

# Claimant Handbook



## Your Rights & Responsibilities

You are legally responsible  
for knowing the contents  
of this book.





## **Why do I need this book?**

**T**his book contains general instructions and basic information to claim Unemployment Insurance (UI) benefits. As a claimant, you have responsibilities as well as rights. It is important that you protect those rights by reading and understanding this information.





## **There are two ways to qualify**

1: You must have earned at least \$1,000 in wages from employment subject to UI law **AND** have total base year wages that equal or exceed one and a half times the wages paid in the highest quarter (the quarter in which you were paid the most money) of the base year.

**- OR -**

2: If you do not qualify the first way, you may qualify for a valid claim if you have wages and worked at least 500 hours of employment subject to UI law during the base year.

## **How is my weekly amount calculated?**

Your benefit amount is set by law as a percentage of the wages you received during your base year. Your weekly amount is 1.25 percent of your total base year wages. Minimum and maximum amounts are set by law.

## **What if my wages aren't reported correctly?**

Review your Wage and Potential Benefit Report carefully. If wages are missing or incorrect, follow the instructions on the form and call your UI Center immediately.

If your benefit amount is based on wages you did not earn, you will be responsible for repaying money paid to you as a result of these incorrect wages.

## **What if I don't qualify?**

If you don't have enough wages and hours to qualify, you may qualify when a new quarter starts and the base year changes. However, you must file a new claim again.

If you were unable to work due to injury or illness for the major portion of any of the base year quarters, call your UI Center. It may be possible to extend your base year to include additional quarters.

## **How long do benefits last?**

Your benefit year lasts for 52 weeks starting with the first week you file. You may receive up to 26 weeks of benefits during that time. However, you can receive no more than 26 times your weekly benefit amount during your benefit year.

You can track the remaining balance by checking the status of your claim online or with the Weekly Claim Line system.

You cannot file an application for a new Oregon claim during the 52 weeks of your current benefit year even if you receive all of your benefits.

## **Do I pay into unemployment insurance?**

No. The money for benefits is paid by employers through employer taxes.

## **What is the waiting week?**

The waiting week is generally the first week of your claim. You will not receive payment for your waiting week. **All claimants must serve one waiting week per claim.**

To qualify for waiting week you must:

- A) have a valid claim;
- B) claim the week;
- C) meet all eligibility requirements; and
- D) be unemployed.

**IMPORTANT:** You must claim each week that you wish to receive benefits or waiting week credit. Claim either online or using the Weekly Claim Line. No decisions or payments will be made on your claim until you claim at least one week.

## **How do I claim each week?**

There are two ways to claim. You may use our Online Claim System at:

**[www.WorkingInOregon.org/ocs](http://www.WorkingInOregon.org/ocs).**

You may also claim by phone using the Weekly Claim Line. Weekly Claim Line numbers are on page 27 of this book.

## **When do I get my PIN?**

You create a four-digit Personal Identification Number (PIN) the first time you use one of our automated systems. Pick a number that you will remember, but others cannot guess. If you filed your initial claim online or by phone, you have already selected a PIN.

Use your PIN when filing weekly claims.

**DO NOT GIVE YOUR PIN TO ANYONE.  
DO NOT LET ANYONE USE THE  
AUTOMATED SYSTEMS FOR YOU.**

No one at the Employment Department has access to your PIN. If you forget your PIN or need to change it, call your UI Center to have it reset.



## **What is identity theft?**

Identity theft occurs when someone uses your identifying information, such as your name, Social Security Number, PIN, Customer Identification Number (CID) or credit card number, without your permission, to commit fraud or other crimes.

For more information, check online at:

**[www.ftc.gov/bcp/edu/microsites/idtheft/consumers/about-identity-theft.html](http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/about-identity-theft.html)**

## **When do I claim?**

You claim a week after it ends. The Employment Department uses a calendar week of Sunday through Saturday. After a week ends at midnight on Saturday, you may claim the week. You have until the following Saturday to claim the prior week. You will answer questions about your activity during the entire week.

The Weekly Claim Line is available 24 hours a day, seven days a week. The Online Claims System is unavailable from 1 AM to 2:30 AM each night.

## **What must I do to be eligible each week?**

You must be unemployed, physically and mentally able to work, available for work and actively seeking work. You must be willing and able to work all of the days and hours normal for the type of work you are seeking. You must stay in the area of your permanent residence for the major portion of the week unless you are seeking work elsewhere.

