

Unemployment Insurance Contact Information

The Division of Unemployment Insurance accepts claims by phone or [online](#) only. We cannot accept claims by email.

- If you need to reach a live claims agent to file a new claim or inquire about an existing claim, call 1-667-207-6520. Live claims agents are available from 7:00 a.m. to 6:00 p.m., Monday through Friday; from 8:00 a.m. to 12:00 p.m. on Saturday; and from 12:00 p.m. to 4:00 p.m. Sunday.
- If you call during business hours, you may provide a callback number. When an agent becomes available, the system will call the number and connect you with an agent. You may also be offered the opportunity to connect with a virtual agent to have questions answered by smartphone.

IVR Number (410) 949-0022	Live Agent Number (667) 207-6520
<ul style="list-style-type: none"> • File weekly claim certifications for regular and pandemic claims • Reset your PIN number • Check payment status 	<ul style="list-style-type: none"> • Talk to a live claims agent • File a new regular or CARES Act unemployment insurance claim • Inquire about an existing claim
<p>Solicitud de beneficios del desempleo para la población de habla español 301-313-8000 o 1-677-207-6520</p>	
Virtual Assistant	Inquiries
<p>You may also chat with our Virtual Assistant on our Division of Unemployment Insurance homepage. Simply click on the blue “Chat with us” bar in the lower right hand corner of the screen. An area to type in your question will appear.</p>	<p>You may file an inquiry with our Inquiry Form. Simply complete the requested information and enter a brief description of your question. You will receive a tracking number to follow-up on the response to your question.</p>

File your claim certification each week:

To connect with the IVR system, available 24/7, call 410-949-0022 or 1-800-827-4839, toll free. Please listen carefully as the voice and many prompts, like the weekly certification questions, have changed.

- Calling from the Baltimore area or out of state - **410 - 949 - 0022**
- Calling from Maryland but outside of the Baltimore area - **1 - 800 - 827 - 4839**
- For Hearing Impaired Only - **For Maryland Relay dial 711**

Questions and Additional Information :

The Division of Unemployment Insurance offers a number of ways to ask questions and obtain more information. You may contact a live claims agent using the information above.

You may also chat with our Virtual Assistant on our [Division of Unemployment Insurance homepage](#). Simply click on the blue “Chat with us” bar in the lower right hand corner of the screen. An area to type in your question will appear.

You may file an inquiry with our [Inquiry Form](#). Simply complete the requested information and enter a brief description of your question. You will receive a tracking number to follow-up on the response to your question.