

To Whom It May Concern:

I have been waiting for my unemployment benefits to be sent to me by Oregon Employment Department (OED) for almost six months.

- I applied at the end of March 2020. I was sent form letters, stating my claims were denied, with no explanation, repeatedly. I was told to continue submitting my work search history. So I did.

- Two months later, in May 2020, I was sent an email from a general OED mailbox instructing me to sign up for pandemic benefits. So I did. OED eventually accepted my claim, and adjusted it, applying payments back to March 2020. On their website, all of my claims were processing. This entire time, I continued to submit my work search history.

- By June 2020, no further contact from OED was made. I attempted several times to call and get more information every weekday. I only got busy signals. According to the Web site, my claims were still processing. I got a single email form letter saying claims were backlogged. I continued to submit my work search history.

- By July 2020, I had given up trying to reach anyone via telephone. I never received any follow up information from OED via mail, email, or a phone call. I continued to submit my work search history.

I managed to find an email address to follow up on my claims. I asked for OED to email me, or call and leave me a message. They called a week later, but didn't leave a message.

On their Website, my claims were no longer processing. It stated my benefits were put on a "Reliacard". To date, I have not received this card. I attempted to do a trace of my funds, only to get in a "loop" on the OED Website that kept asking me to submit direct deposit information. I do not have a bank account at this time. During this time, the pandemic benefits also ran out.

- Last week, in August of 2020, I received three mailed form letters. One stating that OED had paid me \$29 in benefits, and that I now have a "zero balance"; I am unclear as to what this means. They have yet to send me those funds. They appear as paid to a Reliacard, which again, I never received.

The second letter states I don't qualify for pandemic response benefits. I find this greatly upsetting, as I did before. No clear explanation was given as to why I suddenly don't qualify. Attempts to once again call and speak with someone at OED daily met with busy signals repeatedly, and every day for a week.

The third letter states that my claim is now closed. My understanding is that it was supposed to go until November.

I have since applied for additional pandemic benefits that were made available recently. I continue to submit my work search history. I don't know what else to do. I have no guidance from OED, who do not communicate outward with those who desperately need it.

I hope this statement is helpful to you.

Respectfully,

Bryan J. Green