

Contact Information

Employer? See our [UI Employer Contact Information](#)

To contact Telephone Claims Center (TCC) staff:

Call:

Call the TCC toll-free at **(888) 209-8124** during the hours of operation (currently expanded): Monday through Friday, 8 am to 7:30 pm, Saturday and Sunday, 7:30 am to 8:00 pm. Due to enormous volume, there may be considerable wait time. Please be patient; everyone who is entitled will get their benefits.

If you are a hearing impaired individual who is being assisted by another person, call the Telephone Claims Center at (888) 783-1370; however, if you use TTY/TDD, call a relay operator first at (800) 662-1220, and ask the operator to call the Telephone Claims Center at (888) 783-1370.

Please note that the TCC staff cannot help you with issues related to your NY.gov account, such as difficulty logging in, changing your personal information or resetting your password. For NY.gov assistance, please call 800-833-3000.

Email:

If you have a general Unemployment Insurance (UI) question or a claim-specific question not answered in our [Frequently Asked Questions](#) section, you may send us a secure message. Sign in with your [NY.GOV ID](#) and click on "Messages." See [How to Send a Secure Message](#) for more information. See [Frequently Asked Questions \(FAQs\) and Customer Tutorials](#) to help you get started with NY.GOV ID.

Write:

New York State Department of Labor, P.O. Box 15130, Albany, NY 12212-5130

Fax:

(518) 457-9378. Be sure that your Social Security number appears at the top right hand corner on all pages. Save your fax confirmation sheet as we do not confirm the receipt of a fax or written correspondence.

Common Questions

Claimant FAQs

Contact Us

(888) 209-8124

To claim weekly benefits or listen to benefit payment information:

Online:

It's best to claim weekly benefits or obtain benefit payment information online with your [NY.GOV ID](#).

Call:

Tel-Service at **(888) 581-5812**. If you use TTY/TDD, call a relay operator first at (800) 662-1220, and ask the operator to call the Telephone Claims Center at (888) 783-1370. You may claim your weekly benefits Monday through Friday from 7:30am until midnight and from 12:01am on Saturday until midnight on Sunday. You must request payment the first week following the week you wish to initiate a claim or on Sunday at the end of the week that you are claiming. Weekly claims made on Sunday are for the week ending that day.

Claim Weekly Benefits

[File Online](#) 1-888-581-5812

For debit card questions:

Call:

KeyBank Customer Service at **(866) 295-2955**

To request a hearing before an Administrative Law Judge:

Write:

New York State Department of Labor, P.O. Box 15131, Albany, NY 12212-5131. Your written request must be received within 30 days of the determination. Be sure that your Social Security number appears at the top right hand corner on all pages.

For information on Trade Adjustment Assistance or SEAP (Self-Employment Assistance Program):

Call:

TRA/SEAP Unit at **(518) 485-1597**

To report suspected unemployment insurance fraud:

You can report UI benefits fraud three ways:

[**Report UI Fraud**](#)
(Online Form)

- Click the button to the right to use our Online Form
- Call our hotline toll-free at **(888) 598-2077**. Your call can be made anonymously
- Report by mail to:

*NYS Department of Labor
Office of Special Investigations
Bldg 12 - Room 576
W. Averell Harriman Campus
Albany, NY 12240*

To report employers committing fraud, please see the [Employer UI Fraud](#) page.

To request a payment plan for money owed to the Department of Labor:

Call:

Collections Unit at **(800) 533-6600**

Write:

Mail your request to Unemployment Insurance Division, NYS Department of Labor, P.O. Box 1195, Albany, NY 12201. Be sure to write your Social Security number on your request.