

To whom it may actually concern, when we were forced to close at the start of this pandemic on March 17th, I started my claim probably the next day or so or within a week, come to find out I would not receive unemployment from you until The end of July, End of July I was in a crisis, I spoke to a few of your employees, one transferred me to the wrong person who said I can't get you back to them so my two hours or more waiting was pointless, I then had one tell me and I quote " well if you hadn't had payed us back we would be able to work something out with you" but because you did you have to go thru the penalty weeks.. I am a father of 5 kids with a fiancé who was out of work as well. Had no income coming in, due to this pandemic, and you guys couldn't help!! I was just forced to claim dead money.

I have returned to work luckily but I am concerned for another wave once we hit the cold season.. and then what? Because I didn't fulfill my claims till July will I not receive help from you will my penalties continue and I have no income again?