

For Immediate Release
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Unemployment Insurance Call Center To Observe Thanksgiving Holiday

IVR and Website Available

(Albuquerque) - The New Mexico Department of Workforce Solutions' Unemployment Insurance Call Center will be closed in observance of the Thanksgiving Holiday from Thursday, November 26 – 29, 2009. The Unemployment Claims System website, www.dws.state.nm.us, and IVR phone system will be available 3 a.m. – 8 p.m. daily during this period.

“In anticipation of this closure, the department has put additional staff on the phones during our regular operating hours from 7 a.m. – 7 p.m. Monday, Tuesday, and Wednesday this week,” said Ken Ortiz, Cabinet Secretary, New Mexico Department of Workforce Solutions. “With our website and phone system operational, New Mexicans in need of our service will still be able to file a new claim online, perform their certification, and check payment status via the phone.”

NMDWS would like to remind all eligible unemployment insurance claimants that Thursday, November 26 is a federal holiday. Banking institutions and the US Postal Service will be closed in observance of Thanksgiving Day. This will result in a delay of banking transactions for Unemployment Insurance Debit Card and Direct Deposit benefit payment recipients for those certifying on Wednesday. This will also result in a delay of mail delivery for unemployment insurance claimants who receive checks.

The department urges claimants to plan accordingly.