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Employee Communication – 4/2/2020

“Unemployment can be confusing and it is hard to get in contact with the UC office due to the high volume of claims being submitted. Here is some helpful guidance on some of the new benefits the UC system will offer:

- Check UC site to view status of claim (active and under review are both good and means the claim is in process)
- If declined for a reason that has now been approved under the new CARES Act follow the appeals process to appeal your claim
- Letters regarding PIN #'s are behind and they are working quickly to get them out. If you do not receive your PIN before you are supposed to submit your biweekly earnings, you will not be penalized. Report as soon as you get your PIN.
- Exhausted unemployment benefits have been extended for an additional 13 weeks
- People working reduced hours are eligible for partial unemployment
- The extra \$600 per week granted to people under the CARES Act is not uploaded in the PA system yet. The first few checks may not have this amount added but people will be back paid when the system is updated.
- Unemployment office is hard to contact right now – try the online chat room, email to uchelp@pa.gov , or check out the FAQ sheets on their website (uc.pa.gov).

Hopefully, this reassures you that your claim is being processed appropriately. If you need assistance finding an answer, please reach out to me and I will do my best to help. Thank you for your continued patience through this challenging time.”



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