

# Congresswoman Kendra Horn

## Oklahoma Unemployment Assistance Survey

The following survey responses are in reply to the question "Would you like to share any comments about your experience so far with the Oklahoma Employment Security Commission that would help guide our feedback to Gov. Stitt and his administration?"

FIRST NAME	MESSAGE TO GOVERNOR KEVIN STITT
Kacey	6 weeks for a tier 2 agent to call me back is unacceptable.
Maria	I as a 1099 hair stylist worker have not received any benefits. I have been waiting since MARCH!!!! ; I am supposed to high priority and sent to supervisors desk and still no call. This is RIDICULOUS. I am STRUGGLING now. I am still n working either.
Richard	While my application process was fairly simple, thanks mostly due to my employer, I have since encountered issues can no longer file my weekly benefits. I haven't received pay in 4 weeks now, and can not get through to anyone w assist me. I've been waiting on a call back for over 3 weeks.
Pam	I am 62 yrs old and have NEVER applied for benefits before so was very stressed about the process and how long it take. Extremely surprised & happy, I applied & started receiving benefits the next week. Have talked to co-worker still have not been able to get theirs processed. I, personally, had a very good experience with the process. Thank
Aaron	I exhausted benefits March 14 and it took a month and a half to receive a call back. Still have no payments and unc to file weekly claim due to the website. Katie with the office had me file a claim as if I was self employed and not cl went through correctly
Rylea	I have applied since March, haven't been able to get into the website - it keeps telling me I qualify for 0.00 even th got furloughed due to the virus. I don't know what to do and I'm running out of money.
David	Yes we need a better system so it will be harder to steal identity, it's been over a month and my husband has not g fixed from unemployment fraud and has not received a call like they said they would..
Karla	Applications taken on the phone will get money out faster to self employed people
Brittany	The questions are confusing. Impossible to reach anyone for help. Get the run around from anyone you talk to. Self employed people are having the hardest time filing.
Kae	I had no problems. Thank you President Trump.
Demetra	Thank you Oklahoma Employment Security Commission
Cheree	Cannot get a call back, unable to file for previous weeks. I've called and email and no replies. I know people that ha received their back pay that are still working. I haven't worked since March 23rd.
Rob	It's ridiculous. The problem has been ignored/overlooked ever since the pandemic began. There is no sign of impro It seems like Stitt will be using the PUA funds for something other than helping Oklahomans in need.
Emily	My experience with OESC has made me reconsider whether I want to continue living in this state.
Sheila	If taxes aren't paid to you in a timely manner we receive penalties. But here we are many of thousands who still ha received any kind of help. Thanks Alot!!
Rory	The unemployment program is meant to help Okies to make it through times with limited income due to various re instead has become AS LARGE OF A SOURCE OF STRESS AS THIS VIRUS. I am extremely disappointed by the way thi been handled. From waiting weeks to months for calls from representatives that can actually help with the process reps being rude and snotty this has been a colossal failure and it rests on the leaderships shoulders. I am currently : personal items hoping to make ends meet long enough for unemployment benefits to process. I hope that this is something that is rectified soon, either through a process of planning calls or increased communications. Somethin give and I hope it is improvements in the process and not increased crime rates from desparate people trying to m: meet.
Ian	The OESC's response time is a joke. When I first applied, I got my benefits and it was fine, but my employer, Bed Ba Beyond, extended their furlough out to May 16th and now May 30th. Ever since then, I haven't been able to get my benefits and I have called and faxed and emailed all the necessary updated documents to show everything. I have b waiting to hear back from a Level 2 and now a supervisor for 3 weeks now. I keep getting the runaround. I had som when they finally paid me for the week ending in 4/25, but my status has gone back to "CALL IN" and everything str again. This is ridiculous!

Chelsey	Please work on having oesc call people back in a timely manner. I applied on March 27, 2020, was approved, ive got card but have not received funds. When logging onto the website it says I am unauthorized to use this system at th please call. I have called multiple times per week since filing, and have been told they have moved me from level 2, supervisor status, where a supervisor should be calling me. I have not received a call yet. I'm worried because my b piling up. I'm frustrated because I was approved and sent in all my info but I can't file weekly claims through the o l portal, or the telephone.
	My husband applied in March & again in April for PUA. We provided all docs required. His status is Pending and the is Allowed, pending further info. Who knows what that means. OESC doesn't. At this point, we don't think he will e receive any funds. Beyond disappointing.
mike	whoever designed the system needs to be fired
Pantera	Waiting 6 weeks for a call back from a Level 2 person .. many others that filed after me have gotten call backs. Alot the same position as me and have yet to receive a callback or an ounce of assistance through OESC website, emails phone.
Logan	i am extremely unhappy with the service from the unemployment office. I have been paying into this program either directly, or indirectly through my employer since I was 16 years old. This is the only time I have tried to receive ben from this program and cannot even get a call back for over two weeks now. If I had the option I would not pay anot penny into it. Disappointed in the way the state has handled this and will reflect so in my voting.
Marvin	I contacted Rep. Brian Hill, Sen. Rosino, and Rep. Frank Lucas. Brian Hill did not respond. Frank Lucas's office notific that they only take care of national concerns, not state issues. Sen. Rosino's assistant contacted me the next day ar made phone calls in my behalf, solving the issues quickly. She is a rock star. The OESC call,line is the call center for I in Florida. They told me a Tier 2 person would call in 2-days. It took 4 weeks, and by the time they called, Sen. Rosir assistant had already called and had my problems resolved. The call center is a joke. The OESC website is changed everytime you get on it. This week was the first week (of 5 weeks of filing) that actually worked without calling Sen Rosino's office. If it weren't for him and his assistant, I would probably still be waiting.
Hailey	I filed on 3/29/20 I have 5 kids a house bill insurance car I've lost so much since this and I finally started getting paic still almost 3,000 behind
Kelly	This process has been extremely exhausting and frustrating. The people answering the phones have no idea what t the caller. Call backs are taking 3weeks to a month, different information is given by different people. I have quite a friends in the same boat as me and none of us has gotten anywhere with the website or with anyone on the phone
Zachary	I received a letter saying I was approved for \$0.00 worth of benefits and I haven't heard anything since then. I'm se employed/1099 contract worker and I was led to believe with the new CARES Act that unemployment benefits wou extended to us as well. I was denied benefits without really an explanation at all.
Thomas	I applied back in March when I was told they were helping self employed individuals. I submitted my stuff. Not one returned call, letter mailed to me etc. This is a horrible rollout. I have staff on the inside telling me how things are n up. I was denied and had to apply through the new site. I only knee this due to people on the inside helping me wh knew. Now with that being said, had it not been for them, I would still be waiting... now i heard we are not getting through other friends who are out of work. We have to apply for back pay. WTF is wrong with your system? We ap put dates and details of when we lost out work and now your only paying from the date approved..!?!? I have not r a dime until a week ago when I received my \$1200 stimulus check. I have Bill's to payx groceries to buy and now th being told I have to jump through another hoop to get back pay, that is just beyond rediculus to make us fight for c pay. Slap in the face. How unprofessional can you treat people who pay taxes and your salaries? Is it that difficult to people and get them processed? My faith in the system is ZERO!! As a former major business owner, I am shocked lack of caring for those of us who have had zero help. No return calls, I read the *** on tweeter, Facebook that pos the state and the governor. Do you really know what it's like not getting a check? Walk in our shoes. Over 7 weeks i with no help from the state... no return calls. Only get a person to take your name, number and email address 4 we and nothing. Am I pissed off?? You bet I am. I have worked my *** off to have what I have today. I lived through th economy collapse in Lad Vegas. This is 100 times worse since we cant work. Who wants a massage when they are s being 6 foot away from anyone. Well that's my profession. I am stuck with no day in site of seeing my small busines to normal. Kendra, I voted for you and believe in you. What makes me mad is how our state legislature can vote for when
Ashton	I filed March 21st.. got a call beginning of may saying they needed proof of income faxed all that and still haven't re anything it's been over 8 weeks and still nothing still pending I've got my card but no money and still laid off of wor COVID-19

