

Below are helpful hints if you are having issues with unemployment:

- If you were not credited for the waiting week in August (or possibly December for Line 2), the easiest way to get this resolved is for you to speak directly with someone at unemployment. Most of the issues have been due to a bug in the unemployment system. You should have been prompted to send identity verification documents to unemployment. Some of our members were not prompted to do so and their system treated it as if they didn't respond to correspondence. Some members have had success in less wait times and quicker resolution by calling unemployment at 877-644-6562 and selecting the option for the UAW strike or the option for Spanish.
- Members who have sent identity verification documents in and are still being told that unemployment hasn't received them you may need to wait a few days and call back. It takes a minimum of 5 days for unemployment to receive the documents and then they have to review them. If those 5 days have passed and you are still being told they have not received them, contact Insurance/Benefits Morgan Hughes or Kristen Snapp and the documents can be resent.
- If you were unable to reach anyone to open your claim during the down week, you need to keep trying. Unemployment will open the claim for you (follow the same instructions for reaching unemployment above) but will likely not be able to help you claim that week. However, you can send an email to UI_Resoibd@jfs.ohio.gov requesting a back date to file the claim. The email should include the week 1/21/24 through 1/27/24, claimant ID or SSN and an explanation of why you need the back date request completed.
- If you received a Determination of Benefit Payment Eligibility Notice that said you were unemployed and that you were made aware of an issue potentially affecting your unemployment claim, beginning 1/19/24 but receive no correspondence as to what that issue was, you need to call and speak to someone to find out what that specific issue is.
- If you receive notice that you need to go to your local post office for identity verification, the post office is not equipped to handle that. You should stop into the Job and Family Services office to see if they can help. They have been sending information and helping people. Take all of your identity verification documents.
- If you were prompted to do a work search and you should not have been, you SHOULD NOT select that you didn't do the work search and you SHOULD NOT ignore it. There are a few things you can do to fix this issue. The first is to call and get ahold of someone (by following the above steps), you or your supervisor can fix this. The second is to enter Navistar's information in both spots. The third is to enter the mass layoff number in both employer slots.
- We have had a few members who could not file because of previous fraud activity. One member was able to resolve this by speaking with someone at unemployment. You do need to keep trying to talk to them and provide anything that unemployment asks for. You can also follow the steps above to reach someone.

Sincerely,

Morgan Hughes
Alt. Benefits Rep.
UAW Local 402