

Appendix B: DUA Directory (By Activity)

UI Phone Listing By Activity

File a Claim, Re-activate Your Claim, Change Your Address, Customer Assistance	TeleClaim Center 1-617-626-6800 1-877-626-6800 toll-free (from area codes 351, 413, 508, 774, 978) Monday – Thursday 8:00 am to 6:00 pm, Friday 8:00 a.m.to 4:30 p.m.
Claim weekly UI benefits by phone (in English and Spanish)	TeleClaim Center 1-617-626-6338 Sunday – Friday 7:00 a.m. to 7:00 p.m. Sunday hours extended to 10 p.m.
Verify your UI check status	Check Status Service 1-617-626-6563
Change Your PIN (Personal Identification Number)	PIN Service 1-617-626-6943
Resolve problem Provide feedback	Problem Resolution Unit 1-617-626-5400
Request/change Tax Withholding from your UI check	Income Tax Withholding Unit 1-617-626-5829
Get information/apply for Health Insurance	Medical Security Program Office 1-800-908-8801
Contact Training Opportunities Program/Section 30 and Trade Readjustment Allowances	1-617-626-5375
Answer questions on Child Support	Child Support Unit 1-617-626-6393