

C015

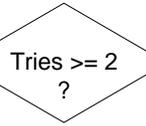


2071
 To file a weekly claim certification, press or say 1 now.
 If you are calling about your unemployment check, press or say 2 now.
 If you need information about filing a claim for unemployment benefits, You may access our web site at www.delawareworks.com, or <pause 2 sec> press or say 3 now.
 If you wish to hear information on unemployment claim monetary eligibility, press or say 4 now.
 If you are seeking employment, for more information, press or say 8 now.
 If you wish to review these options, press or say 9
 For further assistance, press the star (*) key.
 If you wish to end this call, press or say 0.

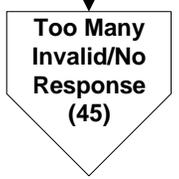


NO

2000
 I'm sorry, that is not a valid response.

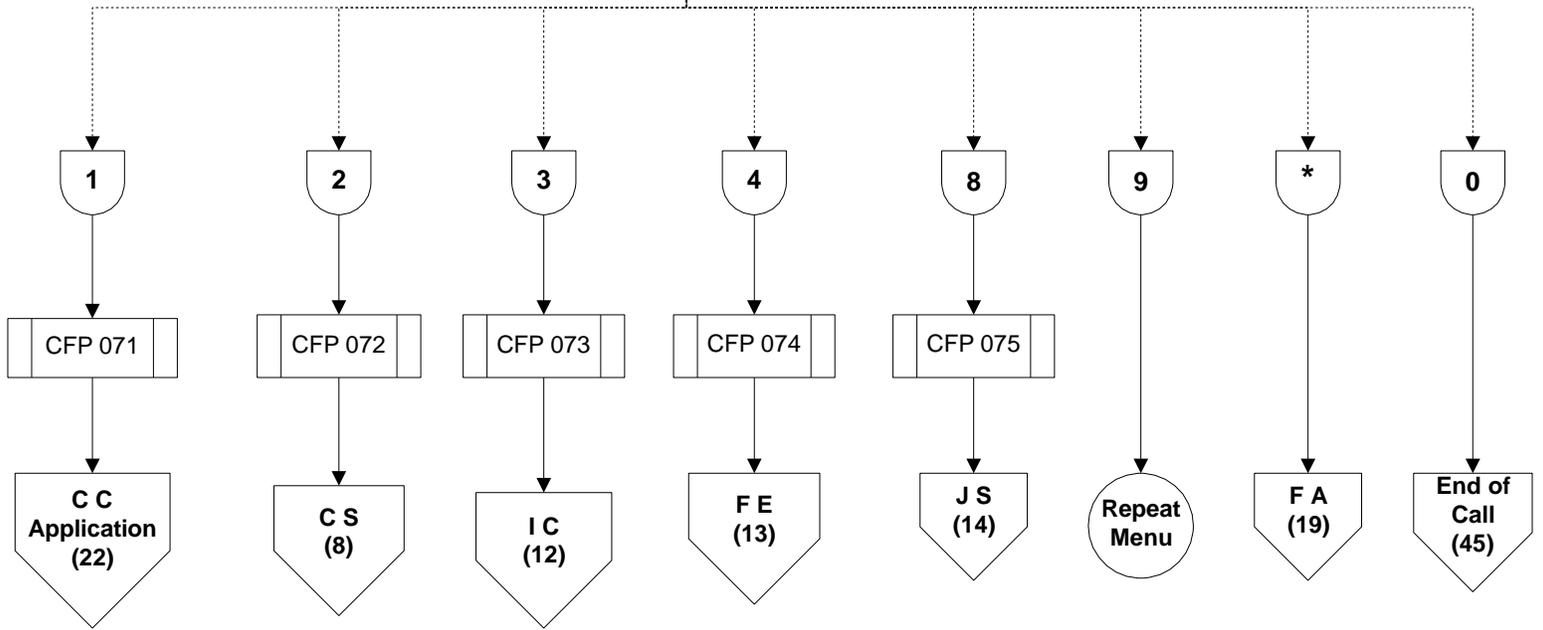


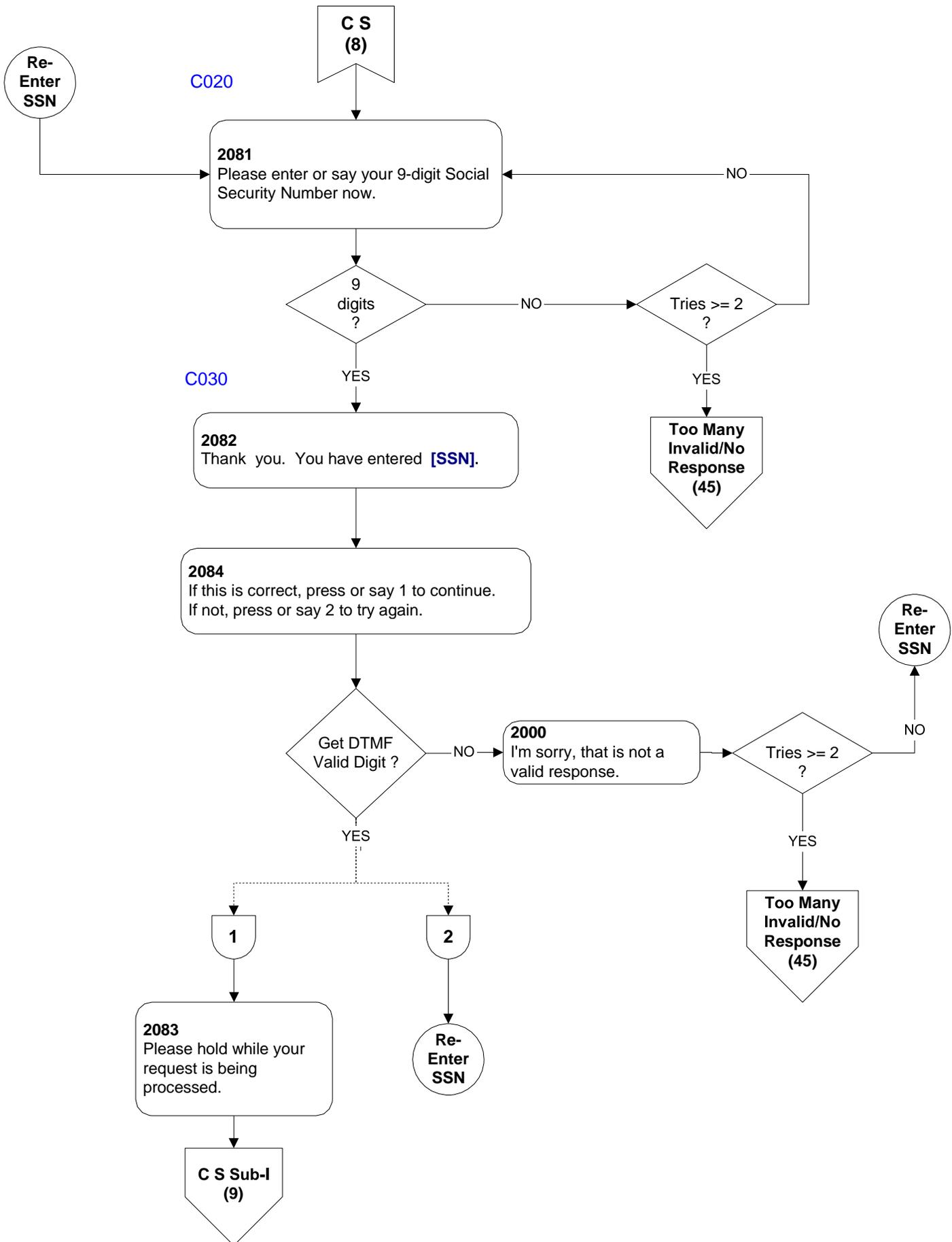
YES

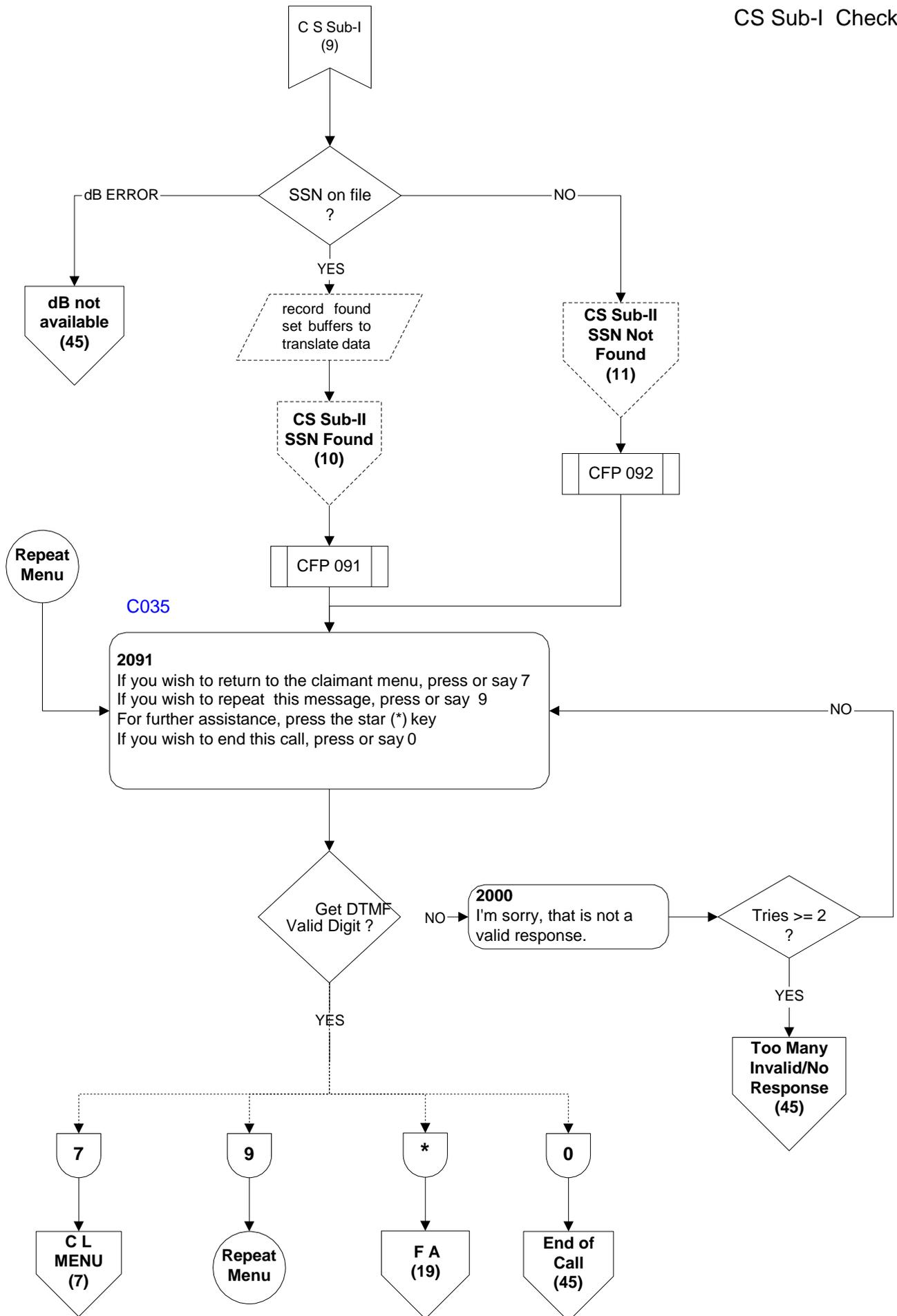


NO

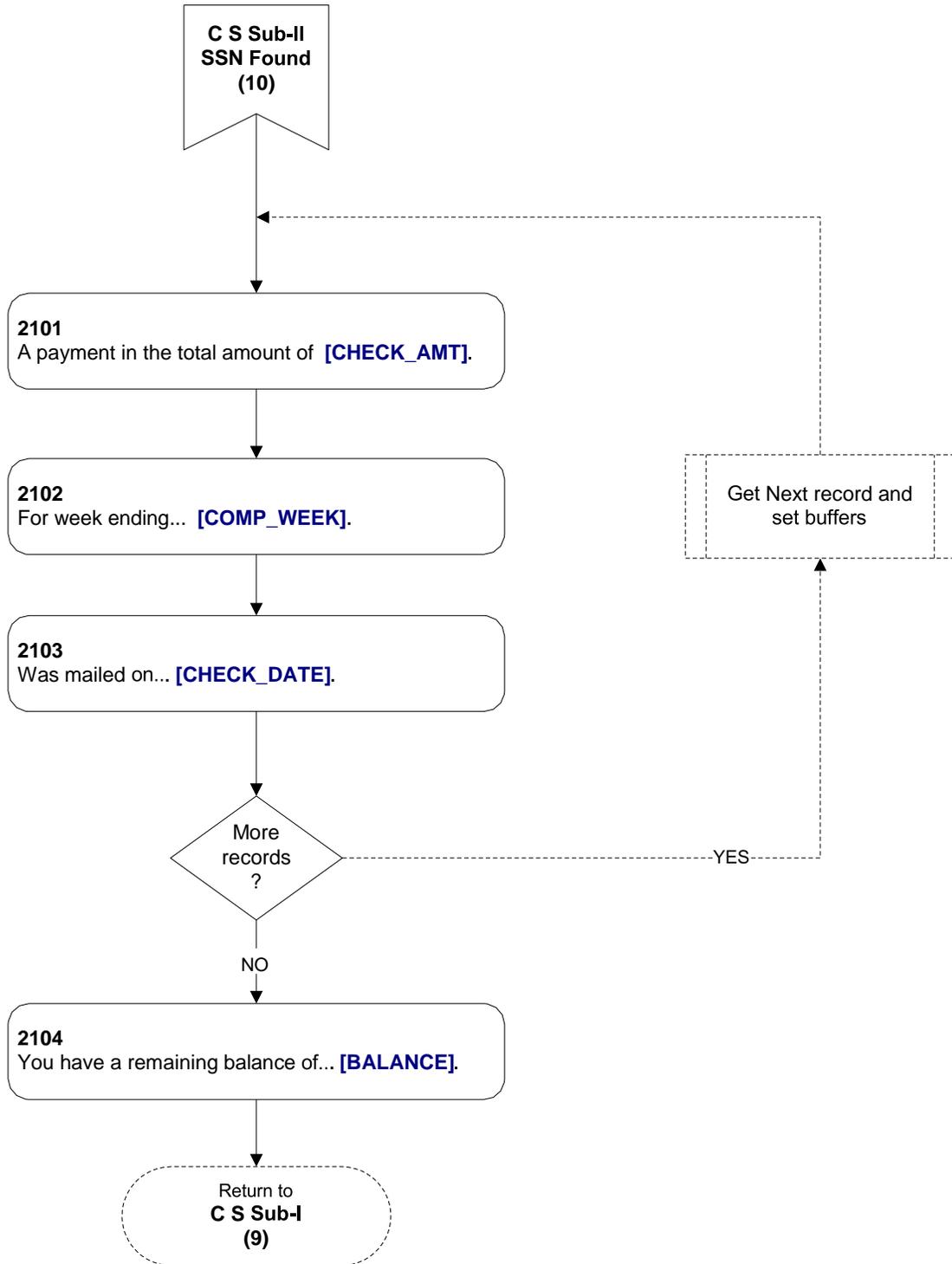
YES

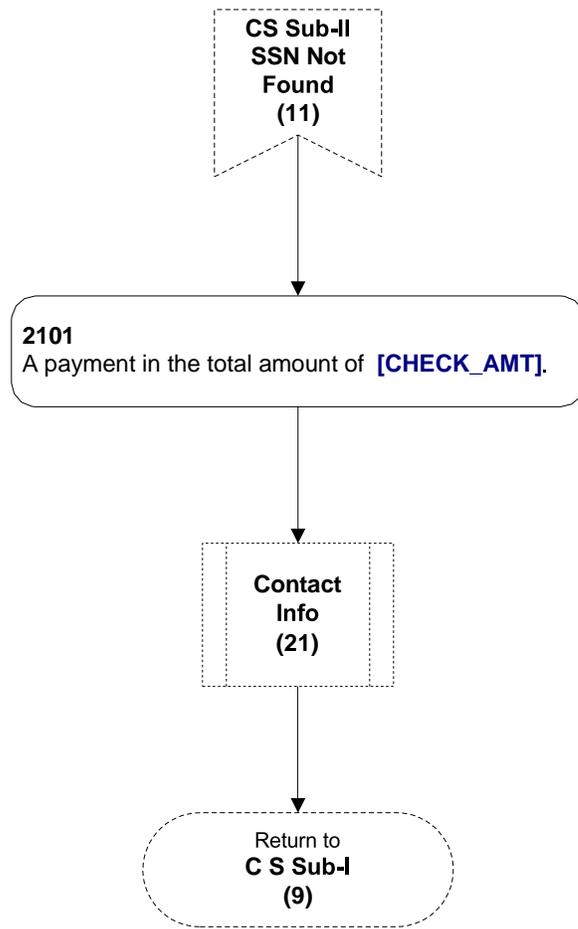






C035





**I C
Initial
Claims Info.
(12)**

I C Initial Claims Info (12)

2121
In order to file your claim, you will need to bring your social security card and the names and mailing addresses of your employers for the last 18 months to an unemployment local office.

2122
If you do not have your social security card, you may substitute a W-2 or a pay stub with your name and social security number imprinted on it and a picture identification, such as your driver's license.

2123
