

# How to Contact Unemployment Compensation (UC)

**800-204-2418**

**Standard Operating Hours**

**Monday - Friday 8:00 a.m. - 5:00 p.m.**

**(Eastern Time)**

*Please note that call volume may also be high during program changes or an enactment of a new extension or law.*

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To file a UC claim, claim your weeks, receive information about a claim or submit an email regarding the UC program, use the contacts below:

- **UC ONLINE**

Go to [www.floridajobs.org](http://www.floridajobs.org) to access the online system to file a UC claim, claim your weeks or access frequently asked questions.

**The online system is available 24 hours/7 days-a-week.**

**PLEASE NOTE: The online system is only available to claim weeks Monday through Saturday from 6:30 a.m. to 8:00 p.m. and Sunday from 6:30 a.m. to 6:00 p.m., Eastern Time.**

- **UC HOTLINE**

You may call the UC Hotline to speak with an agent anytime during our standard operating hours at **800-204-2418**. The UC Hotline's busiest days are Monday and Tuesday, as most customers are claiming their weeks.

UC agents can provide information about filing a UC claim, claiming your weeks or obtaining information about your claim.

**The best time to reach a UC agent is generally:**

- **Wednesday - Friday, 8:00 a.m. to 10:30 a.m. or 4:00 p.m. to 5:00 p.m.**

- **UC AUTOMATED CALL BACK OPTION (ACB)**

UC now offers a call-back feature for your convenience.

Instead of waiting on hold for extended periods, you are now able to provide your phone number, hang up and a representative will call you back in the order that your call was received.

- **UC AUTOMATED TELEPHONE SYSTEM**

You may also access the automated telephone system to change your PIN, or to hear information about your claim (Benefit year beginning date, weekly benefit amount, available credits amount, last payment amount, date of payment, number of weeks paid, payment and direct deposit information).

**The automated telephone system is available:**

- **Monday - Saturday from 6:30 a.m. to 8:00 p.m.**
- **Sunday from 6:30 a.m. to 6:00 p.m., Eastern Time**

- **UC E-MAIL**

Submit questions or comments regarding the UC program by accessing the Unemployment Compensation Contact Form online at [www.floridajobs.org/applications/uccontactus](http://www.floridajobs.org/applications/uccontactus).

All e-mail inquiries will be responded to by a UC agent within 5 business days, either by e-mail or telephone, based on your choice.

**Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to the Agency. Instead, contact the Agency by phone or in writing.**