As you may have seen, the Louisiana website has been up and down all day today. They even ran an update where they kicked everyone off from 4-4:30pm.

Many people are reporting they are seeing the \$600 added to their deposits that are going through this week for claims dated 4/11/2020. They are coming as single deposits, not broken up. So if you are getting the max amount it is for \$847 or \$762 depending on if you are having the 10% taxes taken out or not.

They have not processed the retro week yet. Those are the claims dated 4/4/2020. It is a herd of turtles that will eventually cross the finish line. Give them time. There is no reason to call them.

If you logged relief checks as severance, they might not have released your payments. These all have to be reviewed and we are working to see if there is a way to make this easier, but it will eventually get there.

IF YOU REPORTED 2 weeks of severance checks or "excessive wages" you probably have to reopen your claim. You will only need to put in the information and use the end date of the last severance check work date. 3/28 or possibly 4/4. DO NOT USE THE CHECK ISSUED DATE. Everything else will be in the system.

Attached you will find an example of a **Claim Summary** page. The titles of the sections are highlighted in my example, but they will not be on your Summary Page. The information for this person has been removed. As you can see they have excessive wages and we had to reopen their claim.

This page also shows when they release payments.

Watch for the In Progress listings. It means your information was reported, but hasn't been acted on yet. If you have an Outstanding Claim Issue, it will be detailed here.

Most of your questions can be answered by looking at the Claim Summary Page.

Not sure if you filed that weekly claim? You can find out from the Claim Summary Page. Click on <u>File Benefit Certification</u> under your Weekly Benefit Certifications and it will take you directly to file your certification if you don't see one that reflects the last Saturday. When you get there, if you have to refile a claim, it will let you know.

Those are my words of wisdom for today. Still have lots of emails and phone calls to follow up on. Keep sending questions my way and I'll try to answer them.

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