

From: NYC Mayor's Office of Media & Entertainment

Thank you for registering for or participating our webinars providing resource information for Workers Impacted by the WGA and SAG-AFTRA strikes. Many of you submitted questions regarding Unemployment Insurance. We wanted to share a newly established email address which will be extremely helpful.

- If you have filed a claim more than two weeks ago and have yet to receive a determination or payments
- If you have started filing a claim but been unable to complete it
- If you are trying to file a claim but are having issues using the phone system/website

Should you be experiencing one or more of the above issues, you may email the Dept. of Labor at the address below:

UIClaimHelp2023@labor.ny.gov

****You should NOT email the above address if you:**

- Have a question about your individual situation
- Are asking if you should file a claim or not
- There is no penalty to you if you file a claim and you are not eligible
- NYSDOL will not provide a yes/no answer on your situation **until** you have filed a claim
- If you are asking questions on behalf of another individual. We must deal

Lastly, please provide:

- First and Last name (if any name is different than what is on your claim, if you have filed, provide that name)
- Only the last 4 digits of your Social Security Number
- Your address
- A valid contact phone number where we can reach you and leave a message if needed
- Date you filed your claim/started the process of filing a claim
- Brief explanation of why you are reaching out (but not necessary)

We are all hoping for a swift resolution for all as we take these strikes very seriously. Stay tuned for upcoming webinars.

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