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## Press Release

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### **Alaska Unemployment Insurance Claim Centers: 'File Online'**

JUNEAU, Alaska—Alaska's Unemployment Insurance Claim Centers are reporting an increase in the wait time for phone users of the state's UI claim centers.

"We strongly encourage using our online filing system to file a new claim or to reopen an existing claim for UI benefits," Chief of Unemployment Insurance Bill Kramer said.

The increase in the number of Alaskans filing for UI benefits is due to the seasonal nature of the Alaska job market – the winter months have the highest rate of unemployment. Combined with the nation's ongoing historic recession, the number of filers has increased, which means longer wait time.

The UI Claims site at: <https://myalaska.state.ak.us/home/app> is open 24 hours per day, 365 days per year.

"The highest volume of claim center calls fall on Monday and Friday, so we encourage Alaskans who need to speak to a claims representative to call on Tuesday, Wednesday or Thursday when the wait times are shorter," Kramer said. "Our claim center staff is working hard to make it possible for unemployed Alaskans to continue to receive excellent customer service. These efforts include having all staff on phone duty, working overtime and hiring additional staff."

To help Alaskans find employment, the department also operates Job Centers throughout the state and maintains the online job bank ALEXsys. To access ALEXsys or to find the nearest Alaska Job Center, visit [jobs.alaska.gov](http://jobs.alaska.gov). The Job Centers focus on employment and do not process unemployment claims.

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