

# Unemployment Insurance Services Provided at the Virginia Career Works Centers



Virginia Employment Commission call centers receive hundreds of thousands of calls each week, which can lead to lengthy wait times. For Virginians requiring assistance performing certain tasks, VEC staff members working at the Virginia Career Works Centers across the commonwealth are available to help.

For a list of local offices and contact information, visit [vec.virginia.gov/find-a-job/vec-local-offices](http://vec.virginia.gov/find-a-job/vec-local-offices)

## Know Before You Call

Staff at these local offices **CAN**:

- Help people navigate the Unemployment Insurance process
- Explain the status of an Unemployment Insurance claim (e.g., whether a claim requires administrative review)
- Help a person fax requested documentation to the call center or central office
- Request a resend of PIN letters
- Provide information on overpayments
- Assist in address changes
- Help a person complete the Continuing Claim Form for Unemployment Insurance benefits if the person has incorrectly reopened the initial claim.
- Provide access to resource room computers for a person to file for Unemployment

Staff at these local offices **CANNOT**:

- Remove issues on a claim (e.g., employment separation issues that require administrative review)
- Remove issues dealing with vacation pay or pensions
- Remove issues dealing with a failure to accept suitable work
- Remove issues dealing with being able and available for work
- Assign wages to a claim or attach an employer to a claim
- Make monetary determinations
- Provide lifetime work histories
- Take overpayments
- Change any errors on Pandemic Unemployment Assistance applications

### TO FILE FOR UNEMPLOYMENT INSURANCE BENEFITS

- [www.vec.virginia.gov](http://www.vec.virginia.gov) (preferred)
- 1-866-832-2363

### TO FILE FOR PANDEMIC UNEMPLOYMENT ASSISTANCE

- [www.vec.virginia.gov](http://www.vec.virginia.gov) (preferred)
- 1-866-832-2363

### TO FILE WEEKLY UI CERTIFICATIONS

- [www.vec.virginia.gov](http://www.vec.virginia.gov)
- **1-800-897-5630 (preferred)**