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Oregon Senate Interim Committee on Labor & Business
Email: SLB.exhibits@oregonlegislature.gov

September 2, 2020

RE: Written testimony for public comments before the committee, September 3, 2020 agenda
Unemployment claim *Filed November 17, 2019*

Chair Taylor, Vice-Chair Knopp, Senators Hansell, Hass and Monnes Anderson,

Thank you for meeting to receive public testimony regarding Oregon unemployment claims filed and not yet receiving benefits. Many of us are in dire need of our benefits just to make ends meet. ***My claim was filed November, 2019, well before the OED was slammed with COVID-19 related claims.***

- Although I filled out my application under Janet Brown, my married name since 1980, my claim was erroneously set up under my maiden name. My work records since 1980 are all as Janet Brown.
- I applied for the SEA (self-employed assistance) program, updated my i-Match information, set up my secure email and all that was required of me at that time.
- The last time I was able to get through by phone to any OED personnel was Friday, February 7, 2020. I was told NOT to refile under Janet Brown. I was told in order to correct my claim to my married name, I must fax a copy of my passport and ODL to 866.345.1878, which I did same day with a 2-page bulleted letter listing needed corrections with my CID, mailing address, email address and cell phone number.
- It has been a black hole since February; no communication, no correspondence.
- After trying many times and being unable to get through to anyone by phone since February, I again faxed a copy of my passport, ODL and updated letter to the same number on June 16, 2020.
 - Again, no response or correspondence. I'm a little nervous about my passport and ODL.
- I again, third time, faxed an updated letter on July 22, 2020, referencing the previous two faxes. Again zero, zip, nada communication from OED in any form.
- I again, fourth time, faxed an updated letter August 28, 2020, referencing the previous three faxes. Again, I have received NO communication from OED regarding my claim. *I have been totally ignored since February.*
- I realize I am one of thousands of people in Oregon who have not yet received their legitimate benefits – but – a notable difference with my claim is I started it November of 2019, faxed all I was asked to send on February 7th and three times since, all having my mailing address, email and cell phone. Our fax report shows all four faxes were successfully sent.
- Calling, and faxing, since February has been futile. We all need your help *please*.

Please let me know if you have questions or need more information. Thank you for your time and all you do for Oregon.

My best,



Janet Brown
Cc State Rep Daniel Bonham
State Sen Lynn Findley