New claims can be filed Monday through Friday from 8:00 AM to 4:00 PM. There are four offices available to serve you. Residents of Wilmington and Northern New Castle County may file in the Fox Valley Office located at 4425 North Market Street in Wilmington, Delaware. The telephone number is 761-8446.

2124
If you live in Newark or Southern New Castle County, the office is in Pencader Corporate Center, address 225 Corporate Boulevard, Suite 108, off of Route 896, directly across from Dade International site. The telephone number is 368-6600.

2125
Kent County residents may file at the Dover Office, Carroll's Plaza, 114 South Dupont Highway, Suite 103. The telephone number is 739-5461.

2126
Residents of Sussex County may file at the Georgetown office, which is at 600 North Dupont Highway. The telephone number is 856-5611.

2127
If you worked in Delaware, but live in another state, you should contact the unemployment insurance office in your state to file your claim against Delaware.

A

A

2128
If you wish to return to the claimant menu, press or say 7.
If you wish to repeat this message, press or say 9.
For further assistance, press the star (*) key. If you wish to end this call, press or say 0.

C040

Get DTMF
Valid Digit ?

NO

2000
I'm sorry, that is not a valid response.

Tries >= 2 ?

YES

Too Many Invalid/No Response (45)

7

CL MENU (7)

9

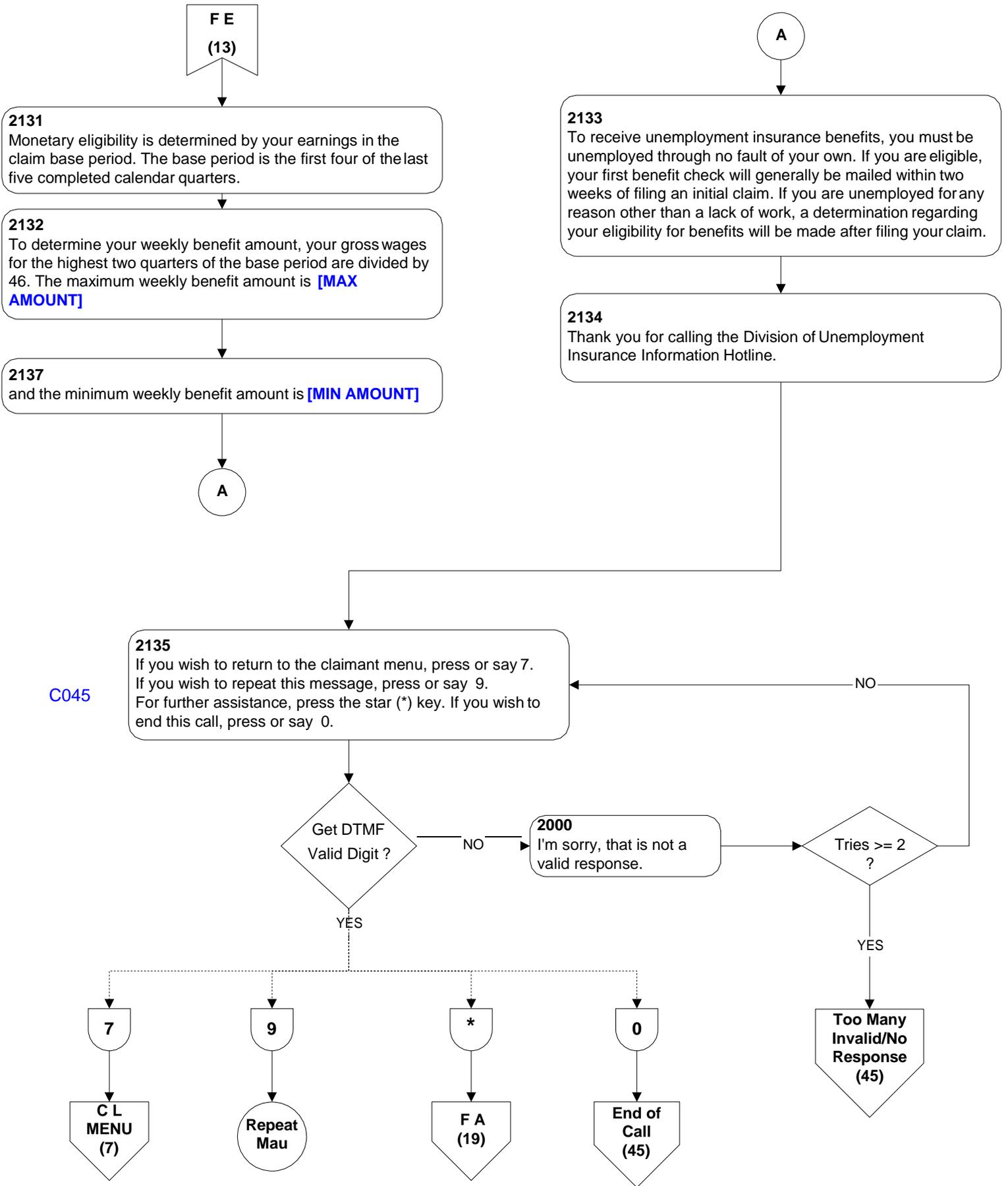
Repeat Menu

F A (19)

0

End of Call (45)

NO



C050

JS
(14)

