



MEDIA RELEASE

Communications Office

Labor Department Call Centers Remain Open January 15 and Martin Luther King Day for Claim Filing

Additional hours in response to Wednesday's storm-related closing of state agencies

WETHERSFIELD, Jan. 14 – Due to Wednesday's snowstorm that resulted in state agency closures, the Connecticut Department of Labor's *TeleBenefits* Call Centers will be open from 7:30 a.m. until 12:30 p.m. on Saturday, January 15 to provide assistance to those filing for unemployment insurance benefits. Call Center staff will also be on the job to accommodate claimants needing assistance on the Martin Luther King Day holiday, Monday, January 17, from 7:30 a.m. until 6 p.m. All other Department of Labor offices, including the *CTWorks* Career Centers, will be closed for the holiday.

"With more than 140,000 benefits checks being processed each week, these additional hours will help those claimants needing assistance to file their unemployment insurance claims as quickly as possible," noted Acting Commissioner Linda Agnew. "Claimants, however, should be aware that due to the Martin Luther King holiday, post offices will not be delivering mail and this could cause some people to receive their checks a day later than usual."

Those filing a continued claim and who do not need to speak to a Customer Service Representative can file by phone during regular Call Center hours, which are 6 a.m. to 8 p.m. weekdays and 12 a.m. to 11 p.m. Sundays. In addition, the Department of Labor's online *WebBenefits* system is available 24 hours a day. Information can be found on the Labor Department's Web site at www.ct.gov/dol.

###

Media Contact: Nancy Steffens

(860) 263-6535

1/14/11

200 Folly Brook Boulevard, Wethersfield, CT 06109-1114

Ph: 860.263.6535 – Fax: 860.263.6536

An Equal Opportunity/Affirmative Action Employer

www.ct.gov/dol

A Partner in **CTWORKS**