



## **During Peak Volume Period, Agency Notes Delays May Occur When Filing New Claims**

WETHERSFIELD, November 29, 2018 – While December traditionally starts the holiday season, it also signifies the beginning of the busiest time of the year for those filing a new unemployment insurance (UI) claim. According to State Labor Commissioner Kurt Westby, cold weather shutdowns, holiday closings, school vacations and other seasonal factors result in a peak period for new claims that typically begins in December and continues through mid-January.

“During this peak volume period the number of new claims increases by nearly 300 percent over what we typically experience,” Westby notes. “Although a customer can quickly file an initial claim using our online system, Labor Department staff must then process each one to determine eligibility. Due to the high number of initial claims being filed, we are advising that the high volume may cause some delay as staff work to determine eligibility – a necessary step before benefits can be issued.”

Individuals who have already established a claim and are filing weekly should not experience any delays during the peak filing period, Westby added. He added that benefits are now issued by direct deposit or debit card, which has allowed the agency to streamline the delivery process.

The agency has developed a [tip sheet](#) to assist those filing a new claim during the peak period. The tip sheet also reminds residents new unemployment insurance claims must be filed using the agency’s online system located at [www.filectui.com](http://www.filectui.com). Available 24/7, the user-friendly site is available in English or Spanish, and initial claims can be filed using a computer, tablet, laptop or smart phone.

To further assist the public, UI Benefits Specialists located Monday through Friday at the five full service *American Job Centers* located in Bridgeport, Hamden, Hartford, Montville and Waterbury can help those with questions or having difficulty filing their online claim. Specialists are available limited hours at the smaller affiliate job centers; those planning to visit an affiliate office for assistance should check the online [schedule](#) prior to visiting the office. The schedule can also be found at [www.filectui.com](http://www.filectui.com).

“When a seasonal or permanent layoff occurs, benefits are critical for all families until a new job is secured or employment resumes,” Westby said. “Despite federal budget cuts and fewer staff, our agency has been working harder and smarter to process new claims as quickly as possible and we truly appreciate the patience of our customers during our busy season.”

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