



# Tips for Filing for Unemployment During Peak Periods

At several points during the year, DLT experiences “**peak periods**” where **the number of people filing for UI benefits spikes**. Due to the heavy volume of activity, peak periods may lead to longer wait times. The calendar at right illustrates the anticipated peak periods for 2018.

**The following tips will help you avoid delays** when filing for benefits or contacting the Department during peak periods.

## Be Prepared Before You Click or Call

Accurate applications are processed faster so you are paid faster. Read all questions carefully when filing your claim.

Filing a claim is easier when you have what you need at your fingertips:

1. Your Separation Notice and most recent pay stub from your previous employer (if available).
2. The names of **all** your employers and dates of **all** employment over the past 18 months.
3. Hours and wages for the most recent calendar week of employment.
4. Your Social Security Number (SSN).
5. Your driver’s license number (if available).
6. Information about your dependents – if applicable – including names, dates of birth, and SSNs.
7. Your Alien Registration Card number (if you are not a U.S. citizen).

When filing a claim, select **all** the days you worked during your final week of employment. (For example, if you were laid off on a Wednesday, you must select that you worked Monday, Tuesday, and Wednesday. If you were laid off on a Friday, you must select that you worked Monday through Friday.)

Claims may be filed online or by telephone, but **filing online is easier and faster**.

## Keep Your Confirmation Number

At the end of your application, you will be given a confirmation number. **Keep this number handy so you can check the status of your claim** on our website or if you need to speak with a claims representative in our call center.

## Changing Your Payment Method

To change the payment method on an existing claim, complete the Benefit Payment Selection or Change Form (DLT-438), available at [www.dlt.ri.gov/ui](http://www.dlt.ri.gov/ui) under the “UI Forms” tab. Rhode Island’s Security Policy requires that we receive this form in order to change your payment method.

CALENDAR 2018

January 2018							February 2018							March 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6		1	2	3	4	5	6	7	1	2	3	4	5	6	7
7	8	9	10	11	12	13	8	9	10	11	12	13	14	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28				25	26	27	28	29	30	31

  

April 2018							May 2018							June 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30						29	30	31					29	30	31				

  

July 2018							August 2018							September 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31					29	30	31					29	30	31				

  

October 2018							November 2018							December 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31					29	30	31					29	30	31				

**KEY**  
Peak periods of heavy traffic during which UI customers might experience delays.

## How To Reach Us

**Online:** [www.dlt.ri.gov/ui](http://www.dlt.ri.gov/ui)  
**Telephone:** (401) 243-9100  
**Request a return telephone call:** Complete the online form at [https://uiclaims.ri.gov/kiosk\\_inq/dataentrypage.aspx](https://uiclaims.ri.gov/kiosk_inq/dataentrypage.aspx).

## Sometimes You Just Have to Call...Here’s the Best Time

Initial claims may be filed by telephone on Mondays, Tuesdays, and Thursdays from 8:00 AM to 3:00 PM, and on Fridays from 9:00 AM to 3:00 PM. The Call Center does not accept calls on Wednesdays so that we can expedite claims processing.

Mondays and Tuesdays are the busiest days of the week at the Call Center. Thursdays and Fridays are the least busy. **Consider calling on a less busy day.**

The best time to call is between 10:00 AM and noon or between 1:00 PM and 3:00 PM.

