

Find Your Next Job Fast!

Take advantage of the many employment services provided by the Department of Labor located at your local *CTWorks* Center. You'll find friendly people and a wealth of resources to help with your job search!

Stop by the nearest *CTWorks* Center and discover the many career and job resources offered at no cost to you.

- America's Job Bank and Connecticut's Job Bank, posting millions of job openings throughout the country, the state and your community.
- Computers for job seeking and researching the labor market, including job trends, wages and prospective companies.
- An electronic Talent Bank that allows employers to review your résumé.
- Computer software and printers to give you professional looking letters and résumés.
- Certified Professional Résumé Writers to help you develop your résumé and make it look its best.
- Videotapes, publications and software to assist with job search strategies, interview techniques and computer programs.
- Career development specialists to help you in your job search, including Veterans' Employment Representatives.
- Use of phone and fax machines to help you with your job search.
- Workshops to help job seekers transition to new employment opportunities.*

*In some cases, claimants are referred to and required to attend these workshops.

The Connecticut Department of Labor is an Affirmative Action/Equal Opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

Using the *TeleBenefits* System

One of the following numbers will be toll-free for your calling area:

Ansonia, Hamden New Haven	203-230-4939
Bridgeport	203-579-6291
Danbury	860-797-4150
Danielson, Willimantic	860-423-2521
Greater Hartford, including Bristol, Enfield, Manchester New Britain	860-566-5790
Meriden, Middletown	860-344-2993
New London, Norwich	860-443-2041
Stamford, Greenwich Norwalk	203-348-2696
Torrington	860-482-5581
Waterbury	203-596-4140

Persons calling from: Kent, North Thompson, Salisbury, Sharon, Stafford Springs, Westport and Wilton can call toll-free at 1-800-354-3305. This number is not accessible statewide.

Callers living out of state can call DOL's Interstate office. 1-800-942-6653

TDD/TTY users may reach TeleBenefits by calling 1-800-842-9710.

If you are uncertain whether a number is toll-free, you may check DOL's Web site at www.ct.gov/dol or use the phone directory for further assistance.



Applying for Unemployment Benefits by Phone or Online... The choice is yours.

Connecticut is one of many states using technology to provide a more convenient and efficient system for filing your unemployment compensation claim. Streamlining the process allows us to determine eligibility faster and to better help our customers who need employment services, including job postings and information, job search workshops, career counseling, and wage and business trends. This provides you with even more opportunities to get back to work more quickly.

Applying for Unemployment Benefits Online

To use our automated **WebBenefits** system:

- Access the Connecticut Department of Labor Web site at www.ct.gov/dol
- Select "File Your New Claim, Weekly Claim, or make a Claim Inquiry on our Web site" – this will appear on the right hand side of the main Web page.
- The Welcome Page will quickly let you know if you are able to use the **WebBenefits** filing system.
- If you are unable to use our Internet system, please call the **TeleBenefits** phone line to file your new claim.

Applying for Unemployment Benefits by Phone

To use the automated phone system, simply call one of the local telephone numbers listed on the back of this brochure. After responding to a series of questions by telephone keypad or speaking your answers into the phone, you will be connected to a **TeleBenefits** customer service representative. You will need to provide additional information to the representative to complete your claim.

Visit our Web site for additional information on workforce services at www.ct.gov/dol or call us at 1-888-CTWORKS

What type of information should I have ready when I file?

Employers should issue a separation packet known as the UC-62T. This packet is a comprehensive guide to filing for unemployment. It contains the questions you will be asked by the **TeleBenefits** and **WebBenefits** systems, along with the list of information you will need to have handy when filing a new claim. The packet also contains the UC-61 Unemployment Notice, also known as the "pink slip" to be completed by the employer. Although you do not need it to file a claim and you should not wait for it to file, the separation packet will help you move through the claim process much more quickly. Be ready to select a four-digit personal identification number (PIN). You can help speed the claims filing process by reviewing the checklist to the right.

When should I apply for unemployment benefits?

Your claim is effective at the beginning of the week in which you call. A claim should be filed as soon as you separate from employment. Both the **TeleBenefits** and **WebBenefits** systems are in operation Monday through Friday from 8 a.m. to 4 p.m.

If using the **TeleBenefits** filing option, depending on call volume, access to the system will be determined by Social Security number. To ensure the best possible customer service, a schedule for calling in new claims based on the social security number will be in place. The automated system will advise you of the days you may call to file your claim.

Both TeleBenefits and WebBenefits are available in English and Spanish



Checklist

To file a claim, you need your:

- Social Security Number
- Alien Registration Number (if you are not a U.S. citizen)

It is helpful to have:

- The business name and complete address of all employers for whom you worked during the last two years, as well as the dates you began and ended work for these employers
- The separation packet or notice issued by your employer(s)
- A SF50 or SF8 if you worked for the Federal Government in the past two years
- Your DD214 (if you served in the military in the past two years)
- The dates of birth for children you wish to claim as dependents