Repeat
Menu

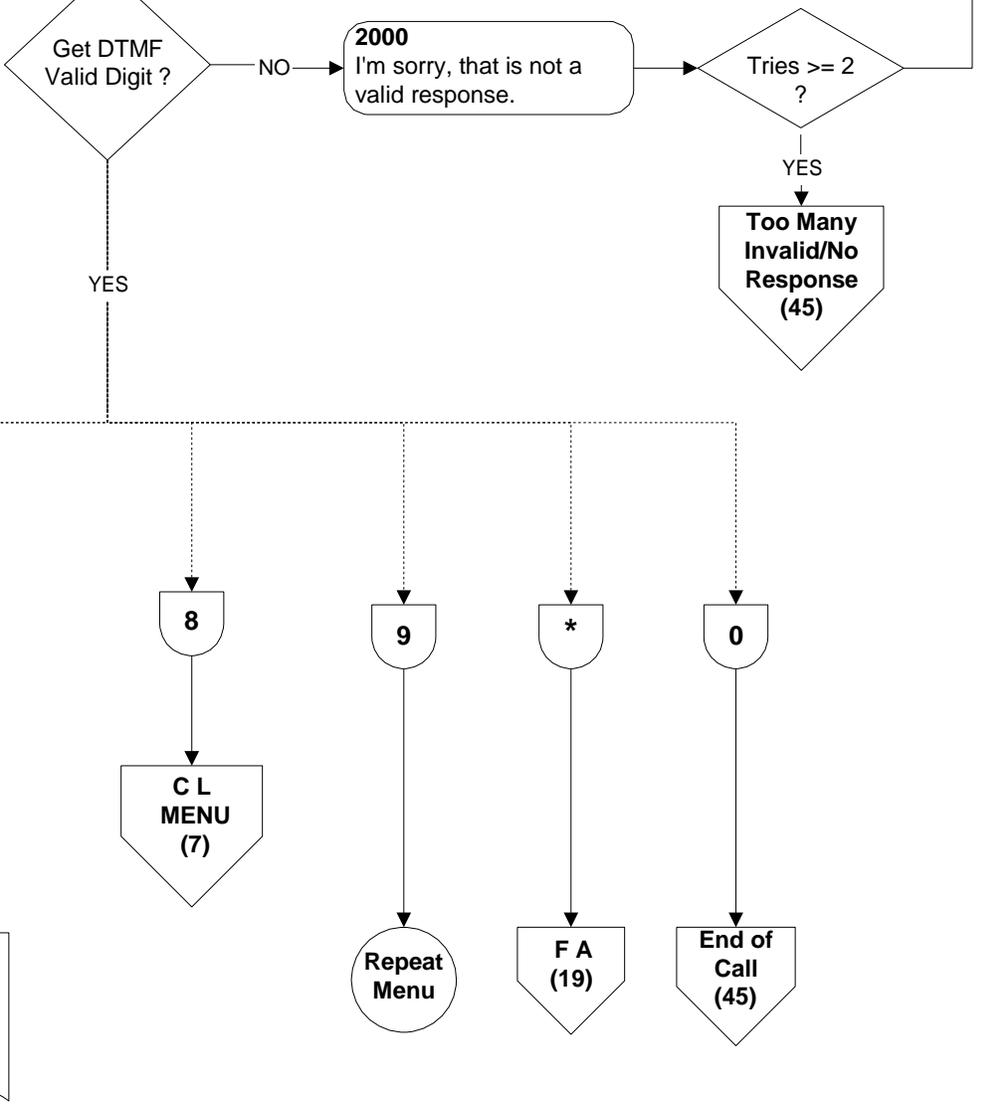
2141

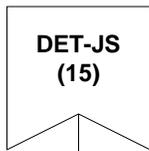
If you are calling about the Division of Employment and Training Delaware Career Network Information Hotline, press or say 1 now.

If you are seeking employment, you can reach the Delaware Job line automated voice response job search system by dialing 1-877-625-6025, or <pause 2 second> press 2 or say 2 now.

If you need information about filing a claim, are calling about your unemployment check, or wish to file a weekly claim, press or say 8 now.

If you wish to review these options, press or say 9 For further assistance, press the star (*) key. If you wish to end this call, press or say 0.





2151
 Services include, but are not limited to, the following: referral to suitable job openings; referral to occupational training, if eligible; career counseling; coaching on using the self-service Job Search Network and Career Resource centers; referral to testing services to assist in determining the appropriate career path; Job Seeking Skills Workshops to assist in reducing/overcoming employment barriers; or intensive case management services for those laid off as a result of a plant closure, mass layoffs or increased imports. If interested in one or more of these services, please visit the local office in your area between the hours of 8:00 AM and 4:30 PM, Monday through Friday.

2152
 In Northern New Castle County, the office is located at the Fox Valley Shops, 4425 N. Market Street, Wilmington.

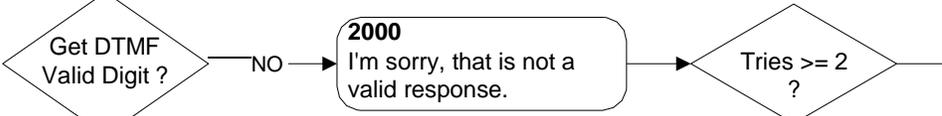
2153
 In Southern New Castle County, the office is located at the Pencader Corporate Commons, 225 Corporate Boulevard, Suite 211, Newark

2154
 In Kent County, the office is located at 1114 S. Dupont Highway, Suite 104. Dover.

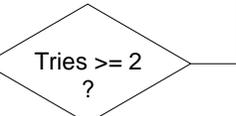
2155
 In Sussex County, the office is located at 600 N. Dupont Highway, Suite 207. Georgetown.

2156
 If you want a listing of selected job openings, call our Jobs Hotline at 1-877-625-6065

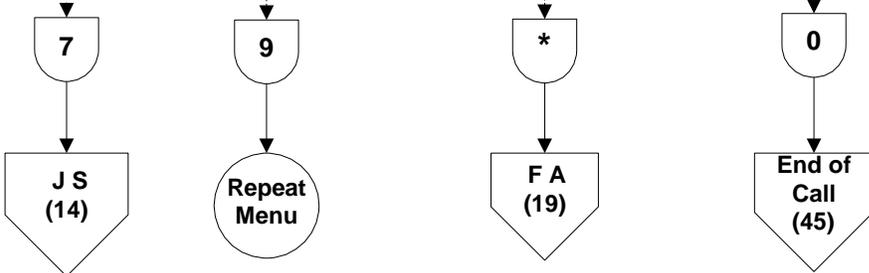
2157
 To return to the job seeker menu, press or say 7.
 If you wish to review these options, press or say 9
 For further assistance, press the star (*) key.
 If you wish to end this call, press or say 0.

