

September 2, 2020

To Whom It May Concern,

I am reaching out to you in hopes that you can assist me with an Oregon Unemployment issue.

Like many other Oregonians, I was furloughed from my job as a Hotel Sales Manager due to COVID-19. The pandemic has hit the hospitality industry especially hard, and my beautiful suburban hotel was no different.

Upon learning of my hotel's temporary closure on Friday, April 17th, I quickly applied for unemployment on Saturday, April 18th. I then continued to file weekly until I returned to work on Monday, June 1st.

As we now approach September, I am frustrated to say that I have not received any payments from the Unemployment office, nor have I been able to contact an employee to discuss my claim. From my understanding, the office has a simple question for me to answer in order to process my claim. My issue, however, is that I cannot get in touch with anyone in the office to address their question.

With my initial claim being submitted over 135 days ago, I worry that I may never see the money that is owed to me. As credit card bills gain interest, it is extremely frustrating to know that I have the means to pay these, however my file is sitting on someone's desk and it is completely out of my control.

Furthermore, I tried to apply for the additional \$500 benefits which were made available last week, but they quickly dried up before my application could be submitted/reviewed. Yet another strike making me feel left behind in the chaos.

I write to you today as I feel I have no options remaining. I love this state, and I work extremely hard to live in this state, but I cannot help but become angry in the way this situation has been handled. I have include a timeline below which outlines my unemployment experience-

Timeline

Friday, April 17 th	Learned of Temporary Hotel Closure
Saturday, April 18 th	Filed for Unemployment through the State of Oregon
April 18 th – May 30 th	Continued to File Weekly Claims
Saturday, June 6 th	Missed a call from Unemployment. Voicemail stated they are not taking in bound calls and that someone will contact me within 72 hours. I never received a second call.
Monday, June 8 th	Received letter stating that I have four options on how to file my claim since I worked in another state in 2019. Letter was dated as June 5 th .

Tuesday, June 9th

Received another letter stating that I was not eligible for unemployment benefits in Oregon. According to my first letter, this was only true if I used Oregon as the only state, and did not supplement with my work history in Colorado in 2019. Also dated June 5th.

Wednesday, August 12th

Faxed a letter to the unemployment office and circled/initialed my selection on the paperwork which they mailed to me. Provided my phone number and email address for any further questions they may have.

Monday, August 24th

Submitted Contact Us form on the OED's website

Note: Numerous calls we made to the unemployment office between the dates listed above. I have yet to receive anything but a busy tone throughout my attempts.

I hope you can understand my frustrations and provide me with guidance or a solution as to how I can receive the money which is owed to me. I would truly appreciate your time.

Sincerely,

A handwritten signature in cursive script that reads "Kellie Wendell".

Kellie Wendell

631-223-6716

Kelliewendell03@gmail.com