



FOR IMMEDIATE RELEASE

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As interim director of OESC, I am committed to being open and transparent with the issues and successes the agency is seeing. When I accepted this position, I said I would process 25% of the current backlog by the week ending on May 31st and that we would process the remainder on the week ending June 7th. I am pleased to share that we did indeed hit that target. However, the issues surrounding the processing of payments are still present and there are still people who have only received a portion of their weeks of benefits or are waiting on issues to be resolved with their claims. This information is important for many reasons starting with transparency, but I also do not want the claimants who are waiting on resolution to conclude that their claim was denied or lost in the system.

We still have a lot of work to do and I am committed to making sure that work gets done.

I am not saying this as a statement on a goal, but an update on the progress the agency is making. Please note that we will be sharing specific numbers during a press conference on Wednesday (June 10). We will follow up soon with a media advisory outlining details for this conference.

More information on issues seen by claimants today (June 8):

- The agency is still paying out extremely large payments to claimants causing payments to claimants to be made available later than usual.
- Claimants who did not see payment in their account this morning, and who received the error message, "Payment will not be made at this time" when they filed yesterday, will be seeing payments to their accounts throughout the day today.
- Many claimants saw a DUA error message when they filed yesterday and these claimants will see their payments process tonight.

Having issues like this is not ideal, but I want the public to have information so they can plan accordingly. I have teams working day and night to fix these issues. We are committed to getting them fixed, while also providing the public with information on obstacles that the agency is encountering.

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