

Pencader's Unemployment Counter Service Will End May 20

Wilmington, DE. May 6, 2019—The Delaware Department of Labor Pencader Office will no longer offer “counter service” and process unemployment insurance applications at its location. Beginning May 20, 2019, individuals must apply for unemployment insurance online.

To file an unemployment insurance claim, log on to ui.delawareworks.com and click the red/orange button “File An Unemployment Insurance Claim”.

A claimant can use any computer with internet access. Claimants can apply:

- on their home computer or any public computer
- through the mobile app
- at any public library
- Current Department of Labor locations will continue to have self-service computer workstations (kiosks) to enter the information.

How and where to file

The process remains the same. A person who wants to file a claim for benefits (“claimant”) needs the following information to apply:

- Social security number
- Last 18 months of employment history

As part of the process, claimants are required to register with the Division of Employment and Training

<http://joblink.delaware.gov>. There is also a claimant portal <https://ocs.delawareworks.com> with Frequently Asked Questions, forms and links to the unemployment insurance guide. Claimants can also send and receive emails from the Department of Labor.

For more information, unemployed Delawareans should contact their local Department of Labor offices or (302)761-6576 in New Castle County or (800)794-3032 outside of New Castle County.