



## Live Chat now available for UI questions

Please be advised that Live Chat is available on [www.filectui.com](http://www.filectui.com) to get answers from our UI staff on questions concerning unemployment compensation and coronavirus (COVID-19).

Please take advantage of this excellent resource by going to [www.filectui.com](http://www.filectui.com) and:

- Clicking the blue button
- Clicking Proceed on the next page
- Clicking on Live Chat on the CT Direct Benefits page.

Live Chat will be accessible during normal business hours for as long as UI staff is able to do so while keeping up with claims processing.

In addition, questions can be sent via email at [dol.webhelp@ct.gov](mailto:dol.webhelp@ct.gov). All emails will be answered within 3 to 5 business days.