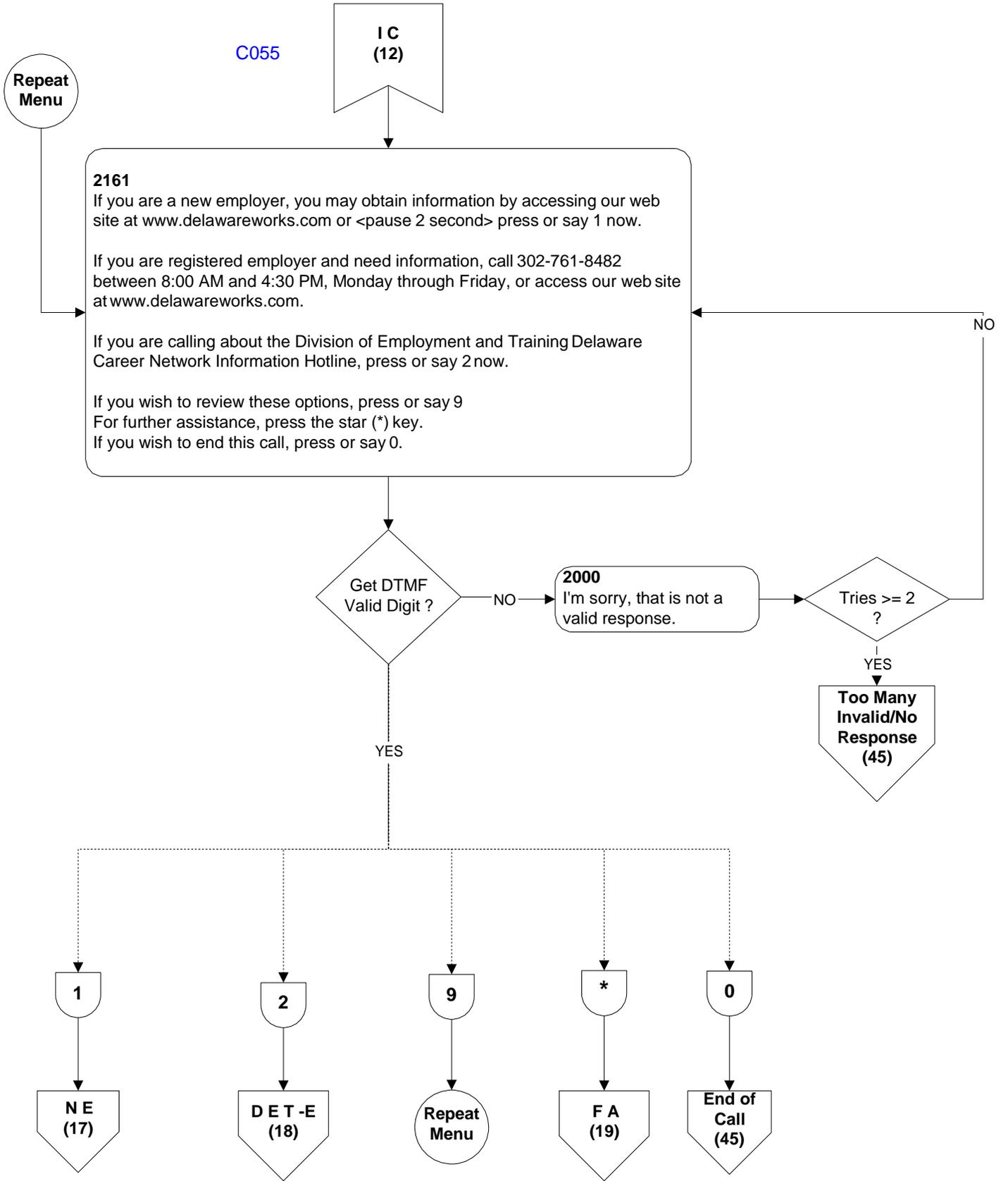


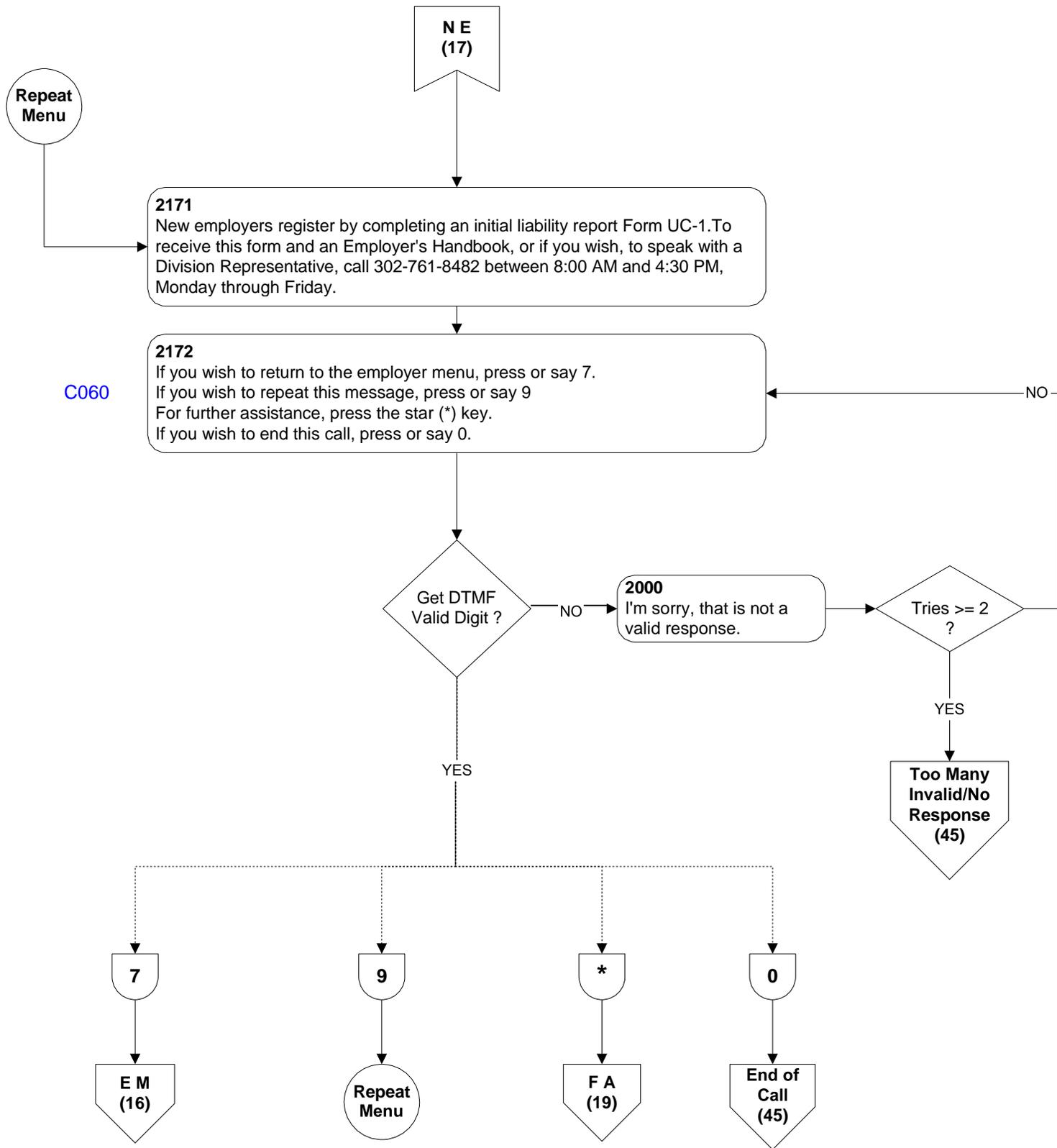
2000
 I'm sorry, that is not a valid response.

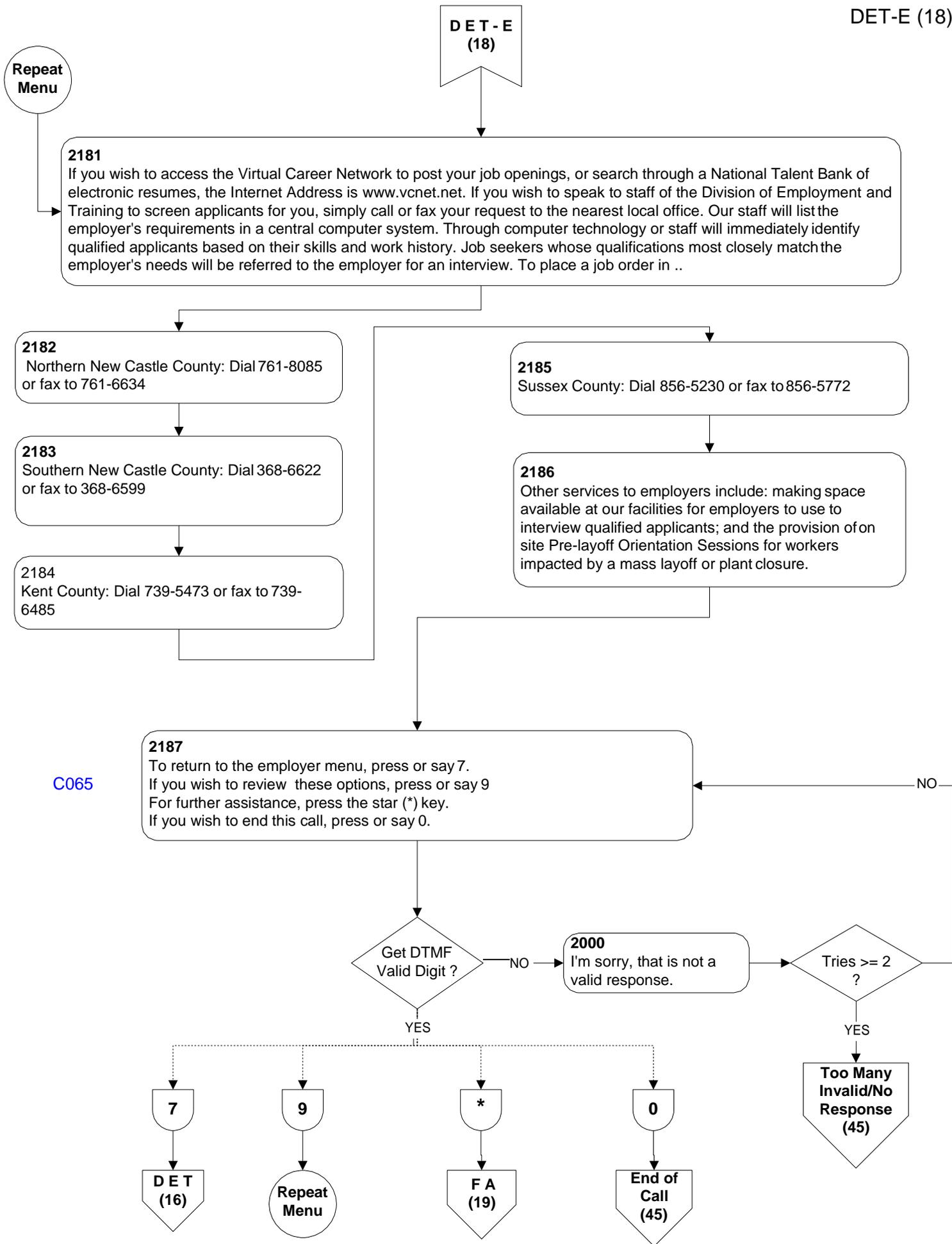


Too Many Invalid/No Response (45)