## **What are my Work Search requirements?**

You must seek work immediately. You must be able to work, available for work and actively seeking work during each week claimed.

This includes being available for and actively seeking full-time, part-time, permanent and temporary work. This applies:

- if you do not expect to return to full-time work for your last employer, or
- if you expect to return to full-time work for your last employer, but not within four weeks from the last day worked, or
- if you are unsure when you will return to full-time work with your last employer.

If you are temporarily laid off and have a definite date to return to work within four weeks from the last day of work for your regular employer, you are considered to be actively seeking work if you stay in touch with your employer. If your return to work date is delayed, you must advise your UI Center immediately and you must begin seeking work immediately.

Union Members:

- If you are affiliated with a closed referral union (one that does not allow its members to seek work on their own) and get all your work through a union hiring hall, then you are actively seeking work by being a member in good standing and remaining in contact with your union.
- If you are affiliated with a union that allows its members to seek work on their own, you must seek work by contacting employers within your trade.

## **How do I seek work?**

Apply each week with employers who hire people with your experience, training and skills. You must actively seek and be available for full-time, part-time, permanent and temporary work.

To receive benefits, you must fully register for work with our electronic job match system (iMatchSkills®). You are exempt from this requirement if you are union-attached or have a return to work date with your regular employer within four weeks from your last day worked.

You can register for work using iMatchSkills from any computer with Internet access at **[www.WorkingInOregon.org](http://www.WorkingInOregon.org)**. If you do not have Internet access, you can register in person at the local Employment Office or WorkSource Oregon office. It is not possible to register by phone. If you are claiming benefits while living in a state other than Oregon, you must register for work in the state where you are living (instead of iMatchSkills).

Contact new employers each week. You may also contact former employers if you have reason to believe they may rehire you. When possible, file written applications or résumés, even if there are no current job openings.

Keep detailed written records of your work search. This means:

- Employer names,
- Addresses,
- Phone numbers,
- Dates,
- Names of individuals contacted and
- Type of work sought.

A Work Search Record form is on pages 23 – 24. The Work Search Record form is also available online at:

[www.employment.oregon.gov/EMPLOY/UI/docs/UI\\_forms/FORM\\_2554\\_0605.pdf](http://www.employment.oregon.gov/EMPLOY/UI/docs/UI_forms/FORM_2554_0605.pdf)

**We may require you to provide your work search information.**

## **What if I leave the area?**

If you leave the area of your permanent residence and still want to receive benefits, you must:

- Look for work in the other area
- Keep track of your job contacts on your Work Search Record form, and
- Be willing, ready, and able to take a job in the new area.

This requirement applies to everyone, even those on a temporary layoff or who get all work through a union hiring hall.

Leaving town for a day or two won't usually stop your benefits unless you miss an opportunity to work. If you are on a vacation or traveling for reasons other than seeking work for more than a few days, you may not be eligible for benefits for that week.

## **What if I am considering self-employment or choose to enter a self-employment venture?**

Advise your UI Center of your self-employment activities. Your eligibility for benefits will be reviewed. You must continue to seek work as previously stated.

## **Can I work and receive unemployment?**

Possibly. If you are working part time and earning less than your weekly benefit amount, you may be eligible to receive benefits. You must also continue to seek and be willing to accept permanent, temporary, full-time, and other part-time work during each week claimed.

## **What earnings do I have to report?**

**You must report all work and earnings when claiming benefits.**

You must report any payments you receive in exchange for any services you provide or products you sell. This includes cash and non-cash payments such as room and board, as well as vacation and holiday pay if you are returning to work with this employer. Call your UI Center if you have questions about what to report or how to report non-cash earnings.

**You do not need to report weekend drill pay or jury duty pay.**

## **How do I report my earnings?**

You report your earnings when you file your weekly claim. Keep track of your hours and earnings for each week. Report your earnings for the week you perform the work, not the week you are paid. **Report all earnings before any deductions.** In other words, report gross rather than net earnings.

## **How do earnings effect my weekly UI check?**

Benefits are reduced by the amount of earnings paid or payable that exceeds the greater of the following amounts:

- Ten times the minimum hourly wage established by the laws of this state; or
- One-third of your Weekly Benefit Amount.

