

Get Answers to Your Unemployment Benefit Questions

Call Monday – Friday 8:00 a.m. to 4:30 p.m.

651-296-3644 (Twin Cities calling area)

1-877-898-9090 (Greater Minnesota)

1-866-814-1252 (TTY for the hearing impaired)

If you are a New Applicant

1. Make your language choice:
press 1 for English, **2** for Spanish, **3** for Hmong, or **4** for Somali.
(If you need another language, **press 1** and follow the steps below to speak to a representative and request an interpreter.)
2. **Enter your Social Security number.**
3. Press 1 To apply for benefits, or;
Press 2 For frequently requested information.

When you press 2, you will hear:

Press 2 For Web address, Customer Service

Center hours, and phone instructions

Press 3 When to apply for benefits

Press 4 What information you need to apply

Press 5 Who qualifies

Press 6 How benefits are calculated

Press 7 Overview of the application process

Press 8 For a question about a topic not listed

Press 9 To apply for benefits now

Press 1 To repeat the menu.

Press 0 To speak with a representative.



If you have an Account and a Password

1. Make your language choice:
press 1 for English, **2** for Spanish, **3** for Hmong, or **4** for Somali.
(If you need another language, **press 1** and follow the steps below to speak to a representative and request an interpreter.)
2. **Enter your Social Security number.**
3. **When you hear the prompt, enter your password and then press the # key.**

You will hear important messages about your

account. When the messages end, you will hear:

Press 1 (*You will hear different options such as:*

request a benefit payment, reactivate your account, or apply for benefits).

Press 2 For other options.

When you press 2, you will hear:

Press 1 To change your address, password, or payment options.

Press 2 For account balance or other account information.

Press 3 For answers to commonly asked questions or to speak with a customer service representative.

You will hear the following:

Press 2 How benefits are calculated

Press 3 Where benefits are deposited

Press 4 For appeal information

Press 0 To speak to a representative.

Press 1 to repeat the menu.

If you Forgot your Password

1. Make your language choice:
press 1 for English, **2** for Spanish, **3** for Hmong, or **4** for Somali.
(If you need another language, **press 1** and follow the steps below to speak to a representative and request an interpreter.)
2. **Enter your Social Security number.**
3. **When you hear the prompt to enter your password, press the # key.**

If you **do not** have a security question on file:

You will be connected to a representative.

If you **have** a security question on file:

Answer your security question using the keypad on your phone (up to 8 characters) and **press the # key.**

- If you do not answer your security question correctly, after several attempts, you will either be connected to a representative or hear: “Press 2 to speak to a representative”.
- If you answer your security question correctly, follow the prompts to reset your password. To speak to a representative, you can now follow the steps in “If you have an Account and a Password”.

Minnesota Department of Employment and Economic Development
Unemployment Insurance Program

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DEED is an equal opportunity employer and service provider.

Upon request, this information can be made available in an alternative format for the disabled.

English

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