Michael	I had previously exhausted my unemployment benefits and took a job paying significantly less than I made before. I reapplied after being furloughed I failed to meet the threshold of earnings in the previous base period by a total of a result of that shortfall I have been denied unemployment benefits, it has taking me since April 15 to get any of this information. I understand at this point I have to file an appeal I cannot get any information on how to file an appeal should be included and what my best course of action should be to insure that I get benefits at this point. I'm coming nearly a month without any wages from my previous job without any unemployment and without any real prospect either will come soon. I'm furloughed until at least July 14th, and OESC has told me new approved claims are taking weeks to receive payment. When banks are making millions and multi billion dollars corporations are getting bailouts I'm stuck going through what savings I have left so I can keep my family in our home, all the while doing my best to avoid from stressing out my wife who works as a nurse at INTEGRIS working with new mothers and babies.
Hannelore	I have not worked since March 16th. I have had 2 level 2 call backs but nobody knows how to help me.
Stevon	Denied for regular benefits, submitted app for PUA. No response as of today.
Michael	I've been waiting since march 22nd it is now may 14th still no card no return call nothing just a letter ive called a man twice a week & get told someone will call me back also they tell me they will move me up to the second tier that is going on since the 2nd week of april
Charla	I've completed the application to the best of my knowledge and have no clue if all the answers are correct. I mail in 1040c, my 2 forms of I.d.'s and my salon license and have called numerous times since March 23 and have yet to get back from a level 2 person. I could do weekly sign ins and I need help to get some money.
Lauren	It's been impossible for self employed people to get benefits. False hope everything has been stressful. The system messed up. I have filed twice now and have received nothing!! Actually 3 times I have filed my first case was not all then I filed twice for PUA and have received nothing and called twice received nothing I've emailed received nothing tried their online agent/virtual whatever and got cut off and shut out
Erwinna	I called as soon as the problem was there and I have bills to pay and car payment that I can't lose my car cause I need transportation to work when I'm able to go back.
Bennett Wade	Apparently my ID has been used by someone else to collect benefits. It took 3 weeks and many calls for them to understand this. I was instructed to email the fraud unit which I have done. I have not received any response from them. The commission said I was escalated to a level 2 and would receive a call back. It has been 5 weeks with no call back. Every time I call I am told it is working it's way through the system.
Ashley	A lot of people suddenly did not get paid because somehow "9999" was entered as their phone number, even though that's not what I entered, and it doesn't show up that way in my profile, either. I was paid just fine for my 1st four weeks and now I'm going on 3 weeks of suddenly not getting paid because of this "internal error." I have been told by several OESC reps that the error is no fault of my own, and it has to be corrected by OESC. I had a Tier 2 person finally call me and she told me about the "9999" problem. She told me the internal error was fixed. She laughed at me when I asked her if she was going to get paid since she fixed the internal problem, and she said yes of course, but guess what, even after I've laughed at her for having little faith, I still haven't been paid. The websites are a joke. One page says one thing, another contradicts it. Half of the time the new website doesn't work properly. I can't see table entries on the old site half the time. The new website just takes you in circles; a lot of the "options" you click on just take you in circles and not to what you want/need. This has been a huge failure, and a total nightmare for me. This is my first time on unemployment in my life. I have 3 medical diagnoses that put me in the safer at home category. I also have an immune compromised daughter with a heart defect at home that I do not want to bring COVID home to. I am not lazy; I am 34 years old and this is the first time I've ever been on unemployment. I am a good mother. These unemployment funds were paid in already. The lack of accountability and utter disorganization by OESC is heartbreaking.
Ann	I got caught in a computer error, clocked 36.4 hours on hold, without ever getting thru. When more people were at the phone bank I got thru. Was told I was being escalated and to wait for a callback. I applied 3/15 and have not received benefits yet. My savings is almost depleted. If my spouse was not getting his benefits we would be even more desperate now. HELP!!!
	My wages were incorrectly reported to two states by my employer. Due to this, I am receiving only a small portion of my benefits should be. I have tried to contact someone for 2 months now but am only told "a tier 2 will call you" As a single mom of 3, not receiving the full amount I'm entitled to is a real struggle, though I am thankful I am at least receiving something. I realize so many are not as fortunate right now.
Hester	OESC has three different websites and out of state callers who answered 1405 525 1500 ask questions outside the unemployment claims such as what state did your mom receive her social security card from?

Monte	The system is not user friendly.
Marsha	You cannot even imagine how impossible the process has been for the self employed. They are incompetent and habitual liars.They never call back after they say they will .
April	I have been actively been applying since March 25. I finally received my debit card two days ago but it only had one of pay. The website makes it impossible for me to file for any other weeks because the file a week button is deactivated
Karvon	Applied 3/21, Still waiting, currently at stage 1, Tier 1 said I would be moved to Tier 2 and would receive a call in 2-3 days but never moved to stage 2 or received a call. Unable to do weekly work search because the link does not work.
Tracy	I do not want my personally identifiable information to be released to anyone. I am happy to answer any questions and provide additional information.
Bliss	I've been unemployed after a major accident; broke my leg severely; then went back and got a full charge bookkeeper degree to start my own biz, already had clients lined up (already have college degree but no one wants to hire a 60 year old had four interviews in five years, hundreds of applications. Went through 401k to survive. So I used suggestion of Mark Dollens to apply; wasn't finished with application. But can't get through on the phone.
Hartleigh	This has been so discouraging for every Oklahoman. Everyone felt like they were being tricked. The people hired to answer messages and pass along to the tier 2 agents was a joke. They had no clue about how to answer any of our questions and couldn't even provide me with an email address to appeal my claim. I'm so disappointed in the system and the Gov. This absolutely should have been priority and to see him tweet about unrelated matters. 8 weeks to fix the system is not believe for one second you couldn't hire highly intelligent techs who could code a new system that would benefit everyone. Ridiculous. So incredibly disheartened.
Rachel	Gov. Stitthead has made it very clear how much he listens to and respects his constituents feedback- that is to say, all.
Jessica	I would like to see more people on level 2 hired. It took over three weeks just for someone to contact me back. Three weeks of being locked out of my account, unable to file. Three weeks of calling, hoping that someone from level 2 would assist me, despite having multiple reference numbers.
Coyette	This has been a ridiculous waste of time attempting to get some type of supports.. multiple promises for call backs but no call back received, people answering phones that have no idea what to say or do to help. Online system says to call commission, commission says to file on line. OESC should be ashamed of themselves. I have had ZERO assistance or money to pay my bills or buy food. The state of Oklahoma is making promises they can't keep. Essentially writing their mouths can't cash. Us little people are sinking FAST and can not get help.
Sarah	I have screenshots of blatant lies we have been told by OESC. I've also constructed a spreadsheet of questions and answers from their social media that prove they are deliberately giving out false information AND also not providing pertinent information to claimants who may not have access to social media. They only answered me when a Senator contacted them and asked for my information. Ostrowe has lies on multiple occasions. I am entitled to maximum weekly benefits they are paying claimants \$189/week across the board plus the FPUC. I applied and answered that I was asking for more than the weekly minimum, because that is what I'm entitled to. I've yet to be paid. Yet to receive a debit card and my friends have received more than the mom in weekly benefit amount even though they are entitled to the maximum
Christopher	I began this process at the end of March like many Oklahomans. I was initially in the PEUC category but as of last Friday they modified their system for some in this group so now I am PUA. As I was an existing claim with exhausted benefits I was seeking help with the 13 week extension and \$600 weekly FPUC as the new job opportunity I was making progress became frozen once the pandemic hit. I feel my category could have been helped easily and sooner with the legacy system as all our information existed and was approved and we all had existing debit cards. It's now been close to a month and half and many of us are in desperate need to pay bills. Last Friday when OESC announced I needed to file for PUA I jumped on it. They say the help will be retroactive which is great but many of us are in need of at least something. Companies are working with us when we say our unemployment is coming soon but after May I'm not sure they will help you can provide to get us the PUA and FPUC help as soon as possible is very appreciated. Thank you!
Lori	The entire process has been so overwhelming by being lied to about receiving level 2 calls, people answering the phone after you wait 1.5 hours tell you they have no answers to anything and cannot even help with a pin #. I am on week 1 with no level 2 call
John	The process to get identity verification during this pandemic is a joke, I have been waiting for benefits for close to 1 month after determining I was not a fault and would be eligible after submitting documentation which at first I couldn't do because the offices being closed and then after I did I keep getting passed to "Tier 2" and never receive a callback and the tier 2 get lost.

