

# NEWS RELEASE

## State Senator Jane Clare Orie MAJORITY WHIP

La Casa Blanca Building, 9400 McKnight Road, Suite 105, Pittsburgh, PA 15237 • (412) 630-9466 • FAX (412) 635-2199  
2525 Rochester Road, Suite 207, Cranberry Township, PA 16066 • (724) 776-3500 • FAX (724) 776-3582  
Senate Box 203040, Harrisburg, PA 17120-3040 • (717) 787-6538 • FAX (717) 787-8625 • TTY (800) 364-1581  
Email: [jorie@pasen.gov](mailto:jorie@pasen.gov) • Website: [www.senatororie.com](http://www.senatororie.com)



December 21, 2009

### LEGISLATIVE UPDATE

#### **Unemployment Compensation Internet System**

**The online unemployment compensation filing system is currently operating**

On Sunday, the online Unemployment Compensation filing system experienced technical difficulties which caused disruptions in initial and continued (bi-weekly) claims filed via the Internet.

We appreciate your patience while the department's information technology staff worked to restore the online filing services to normal operations.

**If your constituents experience difficulties in filing their UC claims via the online system, please advise them that the outage is temporary and instruct them to file for UC benefits later in the day.**

Individuals may also file their continued (bi-weekly) claims by using the Pennsylvania Automated Teleclaims (PAT) system at 1-888-255-4728. The system is available Monday through Friday from 6 a.m. to 9 p.m. Claimants may also call the Service Center for assistance with their UC claims.

While the Service Centers take calls Monday through Friday, from 7 a.m. to 8:30 p.m., the best time to call is early in the morning or later in the evening. The Service Center telephone number is 1-888-313-7284.

Once again, we thank you for your patience and apologize for any inconvenience to your constituents.