



Unemployment Insurance
Claimant Advocate Office

We are here to help you
understand your rights
and responsibilities

Call toll-free:
1-(855) 528-5618

E-mail:
UIClaimantAdvocateOffice@labor.ny.gov



Claimant Advocate Office staff members are here to help you understand your rights and responsibilities throughout the Unemployment Insurance process. We offer this free, impartial service to assist all claimants, especially those with limited English proficiency or other barriers.

We empower claimants through knowledge. Often, a difficulty you are experiencing is something you can resolve yourself, but you may not know where to start. That's where we come in.

We take time with each person to ensure you fully understand what is happening and we strive to give you a complete understanding of how the process works. If your needs go beyond Unemployment Insurance, we will point you to additional resources.

A claimant advocate will directly assist you one-on-one, explain the process and answer all your questions about:

- An Unemployment Insurance Determination or other UI-related Documentation
- How to Proceed with a Hearing
- How to Appeal a Decision
- Your Rights and Responsibilities

Contact Us

Navigating your Unemployment Insurance claim, hearing or appeal may seem frustrating or confusing at times. We can help!

Call toll-free: 1-(855) 528-5618

E-mail: UIClaimantAdvocateOffice@labor.ny.gov
(please do not e-mail your full social security number)

Phone and in-person appointments are available with services available in approximately 200 languages.

Hours of Operation: Monday - Friday, 9 a.m. to 5 p.m.

When you call, please have ready:

- Last four digits of your social security number
- A list of questions
- Any related documents

DISCLAIMER: Office staff are not lawyers and can't represent you at a hearing. If you cannot afford to pay an attorney or a registered representative, you may be able to get free representation from a pro bono attorney or your local Legal Aid Society or legal services program. For a list of legal resources, including attorneys, registered representatives, legal services programs and pro bono attorneys' organizations, go to the Unemployment Insurance Appeal Board website at www.uiab.ny.gov. Click on the "Resources" tab and then click on "List of Attorneys & Authorized Agents." You may also request this list by calling 1-518-402-0205.