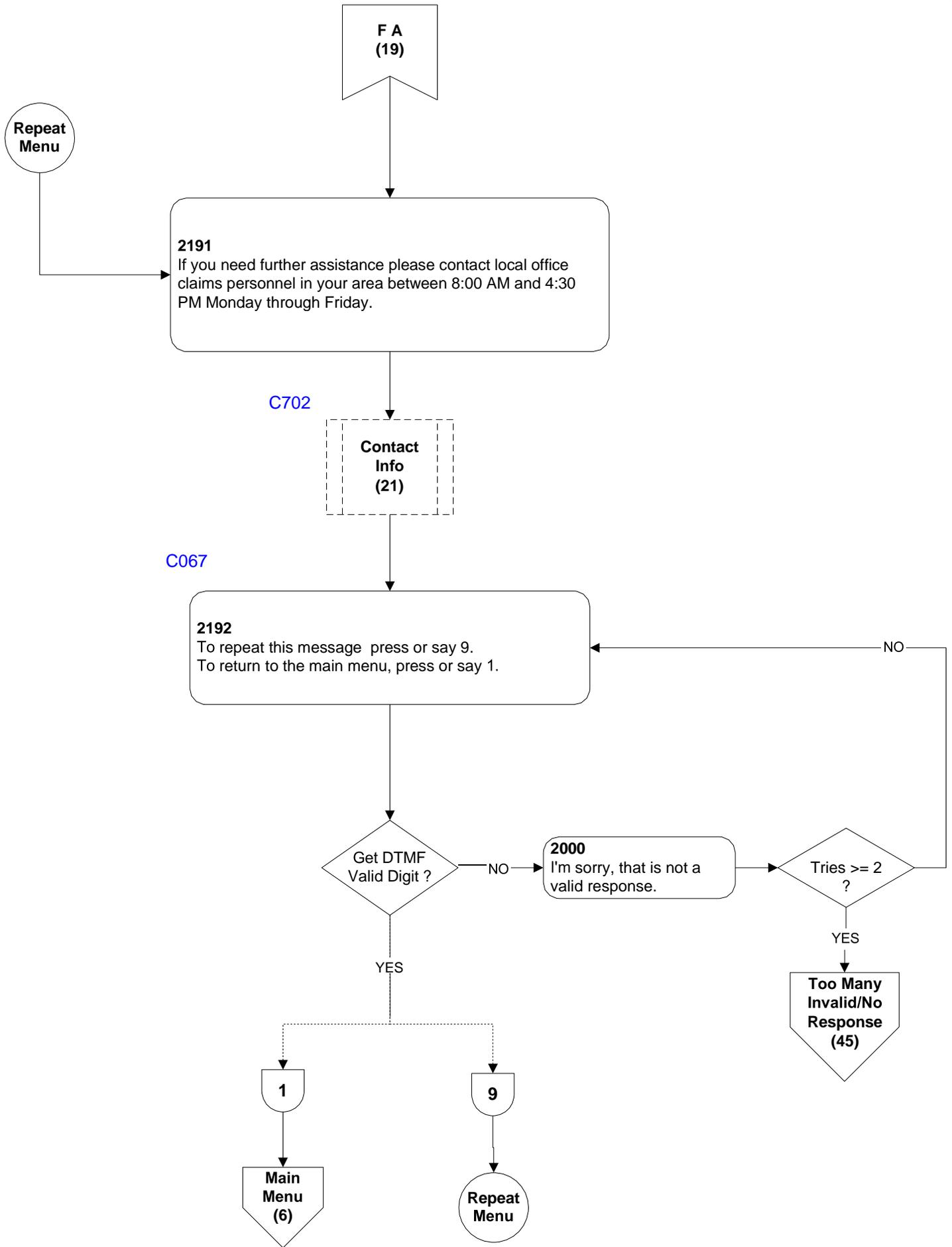


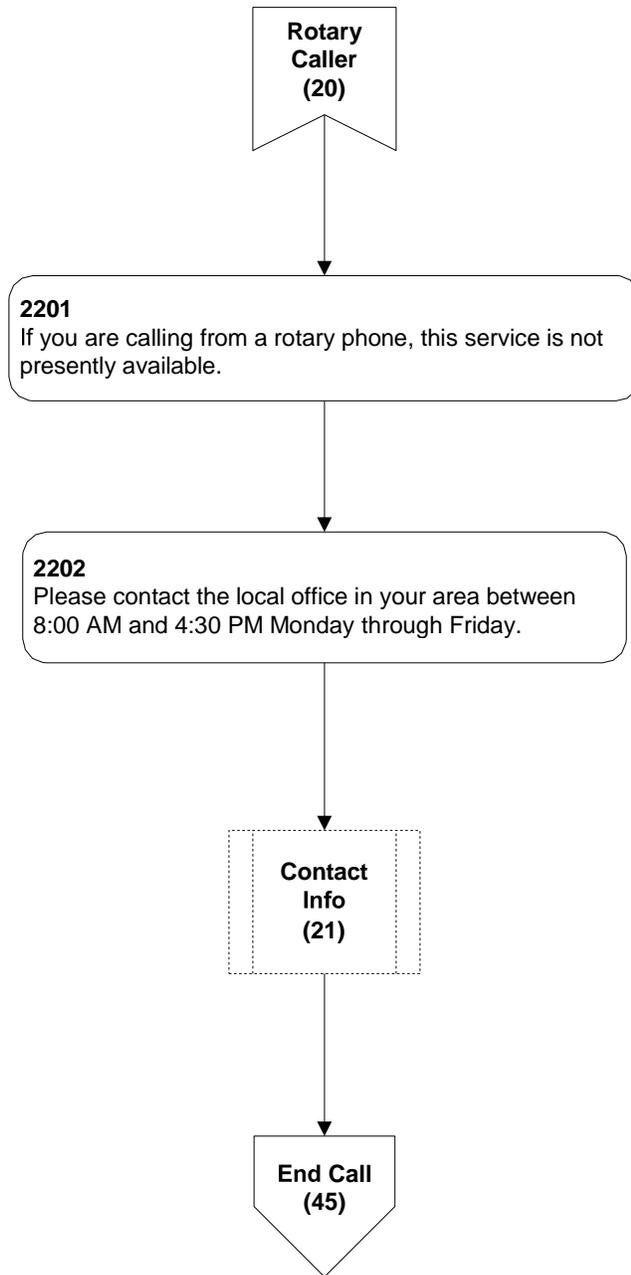


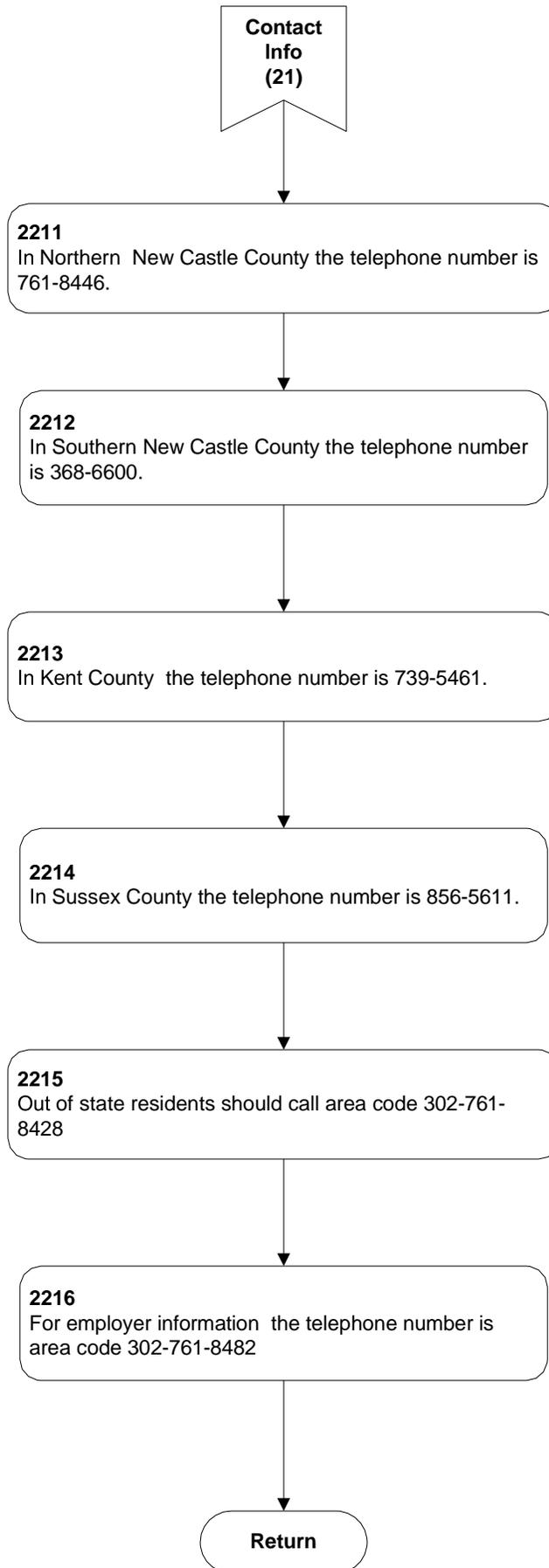


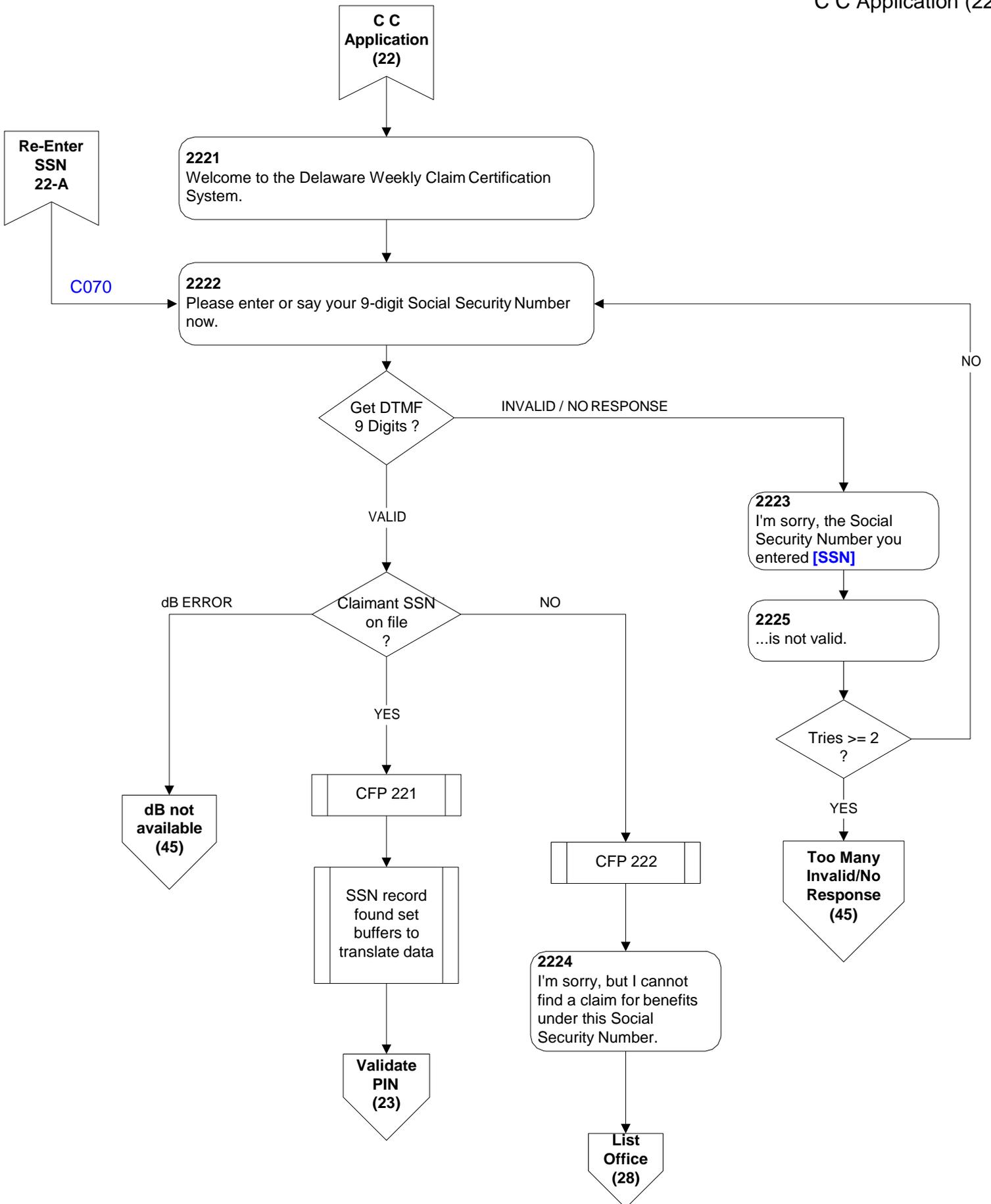


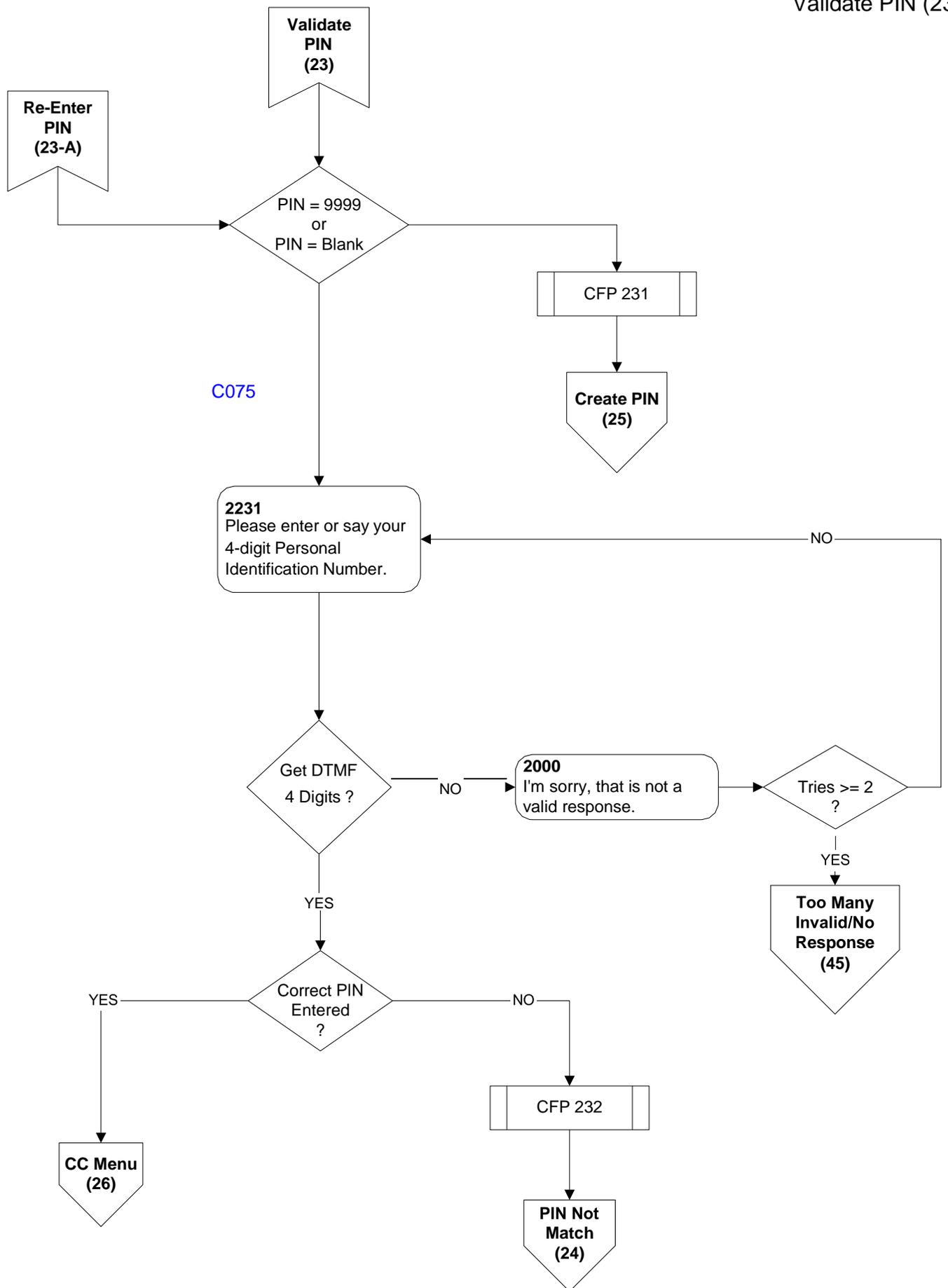
C065



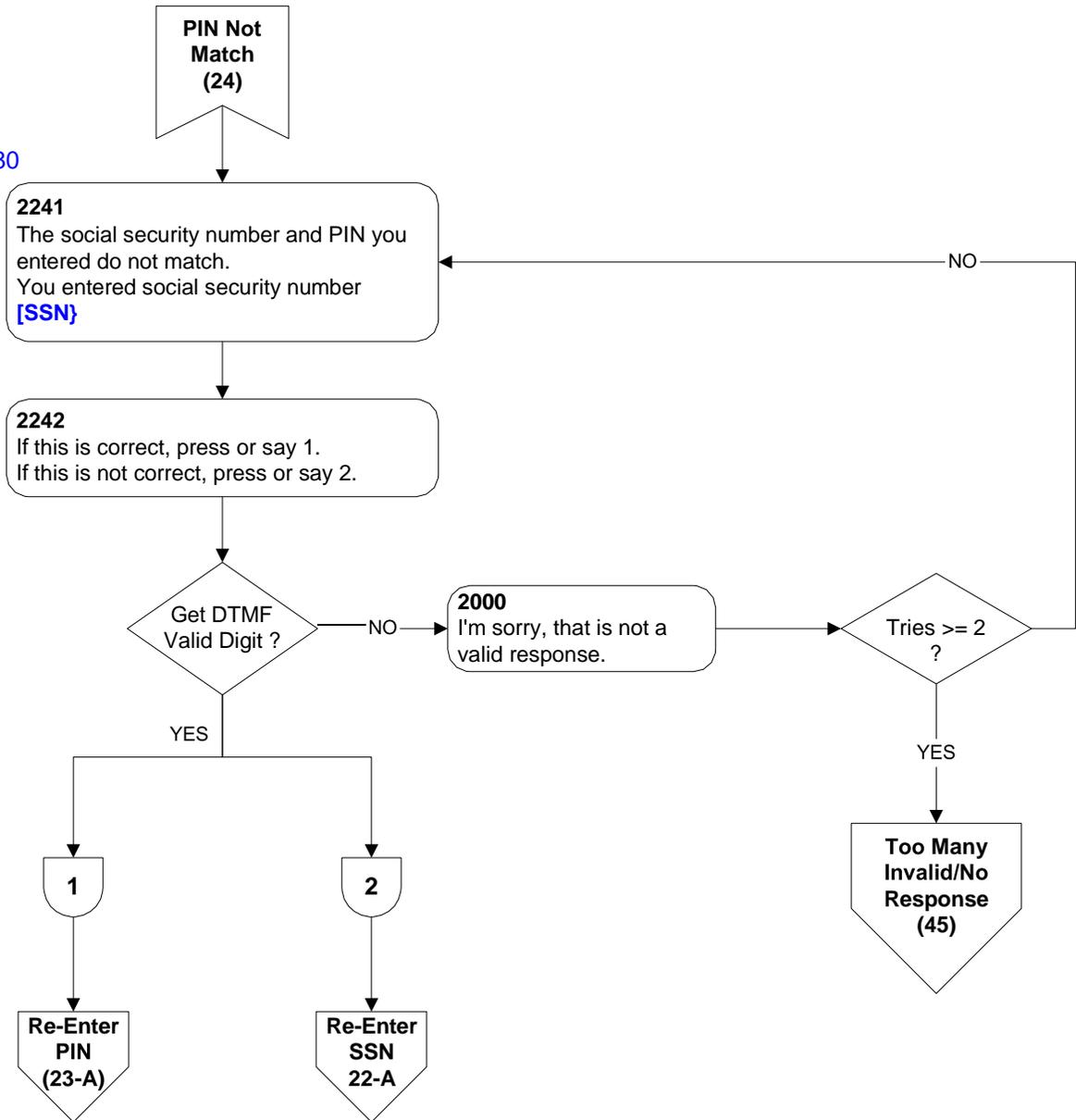


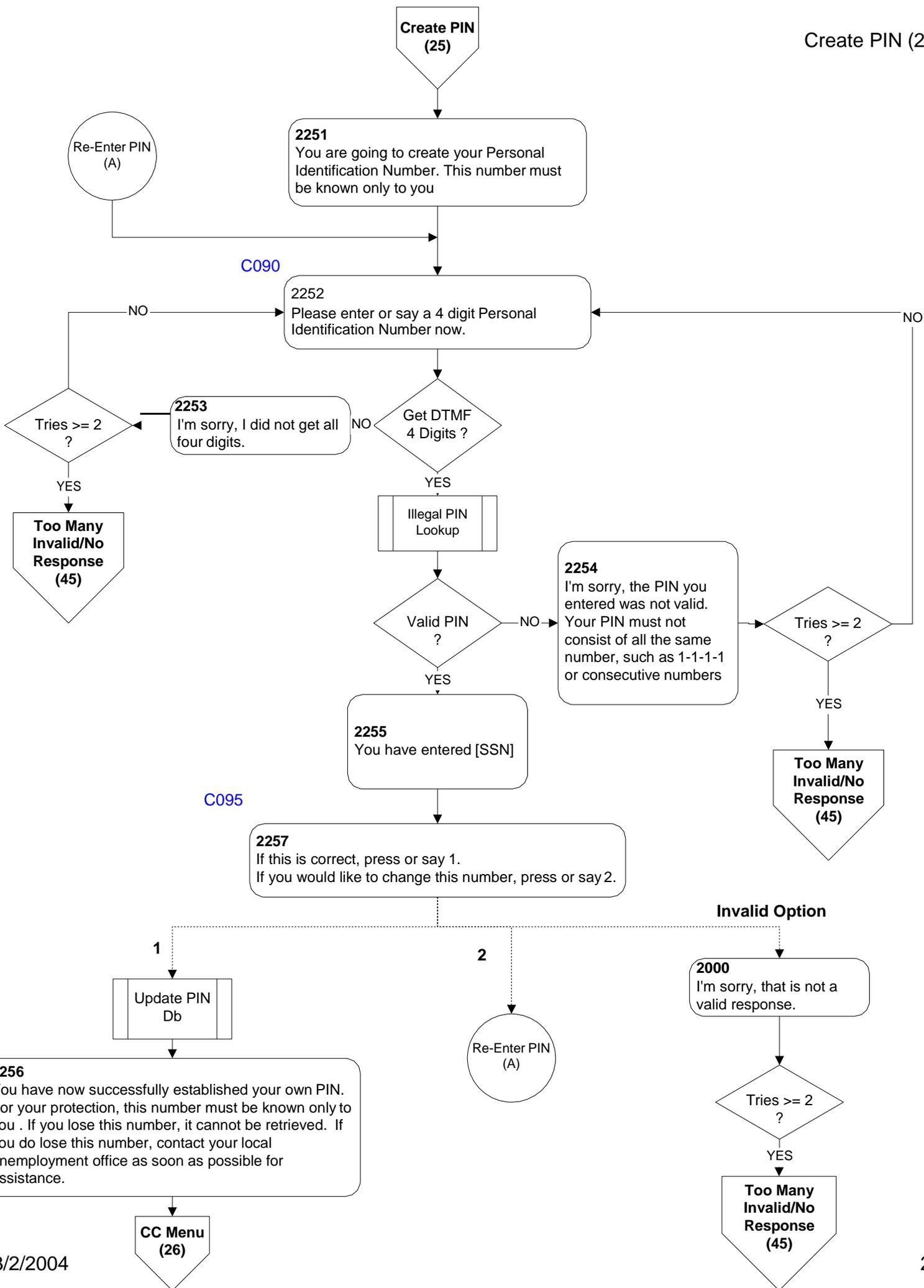


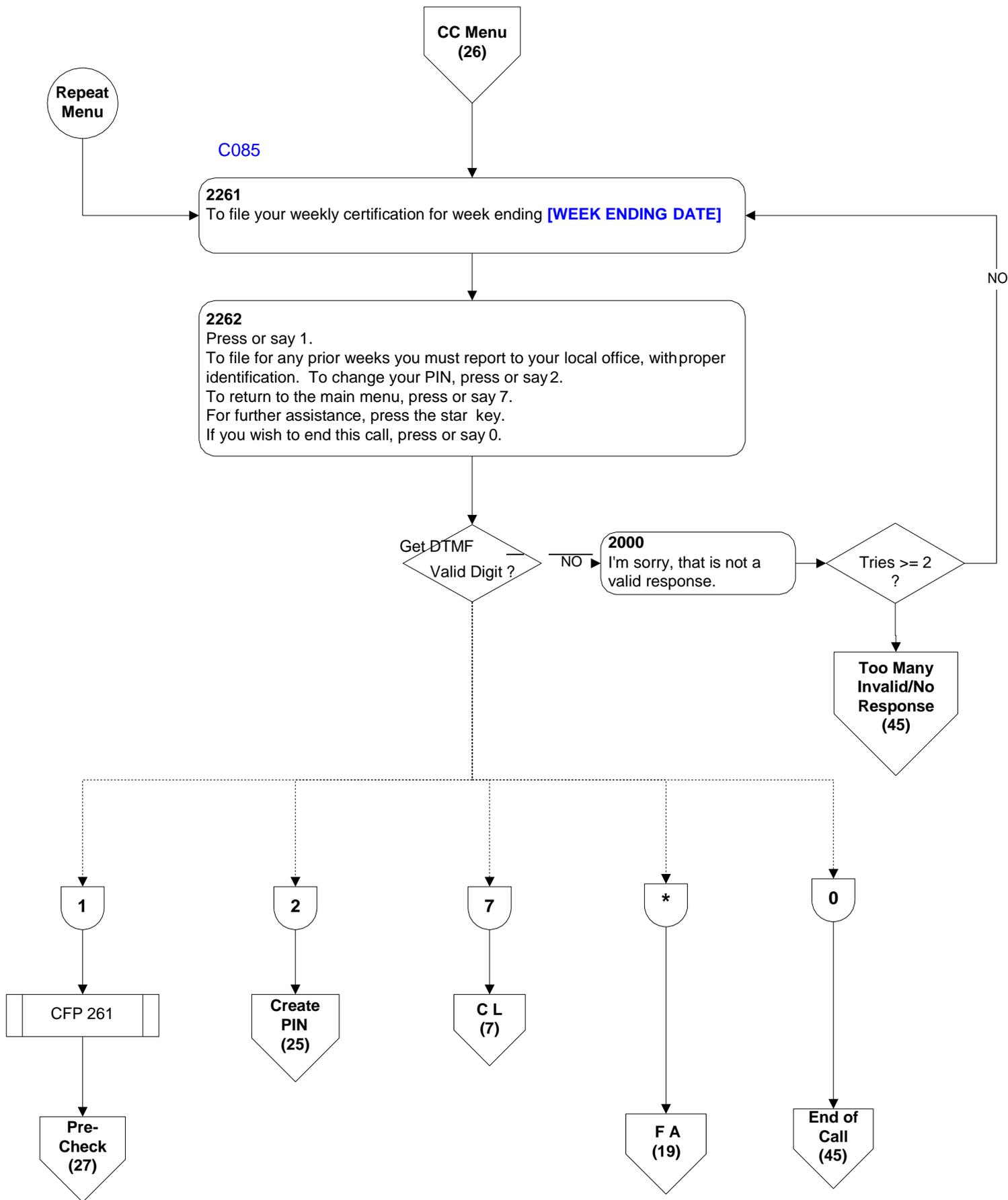


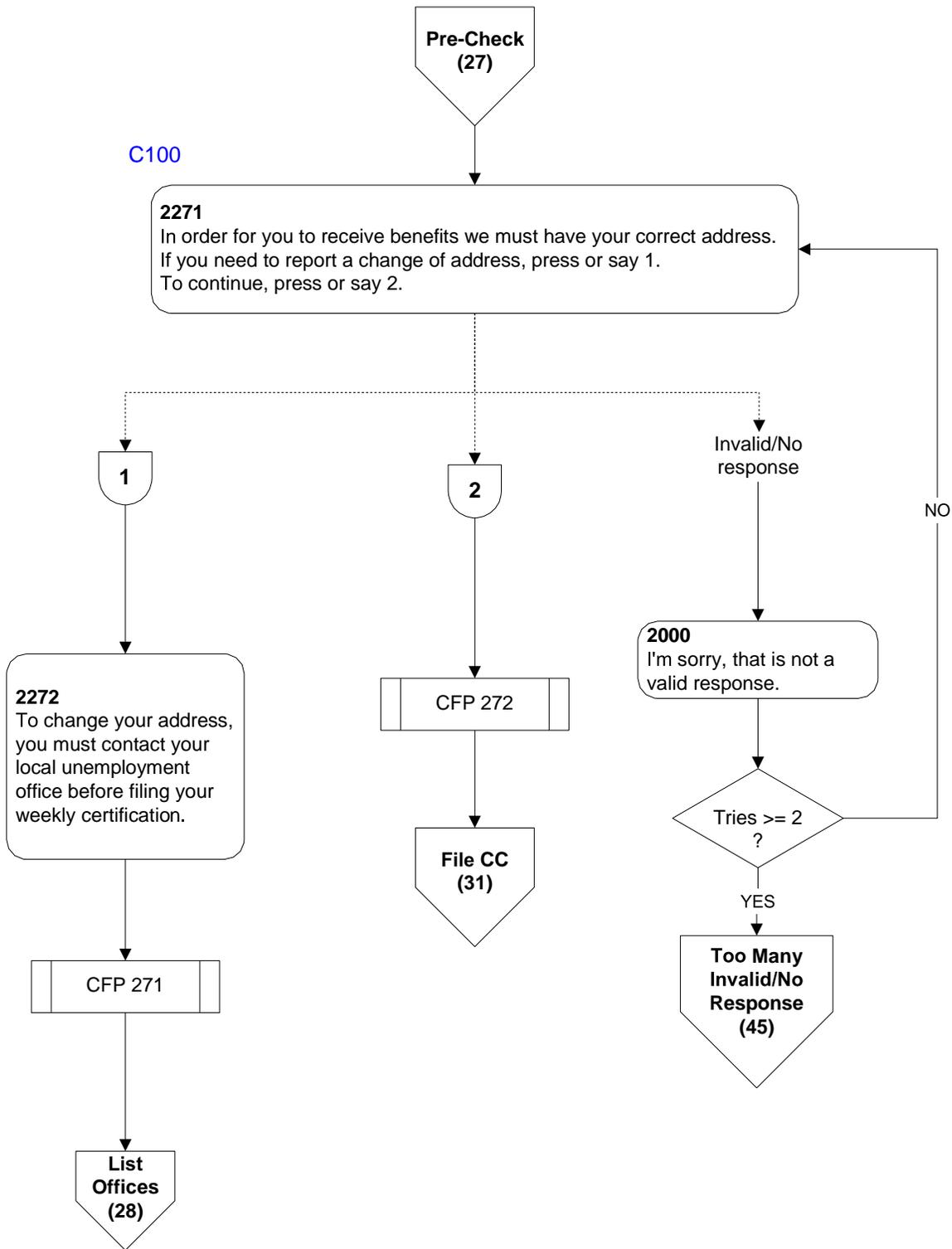


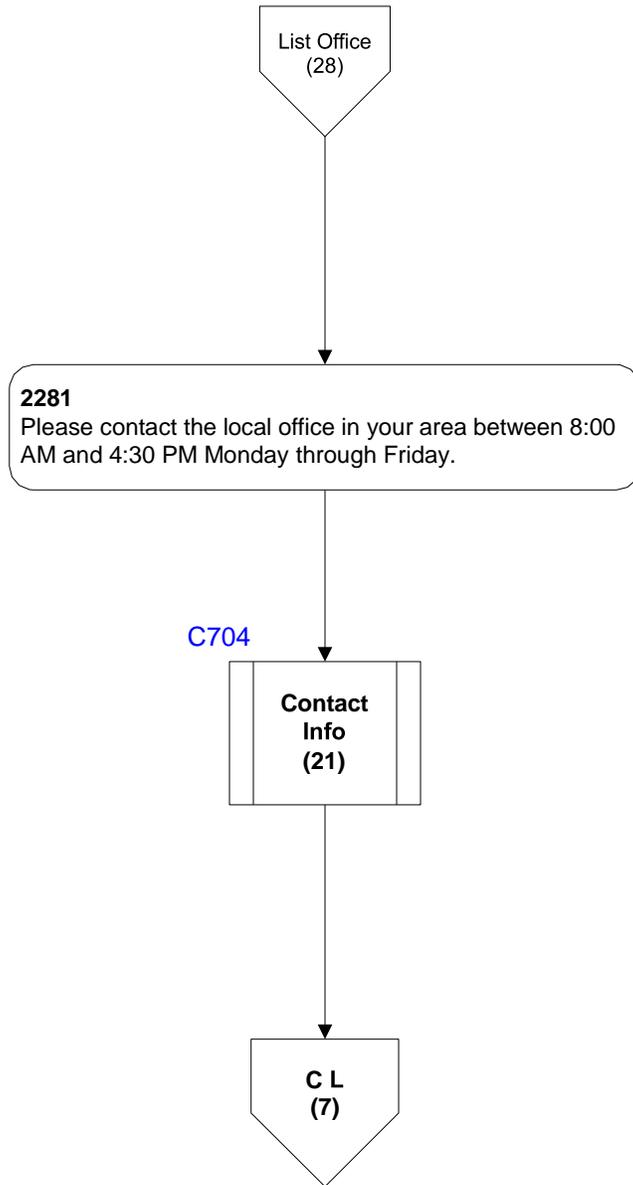
C080











**File CC
(31)**

2311
To process your claim for unemployment benefits, please answer the following questions which apply to the calendar week beginning Sunday **[SUNDAY DATE]**

2314