Matthew	The people of Oklahoma are being failed! Step it up
Chelcea	Whatever
Robin	I filed for PUA back in March. I can't retrieve any information regarding my claim online. I can not file for additional I can't get anyone to explain what is going on. I was told 3 weeks ago that a tier 2 would call me, and they haven't.
Kelli	The whole process has been a nightmare ... continuous calling just to find out the persons answering has no clue w going on other than to tell me a level 2 person would call ... been told that 4 times no one ever calls ... I get nothing run around starting to think this is on purpose hoping we will just give up ...very poor planning very poor organizati
Laura	This process has been highly frustrating. There has been no clear guidance. In received an email that said my PUA application was submitted and to wait for another email for further instructions. That email has yet to come. I've sp with 2 Tier 1 agents but they can't access my account which makes them pretty useless. I have a ticket number to r Tier 2 call but I'm still waiting. I'm to the point where its either the OESC is grossly incompetent or corrupt. I can't b Stitt for the poor technological infrastructure, however this is something that our state should have addressed year To add insult to injury our "leader" vote themselves a pay raise when thousands of people are struggling to pay the and still be good citizens by obeying the orders to close and Shelter in Place. How do they expect people to comply sacrifice when our own Governor doesn't seem to take this pandemic seriously. People are tired, they are suffering they are trying to navigate a new way of doing things. The least our elected officials can do is put partisan politics a do what's best for all of Oklahoma's people. Thank you for your time and attention
Lindy	Communication could be better! There are so many basic/simple questions being asked on twitter and just getting answers to those questions would be SO helpful as we wait to see benefits. It would also be nice if OESC could be h we don't know how long it will take, these are the specific challenges we're facing. I can't stand the press conferenc Stitt and OESC painting a rosy picture when we're having zero results 6 weeks later!
Candice	It's a joke. Those of us who need money aren't getting it. Those that were already getting it, got even more.
Lori	Conduit credit card company is impossible to deal with. I have held for a total of 18 hours, 9 hours on two different Still no resolution, never reached a â€œlevel 2â€ person nor have I received the promised call back. Their .25 fee th deducted from your card each time that you call seems corrupt to me..
Katherine	Most of these questions dont apply to me and thousands+ of other Oklahomans waiting on peuc. It would be by far easiest for the state to implement. It's the 13 week extension. We have already been through the "vetting process are not scammers. We have already established our contact information and recieved our payment cards. It's a ma rolling over the weeks we are allowed to our already established claim. What's the hold up? Look, I already lost my apartment in Norman from having lost my job in December 2019. Had to file bankruptcy and move back to my sma bedroom house in western Oklahoma. I thank God I had that to fall back on, but...I had 2 interviews scheduled the this all hit the fan and my interviews were cancelled immediately. No one is interviewing for it even still. We didnt this either. I've already lost everything I can. I'm trying to rebuild my life in this tiny house with less jobs available fr and I WILL! But please...for the love of God if not for Oklahomans...get the peuc working! I reach out to others ever the facebook unemployment group. They are mental down and out some of them...drained and giving up. Talking a dying and giving up all together. Yes, it's that serious. People are still being evicted while they wait for benefits to s Since March!!! Something has to be done. Now. I'm grateful the unemployment office's are closed right now. Peop angry frustrated and becoming mentally unstable. If you open those offices you need police and or way more secu guards. Good people are not ok right now. They are desperate. I pray this message does some good for someone. I I just hope someone on the other end just hears me and cares...if only a little. Thank you.er
Corey	If the system doesn't get fixed I guess people will start losing their homes. I'll already planning on leaving the state permanently
Candy	I honestly just want OESC to tell me the truth if someone says they will call back they should call you back. I have br trying for 3 months with no avail,I would love to talk to someone I've emailed the governor's office trying to get he nothing.
Aaron	Call center is a jokeb
Ruby	I been try to file a claim but website is locking me out I been calling for over a month and got a call back she said it fixed to go refile online if didn't work call back they will do application over the phone but when I call back they giv third number and said they cant help me I will get a call from tier 2 supervisor I been waiting over a month for first

Marie	I've been on hold with Way2Go for a total of 32 hours. I am hung up on every time, I still haven't talked to anyone & website says I have to talk to a representative to have my card sent out. It feels like everyone is pushing the problem onto this company that was said to be faulty in the first place.
Sedina	I received my unemployment for a few weeks but it stopped the week of May 2. Now I can't get anyone to call me & it says there's an issue that needs to be resolved. How do I resolve the issue if I can't find out what it is? Please help!
Shawn	Things seemed to go much more quickly and smoothly once adequate staff was in place.
Michael	Be able to talk to a representative that can help process my claim. Not get a person that can help not take notes and re-broken promises on calls from tech 2's or supervisor. That never come. I have been waiting for over a month and no call back.
Jennifer	I am diabetic. I have 2 autoimmune disorders and zero money for medicine. Both mine and my husband's claims have been untouched for 8 weeks now. I have emailed everyone I can think of...called...you name it. My next call is to a lawyer or ADA people
Lori	I've given up, but that was the goal wasn't it? Considering the fat check we had to pay in for taxes at tax time, this is an insult. Why pay taxes if I can't obtain services when I need them?
Sylvester	Disallowing benefits for temporary workers makes no sense because it isn't full-time employment.
Joleen	I'm very upset. I need these benefits. I should qualify. And no one will even call me back.
Victoria	I have my benefits but my husband has been having problems with the card company for about a month.
Lori	They have made this process entirely too hard! I am a self-employed hairstylist. You made us not work and promise unemployment. Then the system needed updated so we waited. We reapplied under the new PUA with high hopes but the system is so glitchy and unsafe! This is exhausting! You need to pay the self-employed who are mostly all back to work that will relieve some of your phone calls.
Curtis	I have been approved for benefits but told there is a problem and to call. I call and have been told I will be called by the next level of support. I have been waiting for the call for a month. I have called two to three times a week.
Rustie	My business closed on March 1. I have a bakery. I applied for unemployment on March 27th. I have received no benefit yet. I have called numerous times and have never received a call back. I was finally told by an employee at OESC that I was calling. The stress this has caused is affecting my health. My blood pressure meds have had to be tripled. I do not have a penny to my name. My car insurance was cancelled because I couldn't pay. My landlord is threatening eviction. I have a scan scheduled to see if my cancer has returned and have no gas to get there. We are starving out here and no one to care. The PUA has been promised for weeks. From my knowledge everyone that has filed for PUA has received their cards. The card company is a joke. If we do get approved...how long will it take to get a card? All we are getting is promises and excuses. OESC is bragging to the media that calls are being answered in minutes...no long wait times on hold. Well, because the people answering can't help. I have been waiting on a call back for 4 weeks and nothing. This is unacceptable. The state of Oklahoma is letting its people starve. The stimulus payment also has not been received. I entered my information in the Turbo Tax portal on the 9th of April and is still showing no payment. Then Gov. Stitt has the nerve to want to keep Oklahomans from getting the extra \$600!!! We are all drowning out here and he is wanting to take away the lifeboat. Something has got to be done and it has to be done NOW! PLEASE HELP ME!
Dominique	I need help please
Cox	Got my letter next day got my card a week ago but no money I call but no one can help they say supervisor will call but no one has called filed March 30th here it is May 14th still no money
Devon	I applied and my return was accepted April 19th but my check still hasn't come in
Chris	The website kept changing its layout and terminology. I had an account prior to Covid, for a period of unemployment benefits I experienced last year, and my information didn't port over correctly. I have not been able to update my information.
Rich	Remove the three-minute speech that is played at the beginning of calls into OESC. All it is doing is extending call times and creating frustration. If tier 1 support cannot actually solve issues and only enters service tickets why not add a web form on the site for people to enter issues directly.
	The instructions when I filed weren't very clear, and I've had trouble reaching someone to fix it and can't file for benefits in the meantime.

