



## **During Peak Volume Period, Agency Advises Delays Likely for Processing New Claims**

WETHERSFIELD, December 28, 2017 (revised January 19, 2018) – While January brings a new year, it also signifies the busiest month for those filing a new unemployment claim with the Connecticut Department of Labor. According to Labor Commissioner Scott D. Jackson, cold weather shutdowns, holiday closings, school vacations and other seasonal factors result in a peak period for new claims that typically begins the last week of December and continues through the third week of January.

“During this peak volume period the number of new claims is nearly 300 percent higher than we would typically experience,” Jackson noted. “While claimants can quickly file an initial claim using our online system, Labor Department staff is required to finish processing each claim to determine eligibility. Due to the extremely high numbers of claims being filed, we are advising the public that it may take an additional 14-18 days before a benefit can be issued by direct deposit or debit card.”

Although there are up to 9,000 new claims a week being filed during this time, those individuals that have already established a claim and are filing weekly will not experience any delays.

New and weekly claims are now filed using an online system located at [www.FileCTUI.com](http://www.FileCTUI.com). Available 24/7, the user-friendly site can be accessed by computer, tablet or smart phone in English or Spanish. To better serve the public, the agency now offers an Online Assistance Center, also located at [www.FileCTUI.com](http://www.FileCTUI.com), and is piloting a live chat feature on a limited basis.

For those that may be having trouble filing an online claim and seeking additional assistance, the phone system has been replaced by UI Benefits Specialists now located at the *American Job Centers*. During non-holiday weeks, Specialists are located Monday through Friday in the state’s five full-service *American Job Centers* and in the smaller affiliate centers during specified hours. A [schedule](#) showing locations and hours for the Specialists can also be found at [www.FileCTUI.com](http://www.FileCTUI.com).

“During this period of high volume, we appreciate the patience of our customers,” Jackson said. “Receiving benefits is critical for all families when there is a temporary layoff due to a seasonal shutdown or if a person is seeking new employment. Using additional technology, our agency is working harder and smarter to serve the public as quickly as possible.”

###

**Media Contact:** Nancy Steffens, Communications Director  
200 Folly Brook Boulevard, Wethersfield, CT 06109-1114  
Phone: (860) 263-6535 – Fax: (860) 263-6536 – [www.ct.gov/dol](http://www.ct.gov/dol)  
An Equal Opportunity/Affirmative Action Employer



**MEDIA RELEASE**

**CT Department of Labor** *Communications Office*

Commissioner Scott D. Jackson

-2-