

Alabama Department of Industrial Relations

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Important Change Announced in Unemployment Compensation Call Center Procedures

Change Designed to Improve Customer Service and Increase Productivity

MONTGOMERY—Alabama Department of Industrial Relations Director Tom Surtees announced today that beginning Monday, December 8, an important change will take place in how claimants apply for unemployment compensations benefits in order to improve customer service at Alabama’s unemployment compensation Call Centers.

Due to increased call volume over recent months, claimants are reporting longer wait times to be served. In order to decrease that wait time, and to better serve the citizens of Alabama, DIR will assign claimants a particular day of the week to call to apply for benefits.

Claimants with Social Security numbers ending in the digits zero through four can apply for benefits on **Mondays**, as well as Wednesdays, Thursdays, and Fridays. Claimants with Social Security numbers ending in the digits five through nine can apply for benefits on **Tuesdays**, as well as Wednesdays, Thursdays, and Fridays.

“I think this is a change that will benefit anyone who utilizes this system,” said Surtees. “We hope to provide everyone with top-notch service and satisfy all of their needs. By implementing this change, we will be able to serve more claimants in the most timely manner.”

To apply for unemployment compensation benefits, claimants should call the Department of Industrial Relations Call Center at 1-866-234-5382. Hours are 7:00 a.m. through 4:30 p.m., Monday through Friday.

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For more information, please contact Tara Hutchison at (334) 242-8052.