Cody	My name is Cody Davis. I was laid off due to covid 19. I haven't been able to receive unemployment benefits. The automated line states that I am denied because I didn't make enough money last year. I made over \$100.000 last year. They asked me to provide check stubs so I did. They said I would receive a letter from them in 21 days. That was 2 and a half months ago. I have called at least 50 times. They have hired a call center to buffer the calls. They tell you they've moved it up to level 2 and I should receive a call back. It has been months and still no call back. I know a lot of guys experiencing the same thing. I go out every day and try and cut some grass or wash someone car just to feed my kids.
LaKesha	Long call backs
Jennifer	I had a decent experience until the upgrade this Sunday. Now nothing. Nothing at all. Filed on the 9th of May and nothing has happened since then.
James	you have completely let the ball drop on this one. people like myself are frantically trying to keep our lives from falling apart and you cannot even bother to answer basic questions. the only number in the entire state that picks up is basically answering service with no answers that forwards call on to a group which never calls back. and the excuse is that your old system cannot handle the volume. why with the billions the state spends on frivolous crap do you have a 30 year old computer system handling something so vital to the people. inept leadership. greedy, wasteful and inept.
Rachael	I have only received 1 week worth of pay. Right now I am owed 5 weeks of back pay, and due to the system being glitchy last weekend there are errors on that submission. I have now been waiting almost 7 weeks for a call back from level 2, have Two INC numbers.. and have supposedly been sent to a supervisor now. I have also emailed, and called my senators office and had contact with her executive assistant with NO PROGRESS. I am pregnant with 2 other children and we face eviction come June 1st if this issue is not corrected.
Ilene	It should not take this long to get approved. The forms are very confusing. The questions are tricky and sometimes misleading. Seems like the reps are not all on the same page. They ask you to call and yet you can't talk to anyone because nobody answers!
LaRena	A number for someone who can actually assist us within 72 hours would be nice and being empathetic to everyone in this situation
	Governor go ahead and resign
Judy	It's unfortunate that I can live in Oklahoma my entire life except for the year of 2019, which therefore left me ineligible for unemployment benefits this year. I have no job, no income and I just moved back to Oklahoma from Texas in March. I am extremely disappointed in not only the Oklahoma government system, but the federal system as well. I have never witnessed anyone suffering when we have the resources in the U.S. but the rich lack the compassion to get things done for the working class.
Kim	My application has been in review for weeks.
Cheryl	The issue is getting the actual card from the vendor Conduent, I applied and was approved very quickly after applying on April 17th. Today is May 13th, 3 weeks of payments are on card but no card received yet. It's impossible to get anyone from Conduent on the phone even waiting multiple hours on the phone. Read the comments on the OESC Facebook page you will see how much of an issue is happening with Conduent. Many people are having to request a new card after the first card was never received, Conduent charges each one of the people \$15, people pay this because they are so desperate to get their monetary resources to pay their bills and buy food. I would appreciate any assistance.
Jerrolyn	Outdated system! Hire more OESC workers
Elizabeth	thank you, Ms Horn, for everything you're doing.
Lindsay	I have been trying to call almost daily since end of March approximately no call from level 2. The website won't allow me to file my weekly claims stating I'm not authorized seems to be an easy fix per a representative but no one will call me back
Kathryn	Yes, I would. I am 9 months pregnant and I have been unable to work at no fault of my own because of COVID-19 and a claim has yet to be completed by OESC. I have done everything I need to do on my end.
Brandon	I've been waiting a month for a call back from a tier 2 specialist so I can get unemployment processed
Patty	The process has been a disaster with out any success so far on getting help, the website kept changing so I don't know what I was suppose to do and no one even returns your phone calls so you can't find out.
Michael	I have filed and re filed and then received a card but declined, then I applied for PUA, with no response.
Ashli	Impossible to apply from rural area

Caley	Long wait times when calling to try and speak with a representative. When the call would be answered, the call immediately ended. I have successfully spoken to ONE person (out of dozens of calls) to be told I need a Level 2 representative with no window of call back time. I have not received an email, a letter, or phone call since. I have not been able to speak, or get a hold of rather, to anyone since the ONE successful time.
Karla	Already left a message to Mr. Stitt. No reply, just like OESC.
Becky	I have 2 kids still waiting on funds!!!
Joni	I filed over 6 weeks ago say I need to call so I can't file weekly claims. Been waiting for a call for 5 week
Jeffrey	I have applied for unemployment received my card but I have not received any money I have called in and they supposed to call me back three times and have not received a call back I can't get any answers
William	The point of contact people are completely useless.
Sarah	This is what happens when you get rid of experienced employees. The new Director knows nothing about UI...the former Director had years and years of experience..
Danielle	My experience has been very frustrating and it seems nearly impossible to get a human on the phone.
Danielle	Please give L1 tech L2 access so they can help. I'm still waiting for my L2 call to fix my issues
Kelsey	Can not get a call back over 5 weeks, unable to apply for weekly claims through pua because website doesn't work. I was directed to reapply and did so with the same results.
Emily	He opened way to early.
David	After a couple of weeks trying, I finally spoke to an OESC agent on the phone on April 3rd. I had been unable to set file an initial claim. The agent said that I needed to send a copy of my DL and SS card to OESC's ID verification so they could reset my PIN. Was told they would then call me back and walk me through the log in process. I emailed the info immediately. April 10th - I called for a status update, my case is still in the queue, agent escalated my case to a Level 2 April 17th - I called for a status update, case still in queue, agent added some info to my ticket. April 24th - I called for a status update, agent escalated my case to "Critical" level, but still in queue. May 1st - called for a status update, agent advised my case is still in line, she emails her supervisor for attention. May 8th - I call for a status update, my case is still in line, she advises me to be patient, that someone will call. I continue to politely call every Friday morning (it's not the agent's fault)
Courtney	Yes the new system is failing Oklahomans. Under the old system I could at least apply, but with the new system I cannot file a weekly claim. I called once I couldn't file the claim at 7am right when they opened, I waited an hour until I got someone then that person could not help me and told me that someone would call me back in 2-4 weeks. What about people who do not have money saved and have kids, do they just starve if they can't buy food. With so many people unemployed the security should be hiring people to help with all of the claims or see if they can get retired people on the phone.
Alan American	The system keeps telling me to call, but no one can help.
Michel	I have contacted OESC more than 10 times so far with no call back. The website has change no less than 4 times for me. I am self employed and drained my savings during the closure to pay bills and feed my family. My frustration is at level 2 I have been approved for PUA via an email, monetary of 189.00 however I had to search for this via the original unemployment site. If I call for the information it tells me I have been "denied because of federal law" for whatever that means? Denial after denial then told you have to be denied to be approved. Terminology on the site is super unclear and makes no sense. This all feels like a run around to keep from paying out workers. I will not stop working again!
Robyn	His level 1 employees are useless ! All employees need training! The website is working properly and tech support is not helpful. I am resetting pin.
Nicole	Where do I begin.... I was able to file my claim originally, but my return to work date got pushed out. The system froze out and locked up. I have called over a dozen times to get the issue resolved. I have not been able to file a weekly claim over 5 weeks. Have not received a call back as of yet, my first call was on 4/12/2020, I call every week to check the progress of my call ticket to be told it is pending assignment. I understand they are over worked and very busy. However called on Monday the 11th to be told it had been assigned finally. I still have yet to get a call, letter, email or smoke signal. I am disappointed, I am on the verge of being homeless and can't seem to find any help.
Sasha	I received the PUA approval email on the 1st and am still unable to file my weekly claims. This is absolutely ridiculous. I can't get a call back from a tier 2 rep. I need help ??

Lori	Yes, I was under the understanding that independent contractors could apply for it and was told by the unemployment office that they are not processing gig workers or independent contractors at this time and don't know when they have sent my tax information and bank statements and file with a schedule c. I do not receive a 1099 as a lot of cor don't. They stated this benefit is only for those who paid into the system. They collected bank statements, pay info information then closed my account stating I am not eligible.
Stephen	The process was confusing and it didn't show you what problem there might have been. In addition, when I was able to get in touch with an actual person, they did not help me. I only got money because I found an actual person who worked for OESC that could look at my case and fix it. I NEVER got a call back from 3 incidents. The questions for each week are VERY confusing in how it is worded and causes you to be denied. I.E. Were you able and available to work during the week. If you answer no, it is denied. However, the wording seems to indicate if you actually worked and that you were capable of working. The length of time to get approved is ridiculous. If I hadn't contacted someone, I still be waiting. We have got to do better. It should be easier to apply and understand! This isn't new....the amount of people who apply is, but the process is not.
Christina	Not enough room to put comment 22 year disabled veteran can't qualify for unemployment didn't close business trying to support family
Steven	Only level 2 can resolve application issues waiting weeks for that call is weeks of benefits lost. I lost an entire month they called me and resolved my issue
Kasey	Go program employees should not have to have your social security number, date of birth, address and phone number to pull up your account.
Vickie	My husband and I are both uber drivers and live week by week with no income coming in and we both have applied for regular unemployment and pua we both got denied regular unemployment, but was told we had to apply for regular unemployment before we could apply for pua which we both have done. We are both at very high risk and my husband has liver cirrhosis and needs to eat a healthy diet and no stress and this has been a very difficult time for both of us. We applied for unemployment and they don't have a clue what we are supposed to do but wait for a phone call that we yet have not gotten. I could complain and get rude, but I know it won't get us anywhere. But would greatly appreciate any help that you can help us out please
Kameryn	A lot of my unemployment questions have gone unanswered. I understand that wait times for the call center are astronomical, but even reading through the terms online, I can't seem to get anything clear. I was temporarily terminated due to COVID. I work at a movie theater. Our theatre will be reopening in May, however I will be receiving less hours than I was before COVID. I know that I can still receive partial unemployment due to loss of hours, but I'm not sure how that works in what the circumstances are. I just wish we had either more people to answer our questions over the phone or email that we had somewhere where we could submit our questions and have them answer back to us.
Jake	Robin Roberson should be relieved of her duties. Governor Stitt should resign immediately, he is too busy shooting the breeze instead of helping unemployed Oklahomans. David O from the oesc should go work for geek squad as he says there are long delays.
Julia	Yes! I applied 4/1 and it has been 'processing' since then. Calling in does no good because the tier 1 people can't handle anything in my claim. They put me down to be called and I haven't received a call for 2 weeks. There needs to be a call from someone who can actually help. The issue pending is 'separation' but I was furloughed and my company isn't paying anyone's unemployment away, so I'm not sure what is taking so long. If there is something I need to do, I'd like to know so I can get that process moving.
Cheryl	This has been another hardship on top of what we're going through. I have since been terminated from my job so I have nothing and I haven't started receiving unemployment benefits
Suzanne	Called because of denied monetary funds. I have been at my job for 2 years. Was promised 7 times to be called back. Finally received 1 call but they needed to investigate further and never called me back. I applied March 29, 2020
Gwen	The assistance for Home Daycares is unreal. We were asked to stay open and we were promised we would be helped. It's been 2 months. Staying open for 2 months with payment for 2 kids isn't cutting it yet. Unemployment just keeps pushing us to the back of the line.
Courtney	I am a self-employed hairstylist that has been waiting since the first of April. I have the card but no funds available. I have been waiting continuously & have reference numbers that are sent to level 2 'critical' which means I am supposed to be called soon. Again I've been waiting since April 4, 2020 without a word. In the meantime my industry has reopened & I am currently home schooling my son until May 30th, nor am I ready to run back with the rise in cases.

