

## Helping Minnesotans with questions about Unemployment Insurance

### Customer Service Phone Schedule (updated 4/5/2020)

**Twin Cities area: 651-296-3644 | Greater Minnesota: 1-877-898-9090 | TTY users: 1-866-814-1252**

Due to unprecedented call volumes, please refer to the table below to find the best time to call.

If you need:	Monday	Tuesday	Wednesday	Thursday	Friday
help to complete an application	Not available	Not available	Not available	Not available	8 A.M. to 4:30 P.M.
to request a payment	Not available	<b>SSNs ending in: 1, 3 or 5</b> (6 A.M. to noon.) <b>7 or 9</b> (noon to 6 P.M.)	<b>SSNs ending in: 0, 2 or 4</b> (6 A.M. to noon) <b>6 or 8</b> (noon to 6 P.M.)	<b>SSNs ending in: Any number</b> 6 A.M. to 6:00 P.M.	<b>SSNs ending in: Any number</b> 6 A.M. to 6:00 P.M.
help with your password	8 A.M. to 4:30 P.M.	8 A.M. to 4:30 P.M.	8 A.M. to 4:30 P.M.	8 A.M. to 4:30 P.M.	8 A.M. to 4:30 P.M.
help with questions about your account	8 A.M. to 2:00 P.M.	8 A.M. to 2:00 P.M.	8 A.M. to 2:00 P.M.	8 A.M. to 2:00 P.M.	Not available

### Tips for reaching a customer service representative

We know some many callers are not getting through to a Customer Service Representative because they continually hang-up and call back, forcing them to reenter the call queue. We recommend that callers do the following to get through to a representative:

- **Call on the correct day according to the table above.** We recommend calling before 2:00 p.m., as there is a chance we will not get to your call if you are still in the queue after that point.
- **Plan on waiting to speak to a representative.** We are taking an unprecedented number of calls. Once you are on hold in the queue, keep on the line. Hanging up and calling again will put you in the back of the call queue.
- **If you call and hear a busy signal, wait a few minutes and call again.** A busy signal may mean is that our call queue is full, and we are unable to add more people to the queue. Once you are in the queue, stay in the queue.

### Online service schedule

Follow the schedule below to apply for unemployment benefits online or submit your weekly payment request online. Our online system is available Sunday through Friday, 6:00 A.M. to 8:00 P.M. The day of the week you file for benefits will not affect the amount of benefits you receive.

If the last digit of your Social Security number is:	Day of week
<b>0, 1 or 2</b>	Monday
<b>3, 4 or 5</b>	Tuesday
<b>6, 7, 8 or 9</b>	Wednesday
<b>Any</b>	Thursday
<b>Any</b>	Friday

### Tips for online information

- Many questions from UI clients have been answered on the **FAQs on the DEED website:** <https://mn.gov/deed/newscenter/covid/workers/worker-faqs/> or

#### Need to Know UI page:

<https://www.uimn.org/applicants/needtoknow/news-updates/covid-19.jsp>

- **If you have a question about your eligibility for benefits under the CARES Act,** please see our informational page at: <https://www.uimn.org/applicants/needtoknow/news-updates/cares-act.jsp>

## Tips for online information continued

• **Self-employed applicants** can follow the instructions in this guide:

[https://www.uimn.org/assets/application-step-by-step-instructions-selfemployed\\_tcm1068-425640.pdf](https://www.uimn.org/assets/application-step-by-step-instructions-selfemployed_tcm1068-425640.pdf) If they have already applied, they do not need to take additional steps at this time.

## Common eligibility issues

Applicants may have “eligibility issues” on their accounts and payment is held. Eligibility issues can be raised by an employer or by the applicant themselves. When an employer or applicant raises an eligibility issue, UI staff may have to manually review the applicant’s account. Please be reassured that we are doing everything we can to resolve eligibility issues as quickly as possible.

## Weekly payment request process

After applying, applicants must complete a request for benefits for each week they are unemployed. You can make a request for benefits in the online system or over the phone.

## Resources for non-English speakers

### Automated phone instructions

Make your **language choice**: press **1** for English, **2** for Spanish, **3** for Hmong, or **4** for Somali

If you need another language, press 1 and follow the steps below to speak to a representative and request an interpreter. Contact the Unemployment Insurance Program for no-cost interpretation services. Wait times to speak to a representative may exceed 1 hour.

### Online resources

We are in the process of updating our Spanish, Hmoob, and Somali language pages with information about the federal CARES Act. For reference, we have the following resources available already:

#### Spanish

Website: <https://www.uimn.org/applicants/language/spanish.jsp>

Application guide: [https://www.uimn.org/assets/Spanish-UI-Brochure-How-To-Apply\\_tcm1068-192672.pdf](https://www.uimn.org/assets/Spanish-UI-Brochure-How-To-Apply_tcm1068-192672.pdf)

Video about applying for benefits: <http://mn.gov/uimn-stat/apply-for-benefits-spanish/index.html>

Unemployment Insurance handbook: [https://www.uimn.org/assets/22c-spanish\\_tcm1068-192669.pdf](https://www.uimn.org/assets/22c-spanish_tcm1068-192669.pdf)

#### Hmoob

Website: <https://www.uimn.org/applicants/language/hmong.jsp>

Application guide: [https://www.uimn.org/assets/Hmong-UI-Brochure-How-To-Apply\\_tcm1068-192679.pdf](https://www.uimn.org/assets/Hmong-UI-Brochure-How-To-Apply_tcm1068-192679.pdf)

Video about applying for benefits: <http://mn.gov/uimn-stat/apply-for-benefits-hmong/index.html>

Unemployment Insurance handbook: [https://www.uimn.org/assets/22c-hmong\\_tcm1068-192676.pdf](https://www.uimn.org/assets/22c-hmong_tcm1068-192676.pdf)

#### Somali

Website: <https://www.uimn.org/applicants/language/somali.jsp>

Application guide: [https://www.uimn.org/assets/Somali-UI-Brochure-How-To-Apply\\_tcm1068-192686.pdf](https://www.uimn.org/assets/Somali-UI-Brochure-How-To-Apply_tcm1068-192686.pdf)

Video about applying for benefits: <http://mn.gov/uimn-stat/apply-for-benefits-somali/index.html>

Unemployment Insurance handbook: [https://www.uimn.org/assets/22c-somali\\_tcm1068-192683.pdf](https://www.uimn.org/assets/22c-somali_tcm1068-192683.pdf)

## UI Customer Service

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