

PANDEMIC UNEMPLOYMENT CLAIM SERVICES

The COVID-19 crisis has caused a spike in unemployment claims across the country. NIC has created a user-friendly suite of tools that will help states meet the increased demand.

These solutions can be used separately, all together and in addition to current systems.

SIMPLIFIED FILING

- Meets requirements for gig economy workers
- Apply for unemployment claims quickly with turnkey, secure web solutions
- Easy-to-use, time-saving interface for required weekly claims
- Reduces call center volumes

EXPEDITED PAYMENTS

- Aligns with state disbursement processes
- Secure unemployment fund transfer to individual using accounts like PayPal™ or Venmo



Easy implementation

Immediate configuration

User-friendly interface

Secure, cloud-based solution fully hosted in Microsoft® Azure U.S.

Better User Experience.

Expedited Process.

Easy Implementation.



NIC'S UNEMPLOYMENT SERVICES SYSTEM



Call Center Augmentation

- Proven, US-based call centers
- Surge staffing to meet shifting demand
- Aligned with agency call center protocols



Digital Filing and Support

- Turnkey submission solution
- Integrates with agency unemployment systems and existing call centers



Efficient Interactions and Rapid Payment

- User-friendly interface for initial and weekly filings
- Mobile-optimized solution
- Secure payments through multiple channels, like PayPal[™] and Venmo

Constituents can start submissions in any channel. Then, with just a few clicks in Gov2Go, they can easily submit weekly claims as well as direct unemployment funds to be deposited into accounts like Paypal or Venmo.



NiC

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