

How to

Reduce delays in receiving Unemployment Benefits

The Department of Unemployment Administration is currently processing significantly more applications than usual. There has also been a huge increase in fraudulent activity, which means the DUA has to spend even more time verifying both your identity and the legitimacy of the claim before they can process your claim. This combined situation has resulted in delays in receiving your Unemployment Benefits.

TIPS TO GET YOUR CLAIM PROCESSED MORE QUICKLY (NON-TERMINATED EMPLOYEES ONLY)

1 Using **the below reasons** on the DUA application may **delay** your benefits:

- Leave of Absence
- On-call employee
- Severance pay
- Retiring

2 **The following reasons** are more common and may result in your application getting processed **more quickly**:

- ✓ Lack of work
- ✓ Furlough
- ✓ During the pandemic, add "Due to COVID-19 work reductions"
- ✓ Lay off
- ✓ No work

3 If you are **not working due to health reasons** from COVID-19, there is a separate place to apply.

4 Please **check your email** for any correspondence from DUA. Missing their requests can delay the process of getting your benefits.

5 If you are seeking **childcare assistance**, please use the link <https://www.mass.gov/topics/child-care-financial-assistance>.

6 The **best number** to call DUA is **877-626-6800**. Follow the prompts until you get a live person.

FREQUENTLY ASKED QUESTIONS

Who can file for unemployment?

Anyone in the state of Massachusetts can apply for unemployment benefits. That does not mean you are guaranteed benefits, but no one can tell you not to apply.

Who decides if I get approved for Unemployment benefits?

ONLY the DUA can approve you for benefits. Van Pool, NRT, Salter, or JYL do NOT tell the DUA to grant or not grant benefits. Our HR department responds to the DUA questions, and DUA makes the final decision.

Can I apply for Unemployment benefits if I am assigned a reduced work schedule?

Yes, you can apply for benefits if you have been assigned (not requested) a reduced work schedule.

How quickly does Human Resources respond to my claim from the DUA?

Due to the volume of claims received by Human Resources, we respond to your claim in order of the claim DUE DATE. Your due date can be up to 10 days from the day you apply. If you call the DUA before your due date, it is possible they will not have received information from us yet. **Please wait at least 10 days** from your filing date before calling DUA.

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