



MEDIA RELEASE

CT Department of Labor *Communications Office*
Commissioner Scott D. Jackson

Online Filing System for Initial Claims Unavailable While Upgrades Made; Continued Claims Filing Unaffected

WETHERSFIELD, May 1, 2017 – To install upgrades to its online unemployment insurance benefits system, the Labor Department’s *DirectBenefits* service will be unavailable for *initial claims* from 3 p.m., May 2 to early afternoon on May 3. During this time *continued claims* can still be filed by visiting www.FileCTUI.com and selecting the green message box, or using the *TeleBenefits* phone system.

“As we enhance the online initial claims system to better serve our customers, we appreciate their understanding,” said State Labor Commissioner Scott D. Jackson. “Should the upgrade be completed any sooner, updates will be posted to our website.”

The agency introduced its *DirectBenefits* service last year that allows claimants to file initial claims online. Rather than use the *TeleBenefits* phone system which requires callers to speak with a customer service representative to complete their claim, the new service offers an alternative to extended waits on the phone during peak periods. This online option also frees up representatives so they can respond to claimants with UI-related inquiries.

“This upgrade is designed to help our staff process unemployment insurance claims more efficiently and with fewer keystrokes,” Jackson noted. “While the majority of our customers – those filing a continued claim – will not be affected by this upgrade, we are making every effort to minimize the downtime to our online site for initial claims.”

Although first-time filers can use the *TeleBenefits* phone system to file, increased usage of this method during this upgrade will likely increase the difficulty in reaching a representative. Progress updates to the upgrade timeframe will be posted to the Labor Department’s website, located at www.ct.gov/dol.

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