Marissa	It's shameful and hurtful that even after being approved and receiving a card in the mail, that funds were never rec feels more like a taunt than anything. We are real people with real families. I was able to push bills back a month, b happens when that month is up? We have been surviving only on potatoes. It's all we have. I've never applied for unemployment before. This is the first time. We just needed help. I am not a freeloader. I am beyond ready to get I work and take care of my family since the state has provided no relief whatsoever
Julie & Michael	This has been a mess. When I finally got a call back from tier2, she was very professional & helpful. Just tough their to upgrade the site while record number are trying to apply. As for "the fraud" they should flag the ones th suspect, pay everyone then go after the fraudsters. Stitt has stood at any microphone and lie to us. He knows it's n up & he chooses to lie rather than fix it. Hopefully you can light a fire under somebody's chair! Thanks for listening!
Erin	This is detrimental to my family and I. Oklahoma needs your help. I don't know how you people sleep at night.
Robert	I don't know if they really care. I have contacted the OESC numerous times with no result. I have called the Govern Office several time with no help either.
Virginia	Nightmare is not just with official filing, it is with EVERY SINGLE WEEK!!
Patrick	Old website was a mess. If I didn't have IT experience I would have run into problems
Lainie	The issues w OESC have made a stressful time absolutely miserable. There is no reason I should not have received a call back by now. It is time to open up offices for us to go in person and get our accounts straightened out and get People are being evicted and losing their businesses.
Lacey	Waiting on a tier 2 call for 6 weeks, Used all my savings to pay my bills during the salon closures. Our AC and heat h both gone out and I have no savings to fix it, I also have 2 babies I adopted from this wonderful state that I now car warm without the fireplace on or cool without the window unit I had to settle for. I have gone back to work howev clientele has not returned and I'm still require to purchase products and pay booth rent and use gas to get there fo fraction of what I was making. I have called multiple times with no help in fixed my " pending wage review " code.
Kaylee	I cannot file my weekly unemployment claims and the OESC phone reps have been very unhelpful.
Johnny	I am about to starv to death waiting for a phone back from the Unemployment office get the issues resolved so tha collect my unemployment benefits.
Dianna	I could see that my app was processed but hadn't received a card. I called after they added those hundreds of peoj answer the phone. No one ever called me back, a week later I used same reference number to make a second call. called me back. A week later I called again to see what I needed to do, no one EVER called me back from oesc. No place that does the cards is just as bad of a story!!! It took me 2 & a half days, 2-4 hours at a time for it to hang up to ever get thru to someone who told me it had been mailed but hadn't made it to me apparently, so they cancell original account & issued a new card that, of course, I played the \$15 to have it expedited. Funny thing tho, my co-had actually text me & told me to call them about my card & they had told her the same thing. So she had played t to have hers expedited after sitting on the phone for 3&a half hours. Now that just seems really strange to me tha of our cards made it to us, if they were actually mailed. & so if they had all of our money sitting there for all those weeks, someone was collecting pretty good interest off of all that money. & then \$15 expedited cards on everyone adds up!!!
Jennifer	I am a contract worker who was laid off at the very start of the Covid-19 crisis from a job I'd held with a company fo years. I filed an unemployment claim right away, but as I was a contract worker, I was denied. Once the CARES Act   still couldn't make any progress because the website wasn't set up to address CARES related claims. I couldn't reac agent when I called. At some point there was a lot of publicity about many more agents being hired to answer pho even though I could eventually connect with an agent, none of them have had the knowledge to help me with my c process. They all say they have to get a level 2 agent to call me back. I've tried this several times, and no one has ca back yet. I can't make progress on the website, and there's no one available to talk to. I'm worried that the opportu receive this assistance will expire and I will never receive the help I need at this time. Thank you, Kendra, and every who is aware that there is a problem and trying to help.
NATALIE	Waiting on a call back from #2 person for 5 weeks. Have called back 2 more times to get status . Was told my claim not been turned over to a team #2 as of yet. Need help!!
Becky	Process improvements are definitely needed. A for-profit company would have been out of business quickly given t process. In addition, the process to obtain, use, set up direct deposit, get customer service helps is incredibly broke have an intermediary? Offer direct deposit without a card. Leave as an option for those that need it. We can do be Oklahomans! Let's upgrade systems and support our citizens in an efficient, honest way.

Robert	I originally applied, due to C19, on 3/27/20. I received in mail paper that said I was eligible. The first Sunday I call to make my weekly claim recording said I was denied at that time and had to talk to a rep. I have called and after Level 1 person talked to me she said that Level 2 person would call back in a few days. That was a month and a half ago. I call back a week to make sure Level 2 person knows I'm still waiting for return call. 3 weeks ago Level 1 person told me she was to bump me up to a supervisor. Because we have to wait by phone 7 am-7pm for a return call, I don't have a cell phone life has completely stopped. Last Friday, I was outside, forgot to take house phone with me, and a call from Unemployment came. I was outside, they did not leave a message. So tomorrow, 5/13, I will be making my appropriate phone call to unemployment to make sure I am still in the list for a return call. I have received NO benefits, no help goes back to March 27. Why are other people getting help and I am not? I would think that the oldest cases would be first to handle. I have 2 co workers who lost their jobs when I did and they are getting their checks. Is this because of age? I work every day and will continue to after all is safe. I should not be discriminated against. I am more than frustrated as I seem to be a non important person, non essential, and certainly I don't matter to anyone.
Don	7 weeks of waiting. Releases thru media claiming progress that are doubtful in veracity. Releases from a Zoom meeting where department leaders are exploring ways to discourage participation in the unemployment program. Asking the federal government to stop the \$600 amendment to force return to work in a dangerous environment. Encouraging employers to immediately report any job refusals to expedite removal from program.
Bobbi	I'm very uncertain if I completed everything correctly. I have waited now 3 days for a return call.
Joseph	Someone fraudulently applied for benefits in early 2019. I thought I had it resolved but apparently that person created a PIN number and I, obviously, don't know that pin. I can't get anyone at OESC to reply.
Herbie	I just wish someone would call me back and tell me what the holdup is with my claim. I understand the volume of claims have increased but people are really struggling out here to feed their families.
Tammy	You need to become more involved with this unemployment issues..
Demeon	I filed back in April and was told I would receive a call back and can't input my social security number in my employment family Dollar
Tina	OESC hasn't responded to my request in over seven weeks. I've been told by ATOS (answering service for OESC) that the calls for assistance have been forwarded to OESC level II and that they will call me. However, after numerous attempts to talk with a OESC representative I still cannot reach them or get any FINANCIAL RELIEF!! The system is in dire straits!!! I have previously emailed the governor's office, Senator Langford, and the Attorney General of Oklahoma to NO A
Monica	PUA weekly filing is a joke Can't file back weeks online or by phone. AND still I have some funds on a card BUT still no card!!!
Tiffany	Seems like you are trying to make it impossible for people to get unemployment, specifically those that are self employed
Gideon	Please send payment- I am in danger of losing my home. I'm begging you!
Michelle	The unemployment process is very much broken. When I did finally reach someone on the phone, they were unable to help me and would have to have someone who could call me back. No one ever called me back. After many calls with the same results, found out that some of the previous people I spoke to did not correctly mark my case as important in order to receive a call back. Still no call back and still have not received any payment for my furloughed time. The whole process has been very frustrating considering that I have been applying since March 30th.
caroline	I am self employed and applied for the Disaster Or Pandemic Unemployment Initial Assistance Request, but have not been able to proceed past the "initial assistance request." When I call, no one can help or offer any status or information whatsoever. I am continually told that a "level 2" agent will call me. I have never received any call or never received any information. I have never received anything. It is inexcusable that there is literally zero ability to get any information regarding this claim. I cannot even find out if or when an actual person who can look at my application can be reached.
E.P.	Just didn't figure it would take so long to get an approval or denial. Just seems as they want you at a stand still. Without consideration of your kids or financial stability
Cynthia	No calls or emails to OESC returned. I need answers on unresolved issues with my weekly filings.

