

MAY 18, 2020 – DESCRIPTION OF OHIO UNEMPLOYMENT EXPERIENCE

Mark T. Reed
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I work for Honda of America in Marysville, OH. I was furloughed for 3 weeks, beginning on April 19, 2020 (last day worked was April 17, 2020). I returned to work with Honda on May 11, 2020. This is the timeline of his Ohio Unemployment experience.

April 19, 2020 – 1st day unemployed. Started the filing for unemployment eligibility around 11:00 am using instructions on the “Temporary Production Suspension Instruction Sheet” which I received from Honda. I used mass layoff number, I ran into trouble during the application process when I got to Eligibility page 1. There was a question which asked for a yes/no answer, but actually did not apply to me. I answered no, but discovered later that I should have left it blank. However, there was no way to go back and “uncheck” the box, so I left it marked no. During the application process, I indicated that I have one dependent (my wife, whose income is less than 25% of my income). I eventually reached the end of the application, but the website would not allow me to submit it.

April 20, 2020 – I returned to the website around 8:00 am, and was able to go back to my eligibility application & successfully submitted it. I received a confirmation number.

April 23, 2020 – I received an email notification at 6:06 am that there were items in my unemployment inbox. I went to the website and found three “notifications” dated 4/21/2020.

- The first was the “**NEW CLAIM INSTRUCTION SHEET**” which I also received a few days later by mail. Clearly, the name and social security number on the form are correct.
- The second was “**NOTICE OF ACCOUNT PERSONAL IDENTIFICATION NUMBER (PIN)**”. When I have tried to look at this notification, I get this message: “**The report you are looking for is currently unavailable. Please check again later.**” Even today, this is still the message displayed when I try to look at this notification.
- The third was “**NOTICE OF ELIGIBILITY ISSUE**”. This notification indicated that my name did not match my social security number on my eligibility application, and asked that I send a copy of my birth certificate and social security card by April 28th. I scanned my birth certificate & social security card, and uploaded them to the Unemployment website as a PDF file on April 23, 2020.
 - My name has never changed; it has always been Mark Timothy Reed.

- The name on my birth certificate is Mark Timothy Reed. The name on my social security card is Mark T. Reed. The name on the unemployment application is Mark T. Reed.

Weekly claim filing – As instructed by the Unemployment office, I submitted my weekly claims on Tuesday each week following my 3 weeks of unemployment. I submitted these weekly claims on April 28, May 5, and May 12.

Pending 0-0 – Beginning immediately after the initial eligibility application, the status of my unemployment claim has been “Pending 0-0”. Based on instructions from your website & Facebook page, I simply waited for my claim to be processed.

May 11, 2020 – I returned to work at Honda. Several fellow workers who had already been paid told me I should call Unemployment to check on the status of my claim.

May 15, 2020 – I called the unemployment office at (877) 644-6562. It took three tries to get through. Once I got through, I waited on hold for approximately one hour at which time someone answered and took my information. I was told that I would need to talk to the Intake Department, but no representatives were available. In the meantime, he said that he would write an email detailing my situation, and would transfer me to Intake if a line became available. For about 5 minutes he worked on this email, and then abruptly says, “I am transferring you to Intake”, and he was gone. I then waited on hold again for about 45 minutes when a nice lady from Intake answered. She investigated, and told me they had never received my social security card and birth certificate which I had uploaded to the website on April 23. She asked that I email it again. I emailed it to UI_respond@ifs.ohio.gov at 11:08 am on May 15, 2020. I received an automated reply at 11:10 am on the same date. The reply indicated that they had received my email & would contact me if they needed anything additional.

May 18, 2020 – I continue to wait; status is still “Pending 0-0”. I have now been back to work for one week.