Examples for a claim with a Weekly Benefit Amount (WBA) of \$300:

- Earnings for a week are \$150. Since this is \$50 more than one third of the WBA, the week's payment would be \$250.
- Earnings for a week are \$90. Since the earnings are less than \$100 (one-third of the WBA) that week's payment would not be reduced.

Examples for a claim with a Weekly Benefit Amount (WBA) of \$150:

- Earnings for a week are \$90. \$90 is more than one third of the WBA (\$50), and more than the 10 times the minimum hourly wage (\$78.00). Since 10 times the minimum wage is greater than one third of the WBA, \$138 is payable for the week. ( $\$90 - \$78 = \$12$ , which is deducted from \$150).
- Earnings for a week are \$50. Since the earnings are less than 10 times the minimum wage, that week's payment would not be reduced.

**No benefits are payable if your gross earnings for a week exceed your weekly benefit amount.**

## Script of Weekly Claim Questions

- 1a. Did you fail to apply for work when referred by the employment office or fail to accept work last week? Yes No
- 1b. Did you quit a job last week? Yes No
- 1c. Were you fired or suspended from a job last week? Yes No
2. Were you away from your permanent residence for more than 3 days last week? Yes No
- 3a. Were you physically and mentally able to perform the work you sought last week? Yes No
- 3b. Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work? Yes No
- 3c. Did you actively look for work last week? Yes No
4. Did you work last week, or, did you receive or will you receive vacation or holiday pay for the week? Yes No
5. Enter the number of hours worked: \_\_\_\_\_
6. Enter your total gross earnings, vacation or holiday pay (before deductions), even if you have not been paid: \_\_\_\_\_

## What should I do when I get a job?

When you return to full-time work or earn more than your weekly benefit amount, simply stop claiming weekly benefits. If you began work in the last week you are claiming, be sure to report the earnings, even if you haven't been paid yet.

## **How do I restart my claim?**

If you earn more than your weekly benefit amount, work full time or stop claiming for one week or more, or report no earnings after a week of partial earnings, you must restart your claim. You can restart after a period of employment by using the Online Claim System or by calling your UI Center. If you have not had work but have skipped claiming one or more weeks, you must call your UI Center to restart your claim.

Restart your claim during the week you want to begin claiming. Be prepared to provide employer information if you have worked since you last claimed. Remember to also claim the week after it is over.

If you ask to backdate your restart to the previous week, you need to claim that previous week immediately after restarting.

## **How do I change my mailing address?**

Call your UI Center.

## **What if I move out of state?**

If you relocate outside of Oregon, contact the Oregon Interstate Claims Unit at (877) 877-9996 to change your address and obtain instructions on reporting. Keep this book because the same rules apply to out-of-state as in-state claimants.

## **How are benefits paid?**

The Employment Department pays benefits by U. S. Bank's ReliaCard® Visa and direct deposit.

**For New Claims effective in Fall 2007,  
BENEFITS WILL NO LONGER BE PAID  
BY PAPER CHECK.**



**When paper checks are discontinued, a ReliaCard Visa will be issued to you when your first payment is issued unless a direct deposit authorization has already been submitted and your account confirmed.**

## **1. Direct Deposit**

With direct deposit, we electronically transfer your weekly benefit payment into your checking or savings account at your bank, credit union, or savings and loan.

To apply, complete the Authorization for Direct Deposit form on page 25 - 26, or obtain the form online at:

**[www.employment.oregon.gov/EMPLOY/UI/docs/form117h.pdf](http://www.employment.oregon.gov/EMPLOY/UI/docs/form117h.pdf)**

The following example shows where you can find the routing and account numbers.

The image shows a sample check form with the following fields and callouts:

- Your Name:** 1234 Oak Anytown, USA
- 1001** (top right)
- 20** (date)
- 10/2/2008** (bottom right)
- PAY TO THE ORDER OF** (with a line for the payee name)
- \$** (with a line for the amount)
- DOLLARS** (bottom right)
- FOR** (with a line for the purpose)
- ⑆ 234 56 789 ⑆** (routing number)
- 0001 234 56 789 ⑆ 1001** (account number)
- ROUTING NUMBER** (callout box pointing to 234 56 789)
- ACCOUNT NUMBER** (callout box pointing to 0001 234 56 789)

Mail the completed form and voided check or deposit slip to:

**Employment Department  
Records and Redeterminations Unit  
Room 105  
875 Union St. NE  
Salem OR 97311**

or

Fax to: **(503) 947-1335.**

Include a voided check if you want your payment deposited in a checking account.