Myra	i applied April 5, then again April 20 for Contract Labor benefits. . i have been lied to and been disrespected numerous times. . .EVERYTIME i speak with someone, they tell me a different story, again lies. I received an email saying i was approved (2 weeks ago) and i must certify the PUA weekly benefits in order to be paid. When i go to the website, it doesnt work. . .EVERYONE is unable to access this supposed link. I've been out of work for almost 3 months and NO income. I recently had to move (to avoid embarrassing eviction) and moved into my dads house (82 yrs old). They tell different stories each time you talk to them. They even told me i had to call this 800 number to register for my benefits called the number and it was VERMONT unemployment!!! They hired an outside call center to pacify people and i have loved to of had a job. Why didn't they offer that job to Oklahomans? I would be honest with people, not tell LIES. Our tax payers money is going towards OESC instructing their employees to LIE!. i have screen shots and call logs everytime i have spoken to someone and their responses. Just yesterday i received a call and they told me just because i received the email stating i was approved, it doesnt necessarily mean im approved! WTF (sorry) Then she told me everything was taken care of and i will be able to access the link to get paid. I made her hold on the phone while i went to the computer to verify i could do this. AGAIN, LIES! Nothing has changed. When i told her i was unable to access the link, she hung up on me. Their new system is advertised that you can monitor your claim in "real time", well thats just another LIE. Im having to take Lexapro now and i guess i just need to withdraw my application for unemployment because stress is going to kill me.. I can't handle the rollercoaster of false hope. My aunt (87 yrs old) works for TJMax (for years) and was laid off due to Covid-19. She doesnt own a computer. She called and called for 3 weeks trying to get some help her apply over the phone. She was told it would be 3-4 more weeks before they could assist. So she waited and waited. When she shared her story with my, we logged into the computer and i helped her file for her unemployment She was instantly approved (i think), however, they wont go back and pay her from when she was laid off or when the CARES act was activated. She has yet to receive a penny and lost 5 weeks of unemployment benefits. (Virginia Rok
Robert	As the Covid-19 situation changes, so do the changes in my furlough return dates. Each time I have to change ANYTIME get kicked off the online system until a tier 2 representative can return my call. I have NEVER received a call back after a month of trying. I just need to access the system to file my weekly claims.
Corrine	I was told my case #INC001744589 was labeled as CRITICAL but have still been waiting weeks for a return call. Don't tell people to just take messages, hire people to help fix problems. Like me, I need a job!!!!
Laura	It's been a difficult trying time to file for a self employed housekeeper. I've lost a great deal of income due to this crisis there's no help. I've emailed people with no success to get answers.
Adrienne	There is still no process to apply for PEUC, the extension, for those of us that need it. They push it back every week because of site issues.
LOUIS	after 7 weeks still no call back to establish benefits
Adrian	This has been an absolute nightmare I've been trying to get my benefits since March 15 and haven't even received a call back. Frustrated and pissed off are a complete understatement. Do you all need to get it together, So-called top 10 states don't conduct themselves the way Oklahoma is currently handling this unemployment situation.
Andrew	I have called multiple times regarding opening a claim. My ticket to reset online password was opened 28 days ago and called I was hung up on by the contractor Hung up on me and would not provide status on the ticket.
Molly	I started a job but was told "you do have the position but since we closed you cannot report at this time". Tried to apply for PUA after and dead end.
Phillip	Many of the answers to questions those applying had, were responded to via social media. Although I benefited from social media, I feel most of those should be placed in the F.A.Q. section on the ui.ok.gov website.
Faith	Filed on 29 mar and still waiting. Received a card and after several emails and calls ive been told employer is protesting been over 6 weeks waiting on a phone call and now i cant reconnect my claim to the new sight. And now im having to file a week. We been on the verge of losing our home and power. My co workers and i do not know why we were let go and the owner refuses to communicate with us. Basically we cant get anyone to tell us anything
Yalawnda	I am a single mother who has been self-employed for more than 20 years this is my first time ever having to deal with unemployment and the experience has been so so frustrating! I've called numerous times I've been waiting for weeks for a tier 1 person to call me back I never able to get in touch with anyone by phone and the website is just horrible. I know im not alone in this but it feels like I am any help at this point would be greatly appreciate it thank you.
Eric	I was waiting for a 13 week extension in March my benefits exhausted on April 20 still no call back The CARES ACT was supposed to help people ALREADY on unemployment not miss any pay but the OESC DELIBERATELY did not activate the PUA plan that has been used before and should be standard protocol in case of emergency now I have been without pay for 4 weeks and the OESC STILL has not even opened up an option for me to even attempt to apply for PUEC

Sylvia	Yes my kids and I are about to be homeless if this don't get fixed!
Mark	The people running the process are totally unprepared and hopelessly inept.
Danielle	It is a disgrace that federal PUA from Cares Act 2 is DELAYED until a determination from OESC is completed for regular UI, incurring an automatic delay for PUA determination as well, leaving me handed waiting on OESC for weeks.
Sarah	Single mother. No money. No card. No callback from tier 2 person. Consistent computer problems. It's been almost months!
Steven	No response, on line for long times then call is dropped or get a message voice mail box full, call back.
Alisa	One IT rep, Tammi, worked very hard to solve my issue and I applaud her. The only complaint I have is that it took 3 weeks to actually get in touch with someone to help solve the issue that was holding up my claims. Certainly no fault Tammi. I think it would really help if they made the helpline email addresses more easy to find online. A friend of mine actually gave me the email addresses. I would have never located them on my own. They were pretty embedded and hidden within the website.
George	You said you moved more agents over to help, gave them zero power. It's a really bad call center. The system takes minutes of prints just to get hung up on. Or the online chat doesn't work, and there are not enough level 2 agents to do anything.
Bonnie	Totally frustrating. I am self-employed and have been trying to do this since the end of March. I have no income since then. I get no answer from anyone at OESC except wait for a Tier 2 call back. This has been a total disaster to this point.
Brandon	They sent another person's claim form to my address. It had their SSN on it. I hope they didn't send my SSN to someone else. They probably did. Not cool.
John	Was only laid off 2 weeks, slow process to get in touch with anyone
Natalie	If needed I will
Tyler	When we do get assigned a level 2 rep, we need contact information so we can check in with our rep and the level 2 rep should be able to provide or transfer us to that level 2 rep.
Tracie	Applying was very confusing. I'm self-employed and was instructed to apply 4 different times for 4 different unemployment claims. I applied on March 16 and was finally approved and received payment on May 11. The questions asked are confusing and tricky. When you call OESC the person that answers the phone can not help you with ANYTHING and says they will escalate your call to tier 2. Tier 2 never called me back, not one single time. I still to this day have not received my card to be able to access my funds. Virtual chat agents cannot help with anything, all they can do is escalate your call to a tier 2 which will never call you back. I have been escalated and marked as high importance and emergency 4 different occasions and still have not received a callback. The whole process is a joke if you ask me. It seems to me that OESC had made the process so difficult so that people will give up and OESC won't have to pay them. If OESC makes the questions tricky enough people will answer them wrong and OESC won't have to pay those individuals. Citizens are frustrated, and feel betrayed by their state and for good reason. Something needs to be done to correct this. I have been hung up on several times by the people answering the phones, others have answered the phone drunk, high, or in some way and unable to carry on a conversation. Information was not entered on my account from previous calls. I feel like the people answering the phones don't care and are not noting our accounts every time nor are they actually escalating the calls every time. If the person answering the phone can't help me with anything then what is the point of them answering the phone at all. Don't give me false hope that's worse than no hope and way more frustrating and stressful. OESC is nothing but problems from start to finish.
Larry	Case number INC002095430
Sarah	People need to be available in a timely fashion to answer questions and help.
Clare	The only reason I made any progress on my application was by learning from others how to work through the glitch
Amy	It is impossible to get help and I haven't had income for two months now

