

While most of the transitioning of claims in Louisiana has seemed to work well, there are still lots of glitches. Here's more about what we know. I'm sorry I don't have Mississippi or Alabama answers.

If you have one of these issues and are trying to call LWC, please send me an email (include your username, password, and the issue you are having) instead so I can forward your issue for resolution. The people who answer the phones at LWC are able to make a weekly certification or file a new claim for you. They do not have training or access past that point, nor can they see more than either of us can. I've just learned how to translate most of their code.

It is taking MORE TIME than normal to get these issues resolved. Many things glitched out with the changeover. It was not just about adding \$300, it was also about extending everyone's unemployment for another 11-13 weeks. They could not process anything until the bill was signed in case anything was vetoed.

Yes, your unemployment is due to Covid – usually there would be another production for you to head to, but because of the limited filming, there are not as many jobs available. Make sure you have filled out the PUA form and the LWA certification. These can both be found by going under Services for Individuals, Unemployment Services, then scroll all the way to the bottom. It should be the bottom 2. If there are radio buttons there, you need to fill it out. If there are answers, you filled it out already. This is also a great place to find what you put in as your last day of work when you made your last claim.

If you get the **identity verification email**, do the front and back of your license, your social security card, and a selfie of you holding your driver's license (list it as other and tag it as Driver License Selfie). They want to see your smiling face to make sure the props department is not making licenses. Make them smile. These verifications are time consuming and if you can make someone happy, they will process your stuff faster. If your address on your license does not match the address from your HiRE account, you will need to provide a document that matches the address in the system, give them an explanation of why it does not match, or you may need to do a change of address.

Benefit Control Audits - these can be almost anything. Something that didn't match up or other issues. My birdie did tell me today that it is possible they just want a **selfie of you holding your Driver's License** (see a theme here). Give it a try to upload it. It cannot hurt. Follow the usual instructions (attached). It is also possible it is a problem with something else. They may have started using this flag instead of failure to respond because of the way the system handles them. Not sure just an educated guess here. There may be some hope to clear these up.

Failure to Respond notifications – The investigations department is behind in processing responses, so the system is throwing these flags up. If you emailed your paperwork in, and received the confirmation email, you should be good since you did respond. Got questions about filling these out? Ask me! Save EVERYTHING! They will clear the failure to respond once they process the response.

If you filed a claim after 1/1/2021 and your claim has an end date of 12/26/2020, be sure to email me. It won't let you file weekly certifications. Still try to do them each week. They tell me the system flags on their end that you tried to do them. This is also a point where you can call LWC and do a weekly certification with someone on the phone.

Those are the words of wisdom for today. I know LWC not releasing your payments is not going to put food on your table, pay your bills or cover your rent, but it will eventually work out and pay the weeks that are missing. You are lucky in that you have Local 478 helping figure all this out and trying to pull as much stress off as possible. It is likely going to be 2-3 weeks before these issues clear up.

Simonette sent out a really great email Tuesday evening that had an updated production report and some other really good resources on it including the Actor's Fund. Please reference it and if you have other resources we can share with members, please let us know.