

New York State Department of Labor

What is the Claimant Advocate Office?

The Claimant Advocate Office operates within the Department of Labor's Unemployment Insurance Division, separate from the Telephone Claims Center (TCC). Advocates provide free, impartial and confidential services that help claimants, particularly those with limited English proficiency or other barriers, understand their rights and responsibilities under Unemployment Insurance law.

What issues can the Claimant Advocate Office assist with?

- You've received a determination or a questionnaire and don't fully understand it
- You were found ineligible for benefits and need the hearing process explained to you
- You have an upcoming hearing or appeal and need help preparing for it

When should I contact the Telephone Claims Center (TCC) instead of the Claimant Advocate Office?

- You wish to file a new claim
- You would like an update on the status of your new or existing claim
- You have a specific question about your claim
- You were instructed to contact the claims center

Remember you can always send an electronic message to the Telephone Claims Center. Just log into your NY.GOV account by going to labor.ny.gov/signin, then click on the envelope on the upper right, and choose the subject that best reflects your question. Your message will be answered by a claims center representative.

I am not fluent in English, can an advocate assist me?

Yes! Services are provided in approximately 200 languages. We can explain the Unemployment Insurance process in the language in which you are comfortable speaking.

How do I contact an advocate for help?

You can email us (in English or Spanish) at UIClaimantAdvocateOffice@labor.ny.gov. If you prefer to speak to an advocate, please call (855) 528-5618.