Allison	I successfully received my benefits for 4 weeks until my employment extended my current furlough date from April an unknown date. When I entered this in the system it started giving me an internal error when trying to file each v received a letter from my company and have emailed and faxed it in for verification on the extended furlough. On I 10th it let me go back and file the last week of April before the original furlough date of April 30th. Since then the v claim button lets me click on it but gives me an internal error again. As of today I am missing payment for the week and 5/10. And will attempt to file again on 5/17. I have called into the OESC three times. The first time waiting on h hours!!!! I have received and incident number and told that a Tier 2 will call me and the last time that they will bur to critical. On my claim it says to call in but I am trying to to call too often. My first call was three weeks ago and I h attempted once a week since then. I know it is just that date change because that was the only question that was answered differently.
Donna	I applied and was approved immediately. It has been over 4 weeks and still no card. I cannot get ahold of anyone fr card company to talk too. I can talk to the unemployment office but they have no more information than what u ca wish the office was open to at least get something done. I have over 4K on a card that I don't have. I am broke and pay my bill.
Denise	I'm getting ready to lose everything! I don't know if I am approved or denied.
Sean	I've called Numerous times, they are directing there calls to a guess just a person taking notes. I am told every time that the person I'm talking to can't do anything for me. The person I'm talking to can't look at my file, they can't cha anything in my file. They just send a message to a caseworker to call me back that was a month ago. I still haven't r any call from unemployment. They said I was a high risk and at one point I was a level one. The second times I calle said they bumped me up to a level two. I don't know what that means or how that helps anyone's situation. It's my they are just telling people what they want to hear at this point. There has been a problem with my unemployment years. It's frustrating to say the least. I have old information on the website that I can't change even though it says change it.
J.R.	First I couldn't use Chrome to fill out the application, so I had to download a different browser. This caused me to n able to change my pin. "Unable to continue at this time. Call ....." Waiting for a phone call from a Level 2, a month was told that I could be put on the "critical list" still no call. Not even an email. I will be able to start working from h the next week or so but I haven't worked in over a month and I have no money for food, bills, or rent.
Dale	Simple fix i Tweeted, and Called about would be to add an option to set up direct deposit with a bank, or other 3rd card directly on the unemployment site. Conduent couldn't keep up with demand. They could still keep a contract v state for people who didn't want, or have a 3rd party card provider. It's a win for everyone.
Parker	The computers and other telecommunication equipment that the OESC uses is so outdated. They also made promi: me and never followed through. They need a organization overhaul.
	This is terrible that you are allowing oesc to do this to people. Its terrible.
Melissa	Yes I've been applying since March 29th and even applied for the pua and all's it says is your unauthorized at this ti Oesc which I have and can't get anywhere. I'm self employed single mother with no child support and being off 6 v killing us.
Jennifer	There is no clear way to see if my PUA claim has been approved or not so I'm just waiting & filling out weekly claim no money coming in and I can't work.
Dawn	I had to redo my application, and I am waiting on back pay to be approved by the commission. I was told this could to 3 weeks. I am waiting on my THIRD card to be sent. Two previous cards were sent to the wrong address.
Kelly	We're not making it. Period.
Rebecca	Governor Stitt needs to hire more level 2 employees. Their virtual assistant cannot do a level 1 fix and is worthless Governor Stitt and State legislative officials should go without their own pay for a month or however much longer i us who are eligible to receive our compensation.. and maybe that would light a fire under their ass to fix their brok system. Certainly a pay increase of 35% should be denied to the State legislative repretatives it is just another sla face of us Oklahomans who don't work the system and for the first time reach out for services we are eligibl Because the State system is so messed up we can't even access the federal \$600 Federal Covid relief funds. They sa system is not designed to handle so many claims which is scary. That means that Oklahoma legislative leaders do consider emergency plans in any level in a world where we have experienced pandemic that shut down our econor hundred years ago.
Jim	My regular claim is pending. Been suggested I apply for PUA. System won't allow me to access site or apply.
	Waiting for a tier 2 to call back, still..

Kasey	I am a 1099 worker - not working since 3/12. I am an instructional assistant for children with Autism. I was denied unemployment and filed for PUA on 4/20. I cannot get the application to submit - called, been waiting for level 2 call 4/20 for PUA app help. No response. Help please.
Andrew	They keep pushing back the exhausted benefits to extend benefits
Kelli	Cant file for weekly debefits.. about lose my vehicle no weekly payments
Christie	I have been waiting on a tier 2 to call me back. I applied 4/12 and started losing income 3/23. I have an in home day Online it still says allowed, pending further review. Zero benefits as of now.
Janet	I understand this system was new, however, there were things that could have been done to make it less frustratin difficult. So many I know are having anxiety issues just from the sign-up process.
Michael	Waiting on peuc bout out of hope
Susan	Tier 1 reps could never help when I called and Tier 2 reps never returned calls. The rep in the appeals department v rude and unhelpful.
Amy	This process has been horrid!
Scott	I have talked to several people that say. they will have a lev el 2 person or super visor call me. Hasn't happened. L person that called me actually fell asleep 38 minutes into the call and started snoring. We talked for an hour and 8 minutes problem still not taken care of. A page is frozen in my application for PUA. I cant complete the applicator some corrects the frozen page. So frustrating.
William	Government does not care at all !!!!
Jessica	i have been waiting since march or benefits. you guys already have all my info as my regular unemployment was ex late march. nobody knows whats going on i cant get any help im just told to wait.well me and my 3 kids cannot wa understand why it was so hard to let us exhaustees file on the old system since you know us and have our details.tl switch us over to the new system and disable the old one when u have the new system together. this is nothing to lightly.
Kristen	This new system that was implemented last weekend is just another problem to add to the already stressful situati have encountered many issues through this whole process. My social security number was changed after the initial my card never came and had to pay \$15 to get one expedited. Now after receiving 2 payments and answering my questions the same each time they are saying I answered a question wrong and I have to call in. When you call, the that answer can't even fix an issue as simple as that. So now I have to wait again. I am a single mother who works 2 and is in college. I dint get food stamps or child support... hell, any assistance for that matter. This has made stress extremely high.
Lauren	I have been without income for almost 2 full months. My landlord is trying to evict me and I just had to beg groceri my parents. I have been waiting for a callback for 2-3 weeks.
Carol	absolutely anyone and everyone
Kelsey	I was unable to file due to not being with my employer long enough before I was laid off. Even though the CARES A specifically lists this as a qualifying situation for PUA, no one at OESC was prepared to help me or seemed to be edc on what to do for my situation. Employees should be prepared to execute all aspects of the CARES Act.
Steve	I was able to receive SOME of my unemployment. System would not let me file for all of my weeks. I'm missing a m worth of claims and can't get anyone to add them; can't get calls returned
Tom	Work around the clock
Byron	The system needed improvement(s) when I applied. Someone should have been paying attention to this. It's irresq government. I applied under the "old" portal and am starting to regret it. Typical of Oklahoma to not be prepared.
Thomas	Unable to talk to an oesc level 2 to answer questions whe. I finally talked to one said he needed a supervisor to call would take 24 hrs have been waiting 2 weeks now for that call and almost 6 weeks since first trying to file
Kyle	I am still needing help to get unemployment. Been calling and waiting on call back for month and half. Cannot file r still
Dakota	Last worked 3/15, able to file 3/29 call daily since 4/13. was supposed to receive a callback within 3 days, still nothi Received card. Cannot certify weekly.
Lacy	Everytime I call, I wait for atleast 1 hour and the only time I reached someone, they said referred me elsewhere the call was disconnected.