## 2. ReliaCard Visa

The U.S. Bank Reliacard is a prepaid debit card. With ReliaCard Visa, your unemployment insurance payments are deposited onto the card. This card can be used anywhere Visa debit cards are accepted.

If an authorization for direct deposit hasn't been processed and confirmed prior to being approved for benefits, a ReliaCard will be issued to you when your first payment is issued. You do not need to apply for ReliaCard.

Please watch for the card in the mail. It will arrive in a plain white envelope with a Fargo, North Dakota return address. Do not throw it away, even if you sign up for direct deposit. This card is good for one year. If you return to work, please retain your card for future use.

When you receive your card, call the toll-free number on the card promptly to activate it. A Cardholder Agreement will be mailed with the card, which explains the various fees and conditions. You will also receive monthly statements from U. S. Bank with account information.

**Important Fee Information:** You will not be charged a fee for the first two cash access transactions per month, if they occur at a U.S. Bank ATM or a U. S. Bank branch office.

U. S. Bank will not charge a fee for withdrawals from a Visa/Plus-branded ATM or at the teller of a financial institution that processes VISA cash advance transactions. However, the owner of the ATM may assess a fee.

After your first two cash access transactions each month, U.S. Bank will charge \$1.50 for additional ATM withdrawals and \$3.00 for additional Visa cash advances from a teller. Again, if you use a non-U.S. Bank ATM, the owner of the ATM may assess a separate fee.

Additional fees apply to overdrafts, rush card replacements and inactive accounts. Read the Cardholder Agreement that comes with the card for more details.

### **Are benefits taxable?**

Yes. UI benefits are fully taxable if you are required to file a tax return. You may need to make estimated tax payments. For tax information, consult IRS publication 505 *Tax Withholding and Estimated Tax* and the Oregon Department of Revenue.

You can choose to have 10 percent withheld for federal taxes and/or 6 percent withheld for state taxes. Changing your tax status requires a signature. You can download an Authorization for Tax Withholding (1040WH) online ([www.employment.oregon.gov/EMPLOY/UI/docs/UI\\_forms/1040WH.pdf](http://www.employment.oregon.gov/EMPLOY/UI/docs/UI_forms/1040WH.pdf)) or call your UI Center to have one mailed to you.

At the end of January, the Employment Department sends a Form 1099-G (Statement for Recipients of Unemployment Compensation) to your last known address. Please call to change your address even if you stop claiming. After the end of January you may view the information at:

**[www.WorkingInOregon.org/ocs](http://www.WorkingInOregon.org/ocs)**

## **If I don't get a payment, what do I do?**

If you have claimed a week but have not received payment, check the status of your payment using the Online Claim System at:

**[www.WorkingInOregon.org/ocs](http://www.WorkingInOregon.org/ocs)**

or by calling the Weekly Claim Line. Follow the instructions for checking the status of a weekly report. You can also obtain the claim balance and the date when your benefit year ends by calling the Weekly Claim Line. Either claim system will tell you if the week has been paid. If the system confirms it was paid, please allow four business days from the day you claimed the week before calling your UI Center about a late payment.

## **What could stop or deny my benefits?**

Some situations require the Employment Department to examine claims, determine eligibility and issue decisions. They include but are not limited to:

- quitting a job,
- being fired,
- being unable to work,
- being out of the labor market,
- attending school,
- being self-employed
- being incarcerated,
- missing an opportunity to work,
- turning down a job,
- not seeking work,
- receiving retirement pay,
- failing to participate in Worker Profiling activities,
- turning down a referral to work,

- failing to complete a full iMatchSkills registration,
- being unemployed is a result of a labor dispute, and
- weeks claimed by school employees during the summer, winter, or spring break periods or between terms.

These issues will cause a stop to be placed on the claim until a decision to pay or deny has been made. Continue to make weekly claims during the investigation of any issue on the claim.

An adjudicator will usually complete an investigation within two to three weeks once you have claimed a week. If additional information is needed, you will be contacted by letter or phone with questions on issues with your claim. Be sure to respond immediately with complete information.

