

# END OF FILING UNEMPLOYMENT INSURANCE CLAIMS BY PHONE

DOES no longer accepts unemployment insurance (UI) claims by phone through the Contact Center. To submit a UI claim for the first time, please visit [DC Networks](#) to file. The agency has adopted this change as a security measure to protect your private information. Our online services provide additional layers of protection to ensure that all personal details provided to DOES are safe and uncompromised.

If you need assistance with filing your claim online, please contact one of our [American Job Center](#) (AJC) locations to make an appointment.

## **I want to file my initial claim with the Contact Center. Is that an option?**

Currently, filing an initial claim over the phone is not an option. You may only file a claim online at [DCNetworks.org](#).

## **Will claimants be allowed to file a claim over the phone in the future?**

DOES will not process first-time claims over the phone at this time. A decision has not made as to when or if this process will change.

## **What if a claimant does not have access to a computer?**

Claimants can schedule a resource room with any [American Job Center](#) location.

## **Can claimants meet with a Claims Examiner in the AJC to file an initial claim?**

No, claimants may only meet with claims examiners about the status of their claims once filed.

## **Can claimants meet with a Claims Examiner during their resource center appointment?**

No, scheduling a resource room in the AJC is **not** an appointment with a Claims Examiner. A separate appointment is required to meet with a Claims Examiner.

## **I filed my claim and did not receive benefits. Now that I have returned to full-time employment, how do I close my claim?**

If you have returned to full-time work, please STOP filling your weekly certifications. If you should become unemployed again, please log into your claimant profile at [www.dcnetworks.org](#) or call (202) 724-7000.

Please visit our websites at [www.unemployment.dc.gov](#) and [www.dcnetworks.org](#) to learn more.