and ending this past Saturday **[SATURDAY DATE]**

2315
You must answer the following questions truthfully. Any attempt to obtain benefits by entering false information could result in a loss of benefits and legal action. If any question is left unanswered or if this line is disconnected for any reason before completion, you payment for this week will not be processed and you will need to call again.

Income
(32)

Able & Available
(37)

Seek Work
(38)

Refusal
(41)

Questions 5-6
(42)

Return to Work
(44)

31- A

31- B

31- C

31- D

31- E

Repeat Menu

2312
You have finished filing for benefits. The law imposes penalties for false statements and representations made on this claim. Please certify that the responses you have entered are true and correct by pressing or saying 1 now.
If you do not wish to file this claim press or say 2.
The response you have entered will not be retained and we will not process your claim.
To repeat this message, press or say 9.

C260

1

2

9

Invalid/No Response

2313
Thank you for your certification for the week ending **[SATURDAY DATE]**

**End of Call
(45)**

Repeat Menu

2000
I'm sorry, that is not a valid response.

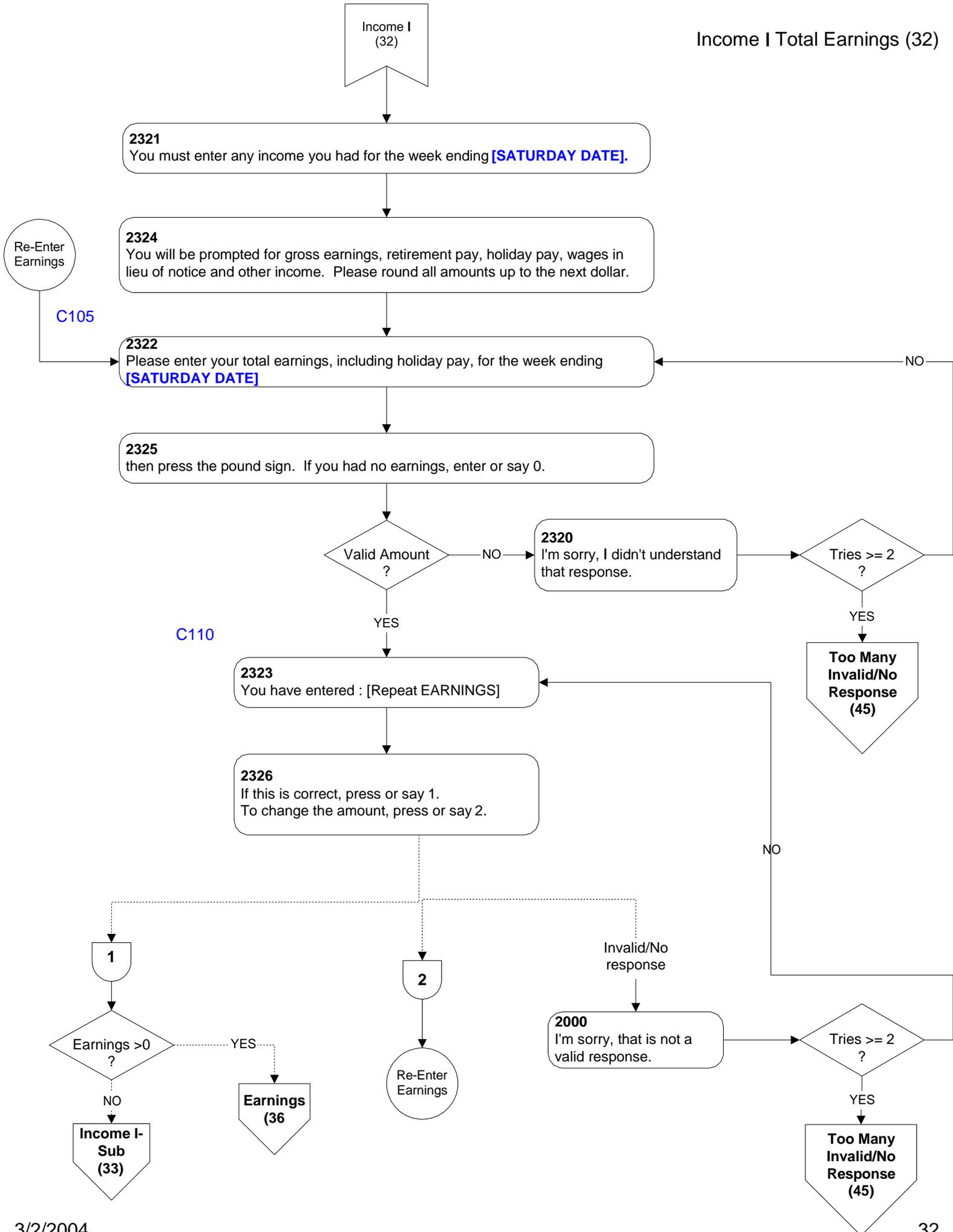
2316
has been recorded. If there is a problem you will be contacted by your local unemployment office.

