

Jeremy McKinney Testimony:

Furlough began 4/26/2020

Filed application on 4/22/2020 with no issues.

Received determination 4/27/2020.

Attempted first weekly claim 5/3/2020. Website said I am unable to file a weekly claim. I made many attempts over the past three weeks (at least 50 attempts) to get a live person, only to have the call dropped three times.

I did get a live person on 5/11/2020 and was informed the issue would be resolved within 72 hours.

Yesterday 5/17/2020 I was able to reach a live person (after having the first call dropped). My issue was escalated to another department. I received a call on 5/18/2020. They were able to file my last three weeks manually and said (again) that the issue "should" be resolved now.

I still have not received any form of compensation as of 5/18/2020, and am very leery of trusting the current process in place in a crisis.

Thank you,
Jeremy McKinney