

Virginia Employment Commission

Quick Reference Guide for Laid-off Employees

Radford VEC 540-831-5980

Wytheville VEC 276-228-4051

Galax VEC 276-236-5105

Marion VEC 276-706-8334

Bristol VEC 276-642-7350

The above offices are closed to the public, but available for phone calls



EVERYONE STARTS HERE – STEP 1!!!! FILE AN UNEMPLOYMENT CLAIM

All workers that wish to be paid Unemployment Insurance Benefits must start here. This includes anyone that may have filed an Unemployment Insurance claim within the past 12 months. An Unemployment Claim must be filed during the week you are unemployed.

Go to www.vec.virginia.gov or www.vawc.virginia.gov for the latest information on claim filing related to the COVID-19 virus.

File your Unemployment Insurance Claim, Weekly Certification and search for jobs in one location – the Virginia Workforce Connection – www.vawc.virginia.gov or you can file your claim by calling the **Customer Contact Center** and speak with a representative. **Call 1-866-832-2363 (Mon – Fri 8:15am – 4:30pm)**

If you have an existing Virginia Workforce Connection account, but can't remember your User Name, Password or both, follow these steps:

1. Select Forgot User Name and/or Password
2. Select the appropriate Option
 - Option 1 – Retrieve Password
 - Option 2 – Retrieve User Name
 - Option 3 – Retrieve Both

IF YOU NEED ASSISTANCE WITH RESETTING YOUR USER NAME AND/OR PASSWORD OR WITH FILING YOUR CLAIM, PLEASE CONTACT YOUR NEAREST VEC OFFICE OR PHONE THE CUSTOMER CONTACT

CENTER @ 1-866-832-2363. PLEASE MAKE THE CONTACT NO LATER THAN THE FRIDAY OF THE WEEK YOU ARE LAID OFF.

STEP 2!!!!!! FILE A WEEKLY CLAIM FOR BENEFITS

To receive benefits, you must file a weekly request for each week you wish to claim benefits. You may file once the week has ended. The benefit week begins on Sunday and ends at midnight on Saturday. You cannot claim the week until it is completely over.

You may file for the weekly benefits one of two ways:

1. Go to www.vawc.virginia.gov and select Unemployment Insurance, select Weekly Claim for Benefits OR,
2. Call 1-800-897-5630, Voice Response System (VRS) and file your weekly claim over the phone.

****If you are re-opening an existing Unemployment Claim, you must wait until the 8th day before filing your Weekly Claim for Benefits. All subsequent weeks may be filed as early as Sunday, once the week has ended.**

****REMINDER**** You are required to actively seek work each week. You must contact several employers (more than one) each week in your effort to find work.

CAREFULLY READ YOUR “UNEMPLOYMENT BENEFIT RIGHTS AND RESPONSIBILITIES” AND ALL OTHER DOCUMENTS RECEIVED FROM THE VIRGINIA EMPLOYMENT COMMISSION.

****Make sure your address and phone number are correct and you have voice mail. If there are any questions about your claim, the call center will call you and ask you to return their call.**