

UNEMPLOYMENT COMPENSATION CONTACT INFORMATION

https://labor.alabama.gov/uc_qa_information.aspx

- To file a new unemployment claim or re-open an existing claim: website labor.alabama.gov/uc/ICCS or call 866-234-5382
- To file weekly claim certification: web address: labor.alabama.gov/uc/ICCS or telephone: Montgomery local area (334) 954-4094; Birmingham local area 205-458-2282; or other areas 800-752-7389
- If you are a claimant and have a specific question or problem with your claim, call 800-361-4524 or UC Claimant Inquiry
- If you wish to ask a general question about unemployment compensation, check Claims and Benefits FAQ's first. If you don't find an answer check UC General Inquiry.
- Questions concerning your Emergency Unemployment Compensation claim: email EUC@labor.alabama.gov or call (334) 242-8025
- Questions concerning Debit Cards: email DebitCards@labor.alabama.gov or call (334) 353-1727
- Questions concerning an unemployment compensation overpayment: email Thomas.Daniel@labor.alabama.gov or call (334) 242-8800
- Questions concerning employer filed partial unemployment claims: email Partials@labor.alabama.gov or call (334) 242-7953
- Questions concerning 1099-G forms: email Treasurer@labor.alabama.gov or call (334) 956-5870
- Claimants approved for direct deposit with questions concerning direct deposits of unemployment compensation benefits: email Treasurer@labor.alabama.gov or call (334) 956-5870
- Questions regarding unemployment compensation appeals: See Hearing and Appeals Section of the Contact Page or

APPEALS: Alabama Department of Labor
 Hearings and Appeals Division
 649 Monroe St
 Montgomery, AL 36131
 Fax Number: (334) 956-5891

ATTENTION

IMPORTANT INFORMATION REGARDING UNEMPLOYMENT COMPENSATION

The Alabama Department of Labor has two convenient ways to file a new claim or reopen an existing claim for Unemployment Compensation Benefits. You may file your claim through the Internet or by calling a toll free telephone number.

FILE THROUGH THE INTERNET

To file a claim for unemployment benefits you may log on to the ADOL website at www.labor.alabama.gov. To access this site you need Internet Explorer, version 5.5 or above. Internet claims can be filed **any time between 12:00am Sunday and 5:00pm Central Time Friday**. The internet site is not available after 5:00pm Friday and all day Saturday due to routine maintenance. If you experience difficulties while filing through the Internet, disconnect and call **1-866-234-5382** during normal business hours for assistance in filing your claim.

CALL TOLL FREE

To file a claim for unemployment benefits you may call **1-866-234-5382** between the normal business hours of **8:00am and 4:30pm Central Time Monday through Friday**. If you receive a busy signal, please try again later.

INFORMATION NEEDED TO FILE A CLAIM

To file a claim for Unemployment Compensation, please have the following available:

- ◆ Social Security Number
- ◆ Driver's License/ Non-Driver's ID
- ◆ Alien Registration, if non US Citizen
- ◆ Name, address and phone number of last two employers
- ◆ Your bank routing and account numbers from your personal check if you would like direct deposit

Please Note: We are unable to accept claims through the Internet under the following conditions. If any of these apply to you, call 1-866-234-5382 during normal business hours for assistance in filing your claim:

- ◆ Employment outside of Alabama in the past 18 months
- ◆ Claim against a state other than Alabama in the past 12 months
- ◆ Work as a merchant seaman in the past 18 months
- ◆ Current residence outside the United States of America

QUESTIONS OR PROBLEMS AFTER YOU FILE A CLAIM

If you should have questions or experience a problem regarding your claim, you may call **1-800-361-4524** Monday through Friday between 8:00am and 4:30pm Central Time to reach an Unemployment Compensation Call Center for assistance.