### **Disqualifications:**

Some disqualifications have two penalties, so read your decision carefully:

Denials for work separations, failing to apply when referred, and job refusals:

- You are denied until you work and earn at least four times your weekly benefit amount. The work (not self-employment) must be done after the week you were fired, suspended, quit or failed to accept or apply for suitable work; and
- Your maximum benefit amount is reduced by eight times your weekly benefit amount.

### **Other denials:**

If benefits are denied for other reasons, you are denied for the period of time stated in the decision.

If benefits were previously paid for any week covered by a denying decision, you are overpaid. You will receive repayment information following the appeal period provided on the decision.

### **Disqualifications for Misrepresentation or Fraud:**

- You could be assessed penalty weeks (up to 52 weeks). To receive credit for a penalty week, you must be otherwise eligible to receive benefits and claim each week, but you will not receive payment for these weeks. In addition, overpaid weeks will be collectable with interest.
- **Effective January 2008, a monetary penalty will apply when benefits are overpaid due to misrepresentation or fraud.**

### **What if I disagree with a decision?**

To protect your rights, follow the instructions for requesting a hearing included with each decision. If you send a letter, it must specifically state that you request a hearing. Your request must include your Social Security number or Customer Identification (CID), the decision number and the mailing date of the decision you are appealing.

**TO PROTECT YOUR RIGHTS while an appeal is pending, you must continue to claim benefits for each week you are unemployed.**

All parties involved are notified by mail of the date and time of the hearing. You will get information about how to prepare your case. You will be expected to attend the

hearing by phone. If you decide you do not want a hearing, it is your responsibility to notify the Office of Administrative Hearings (503-947-1515 or 800-311-3394) to withdraw your request.

### **Can an employer retaliate against an employee for testifying at a hearing?**

No. It is an unlawful employment practice to retaliate against an employee who has testified at an unemployment insurance hearing or other hearings conducted pursuant to ORS Chapter 657.

## **WARNING**

**(Unemployment Insurance FRAUD)**

**Fraud** is the intentional misreporting or withholding of information in order to get benefits. If you know you are reporting incorrect information or hiding information, it is probably fraud. It is against the law and you will likely be caught and punished.

If prosecuted and found guilty, you could be fined, jailed or both.

If you have information about unemployment fraud, please contact your UI Center, email:

**fraud\_hotline@emp.state.or.us,**  
or call the Fraud Hotline toll free at:  
**(877) 668-3204.**

**All information is confidential.**

## **How can the Employment Department help me find a job?**

The Employment Department is a partner of WorkSource Oregon, a network of local and state service providers assisting job seekers with a comprehensive array of employment and training services. Help is available at no charge at WorkSource Oregon Centers and Employment Department offices statewide.

### **WorkSource Oregon Offices**

Office addresses are available online at:

*[www.WorkingInOregon.org/offices](http://www.WorkingInOregon.org/offices)*

or in your local phonebook.



### **iMatchSkills**

This online job-matching tool uses your skills and work history to find potential work. The more details you supply, the better iMatchSkills can assist you. Find iMatchSkills at:

**[www.employment.oregon.gov/EMPLOY/ES/Seeker/index.shtml](http://www.employment.oregon.gov/EMPLOY/ES/Seeker/index.shtml)**

### **Job Search Assistance**

- Assistance for military veterans
- Resume and cover letter resources
- Interview and job search information
- Books, self-help guides and videotapes



## **Oregon Labor Market Information System (OLMIS)**

- Find career, wage, occupational and industry information at:  
**[www.QualityInfo.org](http://www.QualityInfo.org)**
- Access job listings.
- Search businesses and industries in five western states at the Info USA employer database.

## **Career Exploration Tools**

- Oregon Labor Market Information System (OLMIS)
- Career Information System (CIS)
- Workforce and Economic Research publications

## **Incentive Programs**

- Work Opportunity Tax Credit
- Welfare-to-Work Tax Credit

## **Local Resources**

- Local training providers and support
- Skill and career assessment
- Services for people with disabilities
- Help for workers unemployed as a result of increased competition of foreign countries.



Job Central ([www.jobcentral.com](http://www.jobcentral.com)) allows job seekers to search over five million jobs from corporate web sites, newspapers, trade associations, and other Internet sources in all 50 states plus the District of Columbia, U.S. territories, major metropolitan areas, and all U.S. cities and postal zip code areas. It is available free-of-charge to job seekers.