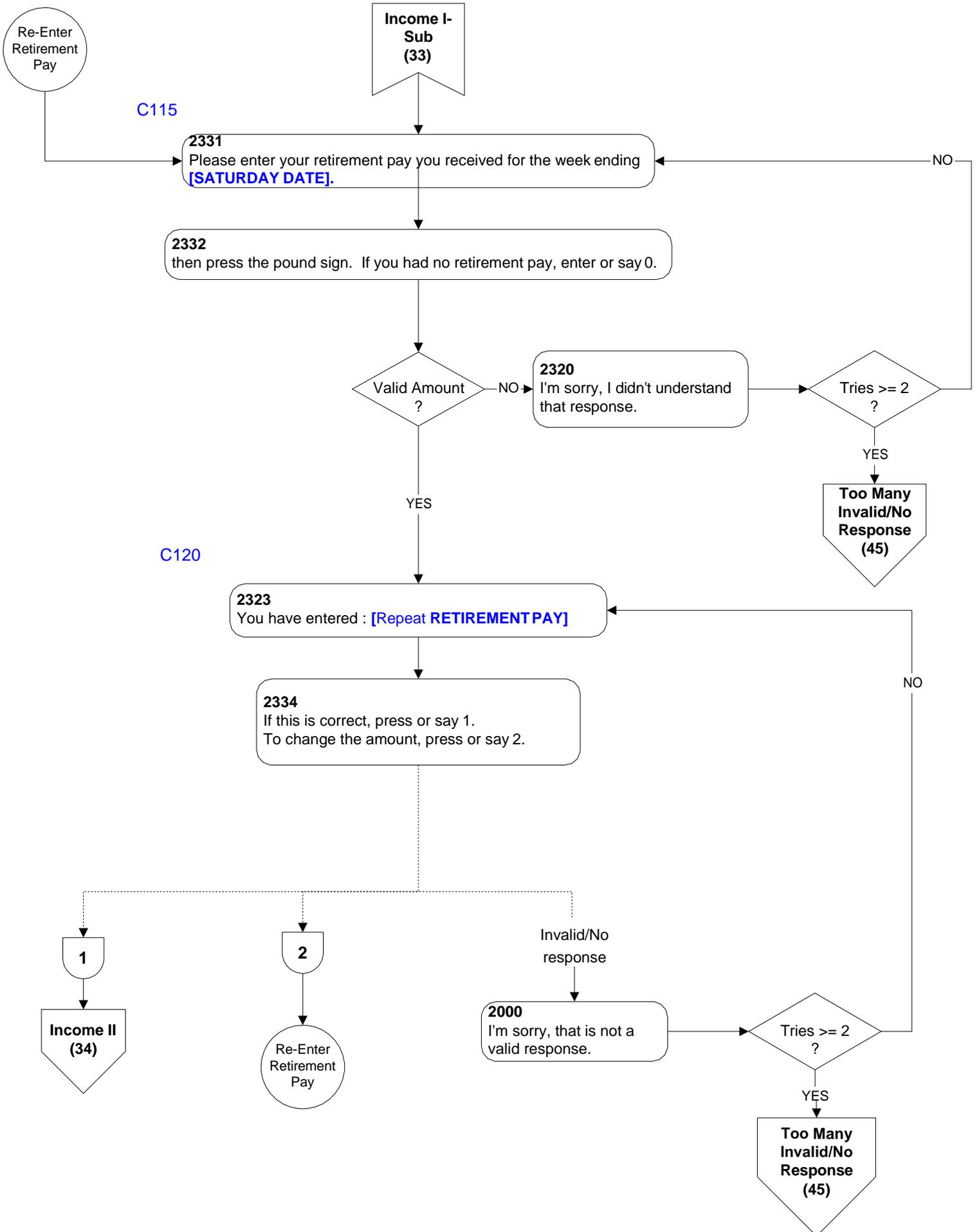
Tries >= 2 ?

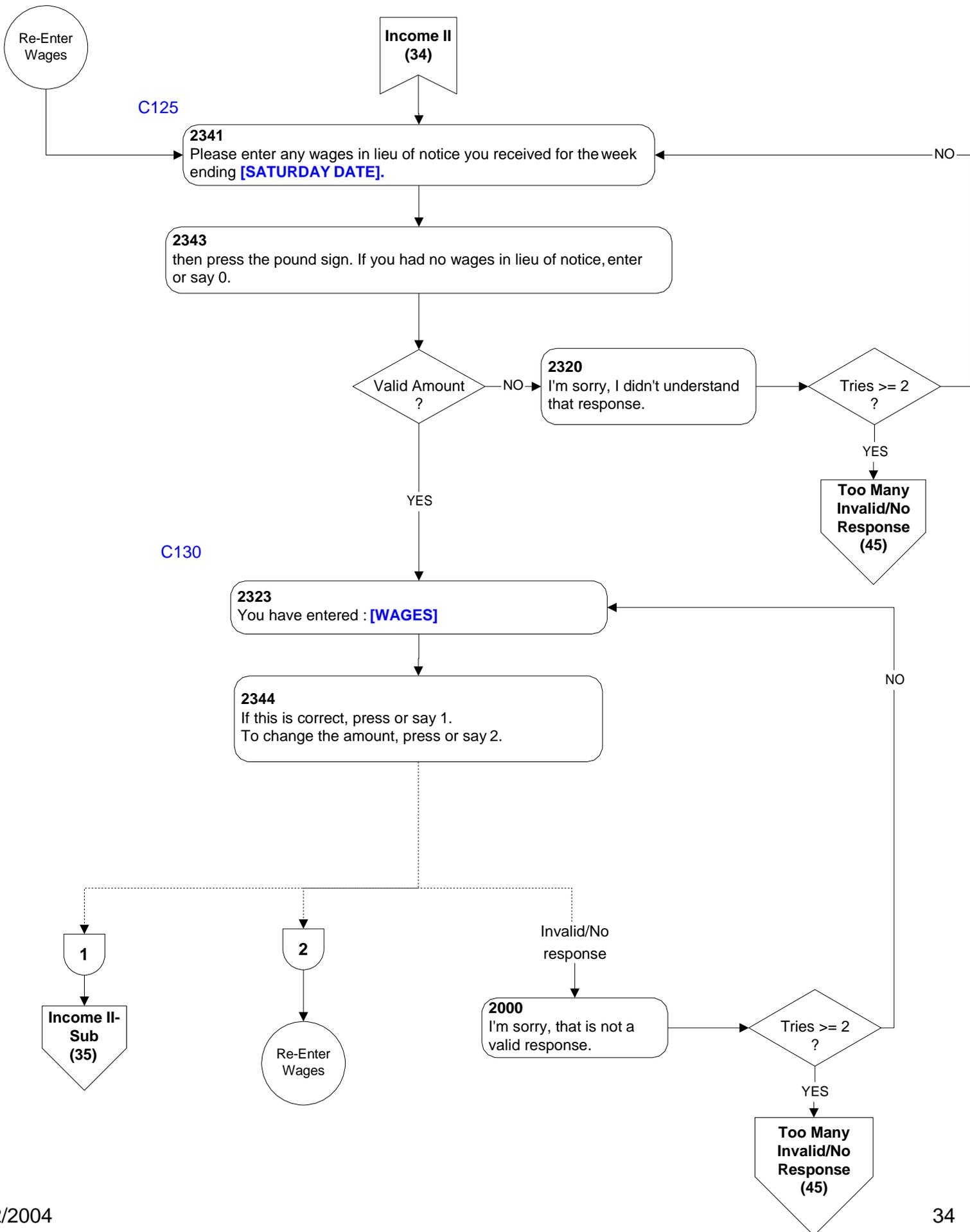
CFP 272

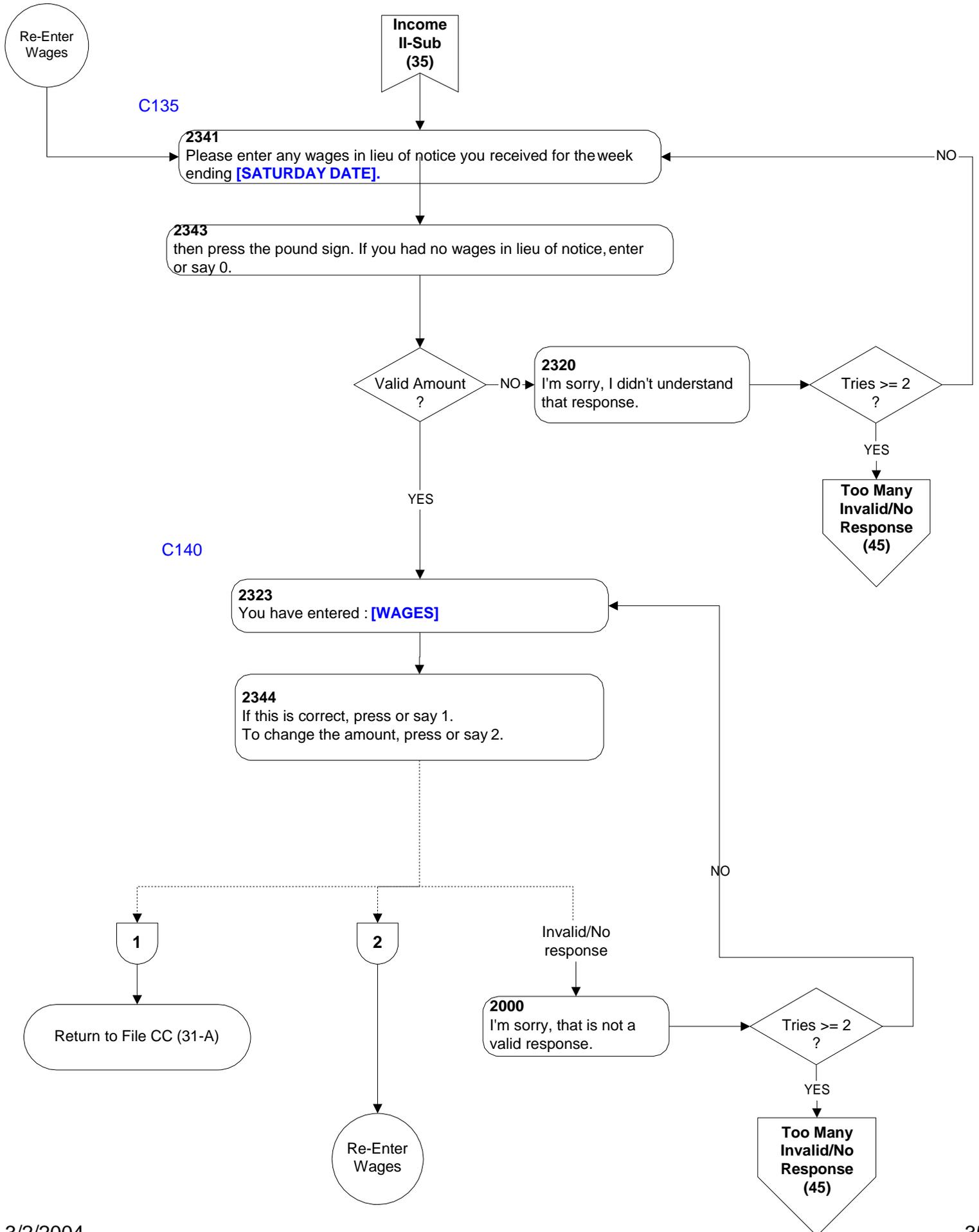
**Too Many Invalid/No Response
(45)**

**CL
(7)**









**Earnings
(36)**

