

## **NMDWS Continues to Improve Toll Free Unemployment Insurance System** *New Functions Added and Option Choices Have Changed*

(Albuquerque) - The New Mexico Department of Workforce Solutions installed additional enhancements to the toll free Unemployment Insurance telephone line.

The toll free number, 1-877-NM-4-MY-UI (1-877-664-6984) which is available in English and Spanish, was launched in March 2010 to improve service to the thousands of unemployed New Mexicans.

“We are pleased to continually upgrade our system and make more options available to our customers, free of charge,” said Ken Ortiz, Cabinet Secretary, New Mexico Department of Workforce Solutions. “I want to encourage our customers to use the self service, toll free phone line, but listen carefully to the phone prompts, as the option order has changed.”

The department installed enhanced features to provide more options and information on individual unemployment insurance claims. Existing claimants can reset their PIN (personal identification number), check the status of their claim, perform their weekly certification, and now, file an appeal via this number without interacting with a department Customer Service Representative.

Claimants can obtain enhanced information on their claim by selecting option 2. This self service function now will provide information like the number of remaining weeks on a claim; a payment amount; and appeals status, if any.

Option 3, weekly certification, has also been enhanced to accept weekly certifications from people who are currently enrolled in school (either part-time or full-time); people who must report wages during the week; and those affected by a temporary layoff like school bus drivers or cafeteria workers.

Previously option 4 was available for filing a new claim; this option is now available for claimants to file an appeal regarding a decision on an unemployment claim.

New claims must be taken by a customer service representative and is available by selecting option 5.

This toll free, self-service environment is available 24-hour a day and offers 999 incoming lines; these additional lines make it easier for claimants to contact the department and conduct unemployment insurance business without having to speak to a Customer Service Representative.

The New Mexico Department of Workforce Solutions still encourages claimants to continue to file new claims and perform weekly certifications through the website at [www.dws.state.nm.us](http://www.dws.state.nm.us). Claimants who do not have access to a computer can visit one of the twenty six New Mexico Workforce Connection Centers statewide or a public library in their community and utilize computers for free. Locations of New Mexico Workforce Connection Centers are also available on the home page of the department website.

These changes are the part of the continuing efforts of the department to meet the needs of its customers and have been made available from American Recovery and Reinvestment Act.

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