



## MEDIA RELEASE

CT Department of Labor *Communications Office*

Sharon M. Palmer, Commissioner

# Labor Department's Online *UI Assistance Center* Now Offers Web-based Service in Spanish

WETHERSFIELD, May 21, 2014 –The Connecticut Department of Labor's online *Unemployment Insurance Assistance Center* is now available in Spanish, as well as English.

The online service center, which can be found at [www.filectui.com](http://www.filectui.com), offers a number of unemployment insurance services, including the ability to request an address change, reset a locked account or PIN for benefit filing, make changes to income tax withholding status, and notify the agency upon a return to work.

The online service, first launched a year ago, currently receives up to 1,500 requests each month. The site also has a "UI Basics" section for first time filers, provides information on unemployment benefits that have been paid, instructs people about how to file an appeal, and contains information on how to report suspected fraud.

"Our UI Assistance Center has quickly established itself as one of the agency's most convenient online tools," noted State Labor Commissioner Sharon M. Palmer. "Our customers are pleased with the service, which is accessible 24 hours a day, so we felt that a Spanish language component was the next step toward building upon our goal of offering the best customer service possible."

According to Palmer, frequently asked questions include whether a person is eligible to collect unemployment, and if an individual can file for benefits while working part-time or attending school or training classes. Answers to these types of questions can easily be found on the site, along with instructions outlining how to apply for benefits via the state's direct deposit system.

"The goal of our *UI Benefits Online* website is to encourage customers to contact us online with more frequently-asked questions. This cuts down on the wait time and number of calls we receive on our phone lines, which helps those with more complex questions reach a Connecticut Department of Labor representative more easily," Palmer noted.

"We're pleased to offer this expanded online system," Palmer added. "By giving claimants additional resources we have found that rather than waiting on the phone, residents can save time, get answers to their questions more quickly, and can concentrate their efforts on finding new employment."

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