

Pin #

TOLL FREE NUMBER

1-877-644-6562

Effective Monday, December 28 OBES began offering a statewide toll free number for customers who elect to register for new, additional, or reopen UI and OJN registrations by telephone. All residents of Ohio-including those not previously served by a TRC, can be served via the toll free number.

Recorded Message Provided When Dialing Previous TRC Telephone Number

Customers who dial a previous TRC telephone number will hear a recorded message advising them that the number they have dialed has been changed. The message will also provide them with the new toll free number – 1-877-644-6562 – in order to access a Telephone Registration Center.

Please note that the Area Code of 877 is different from that historically associated with toll free numbers. This change has caused some confusion for some customers. Staff, when informing customers of the toll free service either in person or on the telephone must emphasize the correct area code, as well as emphasize the fact that the customer must dial 1 before dialing the area code and the number.

Offering Customers the Option of Filing by Telephone

All customers should be offered the option of filing for benefits by telephone. The offer must be presented as an alternative – and not as a mandate. The “option” feature must be clear to the customer. Customers must not come away with the notion that their only course of action is to file by telephone.

Days and Hours of Operation

When offering the telephone service as an option, staff must advise the customer that the telephone service is available between the hours of 8:30 a.m.– 4:00 p.m. Monday - Friday.

Peak Operating Periods

Customers must be informed that although the service is available Monday-Friday, the busiest periods occur on Monday and Tuesday of each week – and they may reach a constant busy signal on those two days. They should be told that they may file in person at a One Stop Office, or may call to access the system on Wednesday-Friday.

State of Ohio Unemployment
Online address:

** If you have lost your pin number for the
State of Ohio call 1-866-733-0025**

<http://unemployment.Ohio.gov>