



**FOR IMMEDIATE RELEASE**  
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## **Unemployment Insurance Call Center Expects July Rush**

The Rhode Island Department of Labor and Training's (DLT) Unemployment Insurance Division is announcing their plan for this year's July holiday rush season. As in prior years, DLT expects a high call volume as many Rhode Island companies close for vacation and inventory processing, and schools lay off employees for the summer.

Last year, the Call Center received 17,238 calls during the month of July. As a result, the Department strongly recommends that individuals file their claims on-line, 24/7, from the comfort of their home, from a library or from a netWORKri Career Center. By doing so, the individual will avoid a wait in the telephone queue. The web site is: [www.uiclaims.state.ri.us](http://www.uiclaims.state.ri.us).

To facilitate mass claims filing, the Department offers a Mass Filing System where claims intake is handled by mail through the company. This option is available when the employer is shutting down and laying off a large number of employees with a specific date of return to work. A simple form is sent to the company to be completed by the company's representative and the affected employees.

In addition, the Unemployment Insurance Call Center will have extended hours of operation during the July season. The Call Center telephone number is (401) 243-9100.

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*Auxiliary aids and services are available upon request to individuals with disabilities  
TDD (401) 462-8006*