

Appendices

Appendix B: DUA Directory (By Activity)

UI Phone Listing By Activity

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|---|--|
| Apply for UI Benefits (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) |
| Request benefit payment (sign or certify) by phone (in English, Spanish and Portuguese) | TeleCert 1-617-626-6338 6:00 a.m. to 10:00 p.m. |
| Verify your UI check status | Payment Status Service 1-617-626-6563 |
| Change Your PIN (Personal Identification Number) | PIN Service 1-617-626-6943 |
| Contact Training Opportunities Program, Trade Readjustment Allowances and WorkShare | Special Programs Unit 1-617-626-5521 |
| Answer questions on Child Support Garnishments | Child Support Unit 1-617-626-6393 |
| Request Overpayment Waiver | Benefits Collection Unit 1-617-626-6300 |
| Get help for an Interstate Claim | Interstate Department 1-617-626-6800 |
| Report Fraud | 1-877-626-6800 |
| Apply for Approved Training | Training Opportunities Program Unit 1-617-626-5521 |

Hearings main lines

Boston

1-617-626-5200

Lawrence

1-978-738-4400

Brockton

1-508-894-4777

Springfield

1-413-452-4700

Relay service for use by deaf and hard of hearing individuals

1-800-439-0183 or 711