

My name is Marisela and i have been unemployed since March 25th. I filed for unemployment right away as a single mom i have to provide for my son. Since i 1st filed i would call and call but could never get through. The phones were already giving a busy tone way before the 8am open time. It was just so frustrating to not be able to get any answers. Thank god for the stimulus that helped me get through those 6 weeks of no payment or anyword from the OED. The 1st week of May i was surprised to get my 1st paycheck even though i never received any letters. Still this whole since March i have tried to get in contact with someone for those 5 weeks of no payment that i know i am owed. Ive been sending emails but i dont get no response. Just a few weeks ago i received letters stating that there was q gap in my reporting that thats why i didnt receive payment for those 5 weeks and if this incorrect to fill out the forms and explain why i didnt claim those weeks.

There was not a week i never didnt claimed and i had proof from the actual OED website showing that which i included with the letters. I think due to that software change back in march/april there glitched messed with peoples reporting and caused it to show that we never claimed weeks. I had 7 days to return these papers which i did i sent them by mail the exact date i received them the 1st week of August along with tracking to make sure they were received. They were received by the OED a few days later but i still have no information on when they will be processed its almost been a month and i get no replys per the email method even though supposedly they are taking care of cases before May right now. Its so frustrating to not get no replys, no answers to know whats going on with our case. Just a simply response would be helpful. We are struggling out here and really need these wages during this super dificult time specially those with families.

Thank you.