

Wednesday, April 22, 2020

Hello everyone,

Recently a lot of questions have been coming in requesting guidance for customers who do not speak English, particularly for large groups affected by layoffs or other situations. Here is some information straight from Unemployment.

- Anytime someone calls UI who needs assistance in another language, UI will get interpreters any day of the week.
- Assistance for completing applications is limited to Fridays.
- The UI website provides suggestions for those needing online assistance for accessing uimn.org via Google's and other translation tools...more information is available [here](#).

More guidance directly from UI:

- If you have a question about your account, call **Monday - Thursday**, between **8 am - 2 pm**.
- If you need help applying for unemployment benefits, call **Friday** between **8 am - 4:30 pm**.
- If you need help with your password, **call anytime** during business hours.
- View [Contact Us](#) for details.

This information is appropriate to share with staff and partners.

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