

How to Contact Reemployment Assistance (RA)

1-800-204-2418

Please note that call volume may also be high during program changes or an enactment of a new extension or law.

To file an RA claim, claim your weeks, receive information about a claim or submit an email regarding the RA program, use the contacts below:

- **RA ONLINE** - Go to floridajobs.org to access the online system to [file an RA claim](#), [claim your weeks](#) or access [frequently asked questions](#).
- **DEO has expanded the Reemployment Assistance Contact Center hours. The contact center is operational from 7:30 AM to 6:30 PM EST on Monday through Friday and 9 AM to 1 PM EST on Saturdays.**
- **RA E-MAIL**
Submit questions or comments regarding the RA program by accessing the [Reemployment Assistance Contact Form](#). or go to <http://www.floridajobs.org/applications/uccontactus/>

All e-mail inquiries will be responded to by an RA agent within 5 business days, either by e-mail or telephone, based on your choice.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to the Agency. Instead, contact the Agency by phone or in writing.

- **RA HOTLINE**

You may call the RA Hotline to speak with an agent anytime during our standard operating hours at 1-800-204-2418. The RA Hotline's busiest days are Monday and Tuesday, as most customers are claiming their weeks. RA agents can provide information about filing an RA claim, claiming your weeks or obtaining information about your claim.

The best time to reach a RA agent is generally: Wednesday - Friday, 8:00 a.m. to 10:30 a.m. or 4:00 p.m. to 5:00 p.m. Eastern Time

- **RA AUTOMATED CALL BACK OPTION (ACB)**

RA now offers a call-back feature for your convenience. Instead of waiting on hold for extended periods, you are now able to provide your phone number, hang up and a representative will call you back in the order that your call was received.

- **RA AUTOMATED TELEPHONE SYSTEM**

You may also access the automated telephone system to change your PIN, or to hear information about your claim (Benefit year beginning date, weekly benefit amount, available credits amount, last payment amount, date of payment, number of weeks paid, payment and direct deposit information). **The automated telephone system is available: Monday - Saturday from 6:30 a.m. to 8:00 p.m. & Sunday from 6:30 a.m. to 6:00 p.m., Eastern Time**