

# Outbound email campaign

**Audience:** *All claimants*

**Subject:** CLARIFICATION ON REQUESTING PAYMENT FOR REGULAR UI and system outage reminder

This is an official communication from the Division of Unemployment Insurance. Please read this email all the way through as it contains several important updates.

On December 29, 2020, we notified all claimants receiving **regular state unemployment benefits ONLY** that they should request payment on January 3, regardless of their payment request date, as part of the transition to our new MyUI+ system.

Some PUA and PEUC claimants inadvertently received this email because they had a regular state unemployment claim in our system at some point prior to moving onto the federal PUA or PEUC programs. **Please carefully review the following sections.**

## REGULAR UI CLAIMANTS

If you have not already done so, claimants receiving regular state unemployment benefits (not PUA or PEUC) should request payment using the existing [MyUI Claimant](#) system before noon on Tuesday, January 5.

**This includes regular UI claimants who would not normally request payment until January 10.** You should request payment even if the existing system tells you that doing so will shut down your claim.



**Early Request**

You are too early to request payment for both weeks ending 01/02/2021 and week ending 01/09/2021. To file for both of these weeks, you will need to file between 01/10/2021 and 01/23/2021.

If you want to request payment for only the week ending 01/02/2021 you may do so. If you do that, you will shut down your claim for unemployment insurance and you will have to reopen your claim in order to request payments for weeks after 01/02/2021.

If you want to shut down your claim and file for only the week ending 01/02/2021, click on **Continue**. If you do not want to close your claim, click on **Exit**.

**If you receive this warning, please disregard the message and click CONTINUE.**

If you do not request payment prior to noon on Tuesday, January 5, you will be able to request payment in the new system. However, we strongly recommend you request payment now as waiting to do this in the new system may create a delay in receiving benefits.

## **PEUC & PUA CLAIMANTS**

**Most claimants receiving Pandemic Emergency Unemployment Compensation (PEUC) or Pandemic Unemployment Assistance (PUA) do not need to take any action at this time.**

However, if you have not yet requested payment for weeks up to December 26, 2020, you should do so by noon on Tuesday, January 5.

While new legislation has extended the PEUC and PUA programs through March 13, 2021, we are still in the process of reviewing federal guidance and reprogramming our systems to fully implement these extensions. On December 26, 2020, Colorado's PEUC and PUA programs closed to new applications and will remain closed until the reprogramming effort has been completed. Payment requests can be made for weeks up to December 26, 2020 until noon on Tuesday, January 5.

**Once the PEUC and PUA programs are reopened, you will be able to request payment for benefit weeks after 12/26/20.** We will contact you directly with more information when it is available.

*Please note: In the new MyUI+ system, you may see a link to file for regular unemployment insurance benefits. This link appears for any claimant who does not have a current Regular Unemployment Insurance claim on file and is not an application for either PUA or PEUC.*

## **Critical Update: Unemployment Systems Will Be Unavailable This Week**

On January 10, we will launch a new, modernized unemployment system called MyUI+. This system will replace our existing MyUI Claimant and PUA systems and will provide a number of new features, including full access to claim information from mobile devices.

As part of this transition, many of our existing systems will be unavailable beginning on the afternoon of Tuesday, January 5. The systems which will be unavailable include:

- The existing MyUI Claimant system

- The Pandemic Unemployment Assistance (PUA) online system
- The phone line for requesting payment (CUBline)
- Virtual Assistant functions which require claim access

The new MyUI+ system is expected to go live on Sunday, January 10. More information about MyUI+ is available on our website at [ColoradoUI.gov](https://coloradoUI.gov).