



CTDOL Unveils Online System to File New UI Claims ***Helps Resolve Long Waits When Applying by Phone***

WETHERSFIELD, July 6, 2016 – A new online system available at www.FileCTUI.com is providing a faster way to file an initial unemployment insurance claim or reopen an existing claim. According to State Labor Commissioner Scott D. Jackson, more than 2,000 claimants used the service during its first week of operation and feedback has been extremely positive.

“With this newest improvement at the agency, individuals can avoid waiting on the phone when applying for unemployment benefits, especially during our peak volume periods,” notes Jackson. “Anyone with an email address can file a new claim or re-open an existing claim by using a computer instead of the phone. In addition, fewer calls allow our Customer Service Representatives to devote more time to helping those with complicated claims or [for](#) resolving concerns.”

Those filing a new claim or re-opening a UI claim can now visit www.FileCTUI.com and click on the ***File Your Unemployment Claim*** button. To file a weekly claim or make an inquiry about an existing claim, claimants can click on the ***Manage Your Unemployment Claim*** button when they visit this site.

Claimants have been able to file a weekly, continued claim for a number of years, but until now, first-time claims needed to be taken over the phone with assistance from a Customer Service Representative,” Jackson noted.

“While first-time filers are still welcome to use the ***TeleBenefits*** phone system, we urge them to try our new online system that offers 24/7 access,” Jackson added. “Those [trying](#) the service were able to apply for benefits or re-open an existing claim in minutes. This allowed them to avoid a wait time that was averaging over two hours due to peak call volumes, in part caused when schools closed for the summer and resulted in increased claims.”

During its first week of operation, approximately 45 percent of those individuals needing to file a first-time claim or to re-open an existing claim tried the new online system. Most found it easy to use and were very pleased to discover that the site is available in English and Spanish, and can be accessed [by](#) computer, tablet, or smart phone.

The new system is part of the Labor Department’s overlying strategy to streamline services and be more efficient. The agency is part of a consortium of several states that are working jointly to develop new technologies to modernize their claims-taking systems and improve how this interfaces with other programs, such as employment and web services.

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