

Lack of communication!

I've worked in government for 20-years and with my husband as a small business owner for 30+ years and never would have survived without communication.

OED could have prevented **many** problems by simply communicating. I can only testify on how the PUA was applied and it was a disaster. Why not advise from the beginning that we would receive a weekly computer generated letter telling us "Our claim is not valid"? After the lengthy delay in implementing the PUA claim portal why was the instructions video put out the following day? Why weren't we told from the beginning that waiting on hold for 6+ hours, IF you're lucky enough to get through would only result in frustration after being told by OED employees that "they cannot access the PUA claims and would not be able to help you"?

I'm personally still waiting for my tax withholding to be corrected and for my PUA benefit amount to reflect my income, not the minimum amount I'm receiving. I'm going to be okay but there's so many Oregonians in dire straits, stop with the finger pointing!

Linda Jung  
Bend, Oregon