

The primary goal of the Unemployment Insurance program is to pay benefits as timely and as accurately as possible. We have paid a record amount of claims over the past year and have discovered the possibility of some improperly paid claims. As a result, we have made corrections to our records. You may have received several monetary determinations and one or more letters relative to your payment history.

Some individuals received improper regular UI payments. Improper payments are being corrected with little impact on individuals in most cases. If you received improper regular UI payments, we have replaced those improper payments with proper EUC payments and with EB payments.

The letters contain instructions for you to follow. If you want to have further discussions about any letter that you have recently received, contact us by email at [esc.ui.customerservice@ncesc.gov](mailto:esc.ui.customerservice@ncesc.gov).