

I am an Oregonian who has lost wages due to Covid-19 and a female business owner who has requested PUA and have had little answers to my questions. I am one of the lucky ones who has actually received some sort of payment, but then I was hit with a claim restart request with little information. The form was written for someone on UI, not PUA. The form says to call but the number at the top is all zeros.

Yesterday after several attempts to call only to be greeted with a busy signal, I finally got the phone to ring at the Department of Employment. I was on hold for 7 hours before giving up. 7 hours that I could have been working. 7 hours wasted that I can never get back. I anticipate this cycle every day until I get someone to help me with this claim.

I am now 3 weeks behind on payments. I was lucky to get some payments this week and lucky to be able to pay my mortgage for May. I'm not sure sure about June. Thousands of Oregonians are in a worse position than I am.

I am at a point where I don't know what to do. I have more questions than answers such as:

Why wasn't the computer system upgraded 11 years ago when OED received \$85 million to do so?

Why can't the department have a clear and concise separation between UI and PUA, as both have their own separate sets of circumstances?

Why is PUA eligibility not consistent? The payment threshold is based on NET earnings from 2019, yet the weekly is based on GROSS earnings. As a business owner I personally have several expenses whether I am making money or not.

I am behind Senator Ron Wyden's call for Kay Erickson's resignation and I along with thousands of other Oregonians demand answers.

Thank you for your time,  
Carol Jones

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**Carol Jones**

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