

I want to submit the following statement for the hearing on the OR employment department and administration of benefits. Hopefully this is the right way.

I am currently claiming unemployment benefits, and have been since July. I am a first year graduate student studying under an assistantship that provides a living stipend. During summer, I planned to find other employment during the break; covid impacts and personal health changed that plan, and I decided to claim unemployment. My online claim was approved but returned with a mistake--nearly half of my base wages were excluded. The only way to remedy this: call the unemployment phone number within 10 days. Unsurprisingly, I could not get through. While I am still grateful to have some income, I was unable to fix a mistake and am being paid less than I should be due to the lack of alternative contact methods. I would currently be in debt if I did not have a partner with more stability. Updating methods and enabling document submission online, direct email communications, etc. could allow more people to communicate more timely and efficiently.

---

Regards,  
Erica J. Krygsman  
[ejkrygsman@gmail.com](mailto:ejkrygsman@gmail.com)