

September 17, 2020

Dear Director:

I am a self-employed, single mom with three sons and work with seniors. I have not been able to work with clients since March. It took two months to receive back pay and I got one week of benefits after completing my weekly claim. Despite filing weekly claims, I received a letter I did not file and needed to reestablish my claim. However, the system told me it could not process my request. I sent in my confirmation of my weekly claims for several weeks. When PUA developed a new form, I reapplied. I got back pay for two weeks, but the week of 5/23 was skipped. I was not back paid for weeks 6/13, 6/20/, 6/27, 7/4 and 7/11. I received payment for 7/18. I have not received another payment since. The system states there is a problem and I have been mailed a letter. However, I have not received anything.

In addition to missing 14 weeks (7/25-9/12) of unemployment benefits, I sent in my Schedule C showing I should be getting \$320 a month from Oregon unemployment, but that adjustment has never been paid.

Like many, the lines are busy and I have not been able to communicate with anyone to assist. Can you please flag my account for immediate attention. I am struggling to pay bills and provide for my family.

Thank you for your immediate attention to my claim due to the flawed system.

Regards,

Claudine Kent

[REDACTED]

Portland, OR 97210

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