UNEMPLOYMENT INSURANCE (UI) BENEFITS MIGRATION TIMELINE (2024)

Online/Open
Offline/Closed
5 p.m. deadline

Service	February 27	February 28	February 29	March 1	March 2	March 3	March 4
Old UI Online Claim System (For New Claims)	OFFLINE AT 5 P.M. Last day/time to file new claim online until March 4*						
UI Telephone Initial Claims (For New Claims)	CLOSED AT 5 P.M. *Last day/time to file new claim by phone until March 4						OPEN AT 8 A.M.
UI Contact Us, Chatbot and Live Agent Chat	OFFLINE AT 5 P.M.						OPEN AT 8 A.M. (FRANCES ONLINE)
UI, Paid Leave, and C&R Phone Lines	OPEN (REGULAR HOURS)						OPEN (REGULAR HOURS)
Frances Online claimant, employer, and partner portals (Paid Leave benefits, Paid Leave and UI contributions)	ONLINE	OFFLINE AT 5 P.M. Last day to file Paid Leave and Intermittent Leave claim to avoid benefit delays					ONLINE AT 8 A.M.
Old UI Online Claim System (For all functions, including fling Weekly UI Claims)	ONLINE	OFFLINE AT 5 P.M. Last day to file UI for week of 2/18-2/24 to avoid benefit delays					
Automated Phone Lines (UI Weekly Claim Line, Paid Leave Intermittent Claim Line, Employer “Zero Payroll” Line)	OPEN (REGULAR HOURS)	CLOSED AT 5 P.M. Last day/time to file UI for week of 2/18-2/24 to avoid benefit delays					OPEN AT 8 A.M.
UI Benefits Live in Frances Online							OPEN AT 8 A.M.