



## Services are provided by Appointment Only

### NO WALK-INS

If you have questions about your Unemployment Insurance benefits, call  
**540-322-5768.**

Leave your name, phone number and detailed message – someone will call you back.

Please remember when calling the **local office** we can help you with the following:

1. Help navigating the Unemployment Insurance process.
2. Explain the status of an Unemployment Insurance claim.
3. Help a person fax requested documentation to the call center or central office – **By appointment only for the Resource Room**
4. Request a resend of PIN letter.
5. Provide information on overpayments.
6. Assist in address or phone number changes
7. Provide access to resource room computers to file for Unemployment Insurance or Weekly Claims – **By appointment only for the Resource Room**

The following items **CANNOT** be resolved at the local office:

1. Remove issues on a claim, such as issues dealing with vacation pay or pensions, failure to accept suitable work, being able and available for work or separation issues such as a Voluntary quit or Discharge from employment.
2. Make monetary determinations.
3. Receive payment for overpayments.
4. Change any errors on Pandemic Unemployment Assistance application.

For assistance on these items you **MUST** call: **1-866-832-2363**

**The Virginia Career Works Center would love the opportunity to work with you to assist in your career exploration. To schedule an appointment, please call 540-322-5762.**

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