

Unemployment Insurance (UI) Quick Tips

Unemployment Insurance is an income maintenance program that may be available to you if you are unemployed through no fault of your own. The monies you receive provide temporary help until you return to suitable work.

You may apply for Unemployment Insurance (UI) in two ways:

- You may file your initial claim online at www.colorado.gov/cdle or by phone **866-422-0401**
- To inquire about the status of your claim, obtain general information by telephone, or reopen a claim by phone, please call one of the following numbers:
(303) 318-9000 (Denver-metro area)
(800) 388-5515 (Outside the Denver-metro area)
- For up-to-date information on your claim, please go online to MyUI Claimant:
<https://www.colorado.gov/apps/cdle/iss/myui/claimant/index.jsf>

Because of a high telephone call volume, UI applicants are highly encouraged to file their UI claim online. You may use a computer at one of the Larimer County Workforce Centers to file your online UI claim.

If you want to file your claim by telephone, please note that the UI Customer Contact Center is experiencing long wait times before callers speak with a Customer Service Representative. The average wait time is 45-60 minutes; however, during peak times, the wait time can be much longer.

Telephone calls are taken between 7:30 a.m. and 4:30 p.m., Mountain Time, Monday – Friday, except on state-observed holidays. The best time to call are afternoons and later in the week. The worst time to call is Monday (all day) and Tuesday mornings. You can expect much longer wait times, sometimes up to two or three hours, if you call during the peak times.

Please note: When calling from a cell phone, you will be responsible for costs and/or minutes used during the wait time. It is highly recommended that you make your telephone call from a land line. You may use a telephone at the Fort Collins Workforce Center, 200 West Oak, Suite 5000, to contact the UI Customer Contact Center.

The UI Customer Contact Center has 240 telephone lines. If you get a busy signal, it means that all lines are full and the system cannot handle additional calls. Please be patient and continue trying to get through to the Customer Contact Center.

If your call is placed on hold, **do not hang-up!** Telephone calls are answered in the order they are received. Once your call is placed on hold, it will be answered. If you hang-up, you have to start the process over.

When you speak to a UI Customer Service Representative, make sure to get the name and extension of the Representative. This information will be very helpful if you need to call again.

In preparation for filing your UI claim, please consider the following quick tips:

- Review the UI Claimant Handbook (Publication B-19) as your first source of information at www.coworkforce.com/uib. Answers to many UI questions are found within the Handbook.
- Review the Frequently Asked Questions and Answers Fact Sheet at www.coworkforce.com/uib/benefits_faq.asp.

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- Please have your information ready before calling or filing your online claim:
 - Social Security Number
 - Name
 - Mailing Address
 - Names and mailing addresses of all your employers for the last 18 months.
 - The dates you worked for each of these employers, your rate of pay and a detailed explanation as to why you are no longer working for each.
 - The number of hours/days/weeks and gross dollar amount received for any severance payments, and/or payments for accrued vacation time.
 - Name, local number and address of your union hiring hall, if applicable.
 - Alien Registration Number if you are not a U.S. citizen.
 - DD-214, if you were in the military within the past two years.
 - SF-8 and/or SF-50 form, or copies of pay stubs or current W-2 form as proof of wages if you worked for the federal government, including the post office, in the past two years.
- List of Any Questions That You May Have

CUBLine: The Colorado Unemployment Benefits Line (CUBLine) Online application is to be used by individuals who have an active Colorado unemployment insurance (UI) claim and would like to request payment for weeks on their UI claim.

To file for payment on a continuing claim, contact:

(303) 813-2800 (Denver-metro area)
 (888) 550-2800 (Outside Denver-metro area)
www.colorado.gov/cdle

Many first time claimants are calling the CUBLine to file their continued claim either early or late. This will cause an issue to be set on your claim and could possibly close your claim. Please pay particular attention to the instructions on filing a continuing claim.

Hearing Impaired (TTD):

(303) 318-9016 (Denver-metro area)
 (800) 894-7730 (Outside Denver-metro area)



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 418 East 4th Street / Loveland, CO 80537
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