



UC Service Center Busy Signals: What Can You Do?

Have you been calling the UC Service Center for hours or days about your unemployment claim without getting past a busy signal or long wait? Here are some tips for how to get around the busy signals and long waits. Not all of them get you immediate access, but they will probably get you answers sooner.

1. **Filing a new claim? Try the online application.** It is available on the website of the [PA Department of Labor and Industry](#).
2. **Try emailing about your problem.** You can email UChelp@pa.gov about the issue you are experiencing and they should respond to you within a few days.
3. **Ask your state legislator's office to help you.** His or her "constituent service" staff can often cut through red tape for you. If you don't know who your representative or senator is, you can find them at this [this link](#).
4. **Ask for a call back.** If you make it past the busy signal, you can schedule to be put in a call back line (you will be called three times before the system skips you), or you may schedule a call back at a particular time.
5. **Fill out this form.** You can send a message to UC through an [online form](#).
6. **Need to check you UC payments or overpayments? Check the website.** You can check your benefit payments [here](#). You can check the status of an overpayment [here](#).
7. **Have a sticky issue with your UC claim and have little income? Contact Philadelphia Legal Assistance.** We may be able to help you for free. You can find our intake hours at (215) 981-3800 or <http://UChelp.org>. You can also fill out our [online intake form](#).
8. **Use the chat service.** If you have an email, then you can log in to receive personalized assistance through a chat line. The link for the chat service can be found on the [UC contact webpage](#).
9. **Keep calling.** When all else fails, keep trying the statewide toll-free number for the UC Service Centers (888-313-7284) on Monday through Friday and prepare to re-dial.

You can file a complaint about your experience.

UCcomplaint.org

We are tracking the problems that claimants experience. We will provide feedback to UC about your experiences and will keep you updated about new ways to reach UC.