



## **UC Service Center Busy Signals: What is an Unemployed Person to Do?**

Have you been calling the UC Service Center for hours or days about your unemployment claim without getting past a busy signal or long wait? The State does not have enough staff to answer the phone – but there are other ways to get through.

Here are some tips for how to get around the busy signals and long waits. Not all of them get you immediate access, but they will probably get you answers sooner.

### **Filing a new claim? Submit an online application.**

Here's the exact link: <https://www.paclaims.state.pa.us/UCEN/Welcome.asp>.  
You can also check the status of your claim and your benefit schedule online.

### **Try emailing about your problem.**

Send an email to [UCCclaims@pa.gov](mailto:UCCclaims@pa.gov) about the issue you are experiencing; a response should be received within a few days.

### **Ask your state legislator's office to help you.**

The legislator's "constituent service" staff can often cut through red tape for you.

If you don't know who your representative or senator is check at this link:  
[www.legis.state.pa.us/cfdocs/legis/home/findyourlegislator/#address](http://www.legis.state.pa.us/cfdocs/legis/home/findyourlegislator/#address)

### **Go to a PA CareerLink office.**

The CareerLink offices, which provide services to job seekers, have telephones that cut through the busy signals and go straight to a UC caseworker. Beware that you may need to wait in a lengthy line.

Don't know where to find the nearest CareerLink?  
Use this website to find it: [www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov)

### **Stay on the phone.**

If you make it past the busy signal and are still waiting to speak with someone at 4pm (when the Centers close) you will be signed up for a callback.

### **Keep calling.**

When all else fails, keep trying the statewide toll-free number for the UC Service Centers, 888-313-7284 on Mondays, Tuesdays, or Thursdays and prepare to re-dial.

### **Fill out this form.**

You can send a message to UC through a form which can be found at  
[www.uc.pa.gov/Pages/Contact-Us-Form.aspx](http://www.uc.pa.gov/Pages/Contact-Us-Form.aspx)

### **Has your UC claim been denied; have you been assessed with a "fault overpayment"; are you low-income?**

For legal assistance with your UC claim, contact the **Legal Aid of Southeastern Pennsylvania**

**Advice and Referral Helpline** at 1-877-429-5994

toll free and open to callers Monday - Friday 9:00am – 1:00pm



## **Submit a complaint about your experience with the Unemployment Compensation system**

The Pennsylvania Unemployment Compensation (UC) System recently lost 521 employees, many of whom were responsible for answering telephone inquiries. The UC “call centers” are currently operating with 50% of their normal staff. Individuals applying for UC benefits are experiencing problems reaching representatives and quickly receiving benefits.

Individuals having problems reaching representatives from the Unemployment Compensation (UC) System can submit a complaint using this website;

**[uccomplaint.org](http://uccomplaint.org)**.

This website is operated by Philadelphia Legal Assistance (PLA), a non-profit legal services organization providing free legal assistance to applicants for Unemployment Compensation benefits in Philadelphia.

When making your complaint you will be asked about yourself and the problems you have experienced with the UC System. Based on the information provided, PLA will give tips that may help you successfully reach UC representatives and receive benefits.

PLA will use the information from this complaint system to prepare a report to the Department of Labor and Industry (which operates Pennsylvania’s UC system) about the problems claimants are having.

**This flier was prepared to provide general information, not legal advice.**

