



# NEWS RELEASE

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FOR IMMEDIATE RELEASE

## ONLINE UNEMPLOYMENT CLAIM FILING REPAIRED, AVAILABLE ONCE AGAIN FOR OKLAHOMANS

**OKLAHOMA CITY, OK** (August 4, 2009) – The Oklahoma Employment Security Commission (OESC) is advising the public that unemployment claims can once again be filed via the Internet at [www.unemployment.ok.gov](http://www.unemployment.ok.gov). As of 9 a.m. on Tuesday, August 4, 2009, the Internet claims system is back online and available to the public. This online option has been unavailable since Sunday, August 2, 2009. On that day, OESC experienced technical difficulties with the Internet unemployment benefit claims system. This problem affected the mainframe computer that handles all claim information, essentially cutting off the telephone unemployment benefit claims system as well. In order to allow the telephone claims system to function, the Internet claims system was temporarily taken offline, leaving the telephone claims system as the only option for filing unemployment claims. Due to this fact, many Oklahomans who usually file their unemployment claim on Sunday were unable to file.

Because of this backlog, the OESC Unemployment Insurance service center that handles telephone claims was swamped with calls on Monday. Some customers had trouble getting through to the service center simply because there were more calls coming in than there were phone lines. Despite this fact, more than 37,000 claims were processed on Monday alone. OESC will continue working through the backlog of claims as quickly as possible at the Unemployment Insurance service center. We ask for our customers' continued patience as we fully resolve this issue and take steps to ensure it doesn't happen again.

**About OESC** – The Oklahoma Employment Security Commission is Oklahoma's state workforce agency. OESC provides unemployment compensation to support unemployed workers and their communities; matches jobs and workers to benefit local labor markets; prepares a skilled workforce to meet employers' needs; and gathers, analyzes and disseminates information about the labor force to improve local economic decisions.

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