](http://www.filectui.com) to file:

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## File for Unemployment Benefits

**File or Reopen Your Unemployment Claim**

**NEW!!!** - Please select this service to file a NEW CLAIM or to REOPEN an existing claim.  
[.Instructions on How to File on CT Direct Benefits Site](#)

**PLEASE NOTE:** This service does not support Weekly/Continued Claim filing.

**Manage Your Unemployment Claim and File Your Weekly Claims**

**Use this service for the following:**

- File your Weekly/Continued Claim
- *Select/Change Direct Deposit or Debit Card*
- Check Status of your most recent payment
- View Payment History

[Locked out of the above account? Click here](#)

**File or Reopen Your Unemployment Claim**

Use the **BLUE BUTTON** to file a new claim or reopen a claim.  
*This system is mobile friendly, which means a new claim can be submitted with a smart phone, tablet, laptop or computer.*

**Manage Your Unemployment Claim and File Your Weekly Claims**

Use the **GREEN BUTTON** to manage your unemployment claim.  
*Mobile devices such as smart phones and tablets are not compatible with the system. These services must be done using a laptop or computer.*

**In addition to filing your weekly claim, the green button also allows you to file your weekly claim, check your payment history, change your Direct Deposit information, or obtain current and past 1099G tax statements.**



### **Check your mail for important updates!**

After you create an online account, remember to check your email to receive/read important updates on your UI claim status. You will receive an email from a DOL Representative within 15 minutes upon completion of successfully filing your claim online.

This email will notify you that your online UI claim has been "Submitted Successfully." It is important that you watch for additional emails sent to you from the "DOL Representative" since these messages provide additional updates on the status of your claim.