



COMMONWEALTH of VIRGINIA

Virginia Employment Commission

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Commissioner

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Virginia Employment Commission (VEC) Pilots Program to Assist Customers

Richmond—In recent weeks some customers have been experiencing delays receiving services from the VEC. Reductions in the VEC's federal funding have decreased the number of staff and offices available to assist customers. At the same time, the demand for the VEC's services has significantly increased. Additional federal programs including emergency unemployment compensation benefits have also increased the agency's workload.

Due to the continued and anticipated high customer demand, the VEC's Customer Contact Center will continue to be open from 8:15 a.m. – noon on Saturdays. The VEC began Saturday hours in November to assist customers filing claims by phone. The Customer Contact Center will be closed from **1 p.m. on December 31 through January 4.**

To improve the Customer Contact Center's ability to handle increased customer demand, the VEC is piloting a program to serve customers based on the last number of their social security number. Customers with a social security number ending with an **odd** number are asked to call on **Monday, Wednesday, or Friday.** Customers with a social security number ending with an **even** number are asked to call on **Tuesday, Thursday, or Friday.** This process will not affect the benefit amount or adversely delay the processing of the customer's claim for benefits. The toll free number to call is 1-866-832-2363.

Customers are encouraged to **file their claims online** at www.VaEmploy.Com as a **first option** since they will be able to reach the VEC quicker than by telephone.

All VEC offices will be open for business during regular operating hours on Friday, January 16, Lee-Jackson Day, even though other state offices will be observing the holiday.

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