## **Equal Opportunity is the Law**

It is against the law for the Oregon Employment Department (a recipient of Federal financial assistance) to discriminate on the following bases: against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA) on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such program or activity.

The following services are available free of cost, upon request: Auxiliary aids or services, alternate formats, such as Braille, large print, audio CD or tape, oral presentation, and electronic format to individuals with disabilities, and language assistance to individuals with limited English proficiency. To request these services contact your local WorkSource Oregon Center for assistance.

## **What to do if you believe you have experienced discrimination**

If you think that you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210. If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the date on which you filed your complaint, you do not have to wait for the recipient to issue that notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.







# Authorization for Direct Deposit

Start  Terminate

Name: (please print)		Social Security Number:	BYE: (office use)
Financial Institution:		Branch Telephone Number:	
Branch Address:		City, State:	Zip:
I authorize the State of Oregon Employment Department to electronically deposit weekly payments in the above named financial institution. I authorize the above-named institution to accept and distribute said funds in the manner designated by me.			
<input type="checkbox"/> Checking (please attach a voided check)		Bank Routing Number:	
<input type="checkbox"/> Savings (please attach a voided deposit slip)		Personal Account Number:	
I understand that this authorization overrides any previous authorization, and remains in effect until the Employment Department receives written or verbal notification from me to terminate, or one year has passed since I last claimed. If I am receiving benefits when my claim expires, and file a new claim or extension effective the next week, this authorization continues until the subsequent claim or extension expires.			

Signature: (required)

Date: (required)

**Please print clearly and use regular blue or black ink**

**Did you remember to:**

- Sign and date the form?

Please mail or fax this form with a voided check or deposit slip to:

**Employment Department  
Records & Redeterminations – Rm 105  
875 Union Street NE  
Salem, OR 97311  
Fax: (503) 947-1335**

When the Employment Department discontinues the use of paper checks, payments will be issued by ReliaCard® Visa until the account is verified.

## Weekly Claim Line Numbers

Albany (541) 928-6575	Medford (541) 479-0105
Ashland (541) 479-0105	Newberg (503) 224-0405
Bend (541) 388-4066	Oakridge (541) 686-3482
Corvallis (541) 928-6575	Portland Metro Area (503) 224-0405
Dallas (503) 375-7900	Prineville (541) 388-4066
Drain (541) 686-3482	Redmond (541) 388-4066
Eugene (541) 686-3482	Roseburg (541) 673-3976
Grants Pass (541) 479-0105	Salem (503) 375-7900
Lebanon (541) 928-6575	Springfield (541) 686-3482
Madras (541) 388-4066	Woodburn (503) 224-0405
<b>All other locations and Interstate (800) 982-8920</b>	

**TTY Relay Service - 711**  
**[www.sprintrelayonline.com](http://www.sprintrelayonline.com)**

**Online Claim System**  
**[www.WorkingInOregon.org/ocs](http://www.WorkingInOregon.org/ocs)**

**Metro UI Center**

**Eugene UI Center**

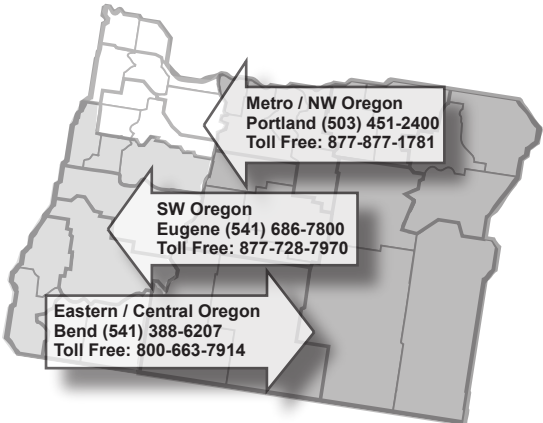
**Bend UI Center**

**Interstate**

**PO Box 14135  
Salem, OR 97309-5068**

**Fax: (866) 345-1878**

**Phone numbers are shown  
below for your area:**



**If you live outside of Oregon, and do not  
commute to Oregon to work, call the  
Interstate Unit at (877) 877-9996**

WorkSource Oregon  
Employment Department  
[www.WorkingInOregon.org](http://www.WorkingInOregon.org)  
UI PUB 350 (0807)