Steven	Status - eligible? Amount? All weeks? Did it all process correctly? Who are we waiting on? Weekly claims? Old/new websites. Inc002088112 The failure of the old system, the rocky launch of the new system, and even the overloaded phone lines were all predictable and understandable results of unprecedented numbers of applicants. What is incomprehensible, though, is the failure of OESC to communicate with the Oklahoman people it serves. Information has been hard to come by, and messaging has been sporadic at best. Simple, daily postings of information (claims in, claims out, status of website and PUA/PUEC, timelines, etc.) would have gone a long way to preventing the anger everyone now feels. To a people in crisis, silence looks the same as indifference. Similarly, the recent hubbub about fraud is disingenuous, when the percentage of fraudulent claims is still 1-3%, the same as before the pandemic. It is a poor effort at generating political cover, immediately after the shocking discussions about refusing PUA/PUEC funds were made public. We are not chattel. Don't let us forget that.
STEVEN	Have been unable to file weekly claims. Online portal displays internal service error and has been doing so for two weeks. Have called several times and been told I will receive a level 2 call back and have not gotten one
Theda	I need a level 2 associate to call me and to date I have received no response, via call or email, can not access portal week, computer states internal web site error.
Kimberly	Enable direct deposit to be an option when the application is first completed. Waiting for a third party to handle state funds is a waste of time and taxpayer money.
Matt	First I would like to say how grateful I am for the tremendous effort given by the workers of the OESC for their efforts during this unprecedented and devastating pandemic. I can only imagine the hours of toil in processing a seemingly never ending amount of applications that more than likely multiplied every day. The problems with the process during my experience was the poorly worded questions that seem to be designed to create issues on a claim. My sister had a fall victim to issues due to the usage of the word "discharged", which in her translation simply meant laid off or furloughed by her definition therefore answered yes and causing an issue. My claim I had answered all questions correctly simply because I had to use unemployment before back in times when the economy was slow and I worked in the construction production. That still didn't allow the process to be completed without issues. Even after calling the hotline to get some issues resolved, we were met with long hold times and operators whose sole job was to simply answer the phone and create tickets while promising a call back would be in the future. I personally never got one. It was only when a coworker in the same position as me got a callback finally after 4 weeks of silence. It was only then that my name was thrown on the Andy situation was resolved shortly after. About 8-10 business days had passed from when I learned the issue had resolved and an email from the way2go company saying my card had been sent to me.
Sydney	It took 6 weeks to have my claim approved. I am still waiting on a call back for issues with my processed claim. I can't call back file weeks, I don't have the option like some do. One week I didn't get my full amount, it said I had income when I don't. It has paid me for other weeks that I could file but haven't received a card so I set up for direct deposit instead but it takes 3 days to process each time. The website is glitchy at best, and level one agents serve zero purpose. Train the level 2. Oklahomans don't feel like a priority.
Cindy	My employer faxed my application in as soon as she got it and I have sent all my information in. I have called, I have emailed, trying to be patient and wait my turn and not overload with duplicates but this wait period of over a month is not getting anyone that can or will help. There should be no reason to be denied.
Robin	I spent several hours on hold each day just to hear that someone would call me back. I would not have minded waiting if I knew someone could help me when so got through. An online reservation system for a call back from a tier 2 would have been more helpful than the call center folks.
Jennifer	Tried reporting fraud with my ssn. Been waiting four weeks to hear back so I can START my claim. Very frustrating that I can't even begin my claim until they clear up this other claim that someone started with my ssn. Can't get any updates or check any status.
Casey	Get your **** together bills don't stop coming
Dane	Still waiting for a call I feel a governor let us down still have not been able to file
Debora	Process is a nightmare, nobody can give you answers
Chris	My application was submitted 3/22. It was supposed to be denied because I'm self employed and instead it has been in "Allowed pending further review" status since the beginning. I applied for PUA on 4/20 when the pre-application portal opened and it's been in "open" status ever since. I am the only source of income for my family and I have 8 children to care for. I have a flooring business and can't work because there are no jobs while people are not doing renovations

Mark	No one will call me back. I have made many calls with messages left. Countless emails with no response. I can't get the website cause my S.S.# is has been involved in a fraud act. I did talk with a lady name Donna at that time she sa fixed the problem when in fact it had not been. I have been lied to many times, and been giving the run around abo whole thing. I am the only one in my house hold that was working at time. If you can help in getting this process do would be amazing. Please feel free to call me anytime if you have any other questions. Thnak you, Mark Long
Mariah	The people involved tried to be helpful, they do not know the systems or have access to the information needed to is a bit frustrating. I first applied March 29th and went to do a renewal the next week and it sent me through the w process again and deleted my previous attempt to apply. The new system for 1099 workers, I walked through the s step with the rep so they could be more familiar with the process to better help others that would need to use the system. The flaw with this system is their is no update information and it keeps changing asking to attach ss# or cha pin. I haven't been able to work since March 18th, I have been doing PA work for people who are not up and opera and no foreseeeable time they will return. I also sell travel and vacation packages and could not afford to keep up m or pay for my classes I take online. Just some sort or idea as to what is going on and that we have not been forgottc be helpful.
Alisha	I am one person, but I am a person who has a job, has bills, needs food, has financial responsibilities and I cannot p for myself, take care of my responsibilities when the state continues to fail me. I work, I pay taxes and I spend my n back almost exclusively local. My family has been in Oklahoma since 1826, my grandfather was a missionary to the Americans coming up from the trail of tears. I have had deep pride in my state until now. I had trust in the leadersh now. I don't rely on the state for anything other than to keep their word and the state has not kept its word regard OESC. I'm ashamed to say that I may after 47 years of life end up homeless and that's absolutely due to no fault of I. It's inevitable that when bills aren't paid things are taken away, turned off and that's where I and many hundreds if thousands are. This shouldn't be acceptable for even one human being let alone hundreds, thousands of your cons Please stop talking in circles and make them do their due diligence and respond to these inquiries in days not week months later. People are losing everything and it's not acceptable.
Albert	This application process has been a complete disaster for self-employed. It is confusing, and I have yet to be able tc to a human being - I get a recording that hangs up on me.
Diana	My claim is pending further review. I wa able to file a claim but I am not sure if it was approved or not. I want to kn I need to get it approved so that I can file my weekly claims. The process is very long and people are waiting a very time to only get a call back, let alone to good answers. This delays are causing us to not be able to pay bills and feei families. We are desperate.
Gladys	My issue is after I click on file a week, I continue to receive page cannot be displayed because an internal server err occurred. I have not been able to file since April 8th for the previous week. Thank you
Trinity	All 3 of my roommates had to wait weeks longer than I did for unemployment, even though I still had to wait a long One of them JUST got hers 2 days ago after filing over a month ago. Absolutely ridiculous
Also Chris	Get it working
	Horrible, confusing, seems purposeful to slow down success at recieving benefits. I have a college degree and feel comfortable with these application processes but this one was absolutely awful
Elizabeth	The process has been horrendous! I have yet to receive a call back from Level 2 Rep. The company Conduent is terr should be fired. I have never received my card, I've had to hold with Conduent for over 8 hours only to be hung up When I finally spoke to someone they said I was not in their "system".
Malanie	I have been waiting for a tier 2 call back since the end of March
Ken	Absolutely horrible. I have attempted to file weekly claims each week but system won't allow it. I have called seve times and told my claim status was elevated to critical and should receive call back. That has not happened. I ass Oklahoma and Gov Stitt is bankrupting us.
LeRoy	Horrible/system will not allow you to apply each week!
Wesley	I have been approved but no money they say someone will call I have waiting for 3 weeks I can not sign in on the cr needs reset the people on the call line cannot help anyone they just say someone will

Casey	<p>My husband's name is Casey Mason and he works for a technology company, International Game Technology (IGT) company furloughed their Oklahoma employees on March 28. The company instructed all of their employees furlough file for unemployment immediately. He filed for unemployment on March 29, received his determination letter the following week, and then the following week received his unemployment debit card. After that, he has not received correspondence from OESC and has not received any payments. When he logs in to his account there is a message April 13 which says "CALL IN". Starting April 14, he and I have been calling every other day. At first he was told it would take a few days, possibly a week, to receive a call from a "Level 2" to get the issue resolved. A month has now passed and still waiting on a call back. The OESC number, 405-525-1500, has him go through the prompts and when he enters I in the automated reply states "Additional weeks may not be filed at this time. On your last week filed it shows missing information. Please login to your account and update the missing information." We have literally poured over the v and cannot get to a place to find what additional information is needed. After the initial filing in March, he has not been able to file a week to receive a payment or enter in any new information. When he clicks on file a week it gives an in server error message. Every.Single.Time. We have tried to do this from multiple computers, laptops, phones, internet browsers, etc. It is not the device. We have also spent HOURS on the phone with tens of "Level 1" agents. This morning called again and spoke with an agent for approximately 25 minutes (the longest call was 1:08). She read through all notes attached to his claim ID and sent a 6th email to a level 2 superior. Emails have been sent to level two supervisors about 3 weeks now by level 1 agents regarding his claim when we call in. My email to you is going out in hopes that you have someone you can contact to help us. We are on week 6 and 1/2 of trying to get something from unemployment determination letter stated he would receive \$533 a week in unemployment benefits. My husband has never filed for unemployment prior to this pandemic and has worked since he was 13 years old; he is 37 now. He has paid in to unemployment since he was 16 years old. He has been with his current employer since January 2012. We never thought something like this could happen- but thankfully we have (had) a savings account to make up for his lost wages and leave us in a huge bind. Six weeks later, after we have continually paid our bills, bought food, tried to help stimulate the local economy, we are both extremely worried and scared about the upcoming weeks. If we go another week without a call from a level 2, that puts out getting a payment from unemployment probably another week. At that time we will be 7 weeks without his paycheck and out of our savings. We both work extremely hard and I am having a very hard time continuing my everyday job responsibilities with this impending date of being out of our savings. I am a 12 month employee with LPS and the demands during this pandemic are much higher than they were when we were actually attending school. I will not have summer months off and am currently trying to work on virtual graduation, professional</p>
Lindsey	<p>The website is confusing, one page will say I'm pending, one says open. I haven't gotten my debit card yet and funds yet. I already have a debit card from the state for child support so I am not waiting on that. I was also frustrated by the lack of communication called so many times and they told me they hadn't rolled out the PUA yet and that I needed to preapply and would be notified by email, weeks went by and no notification.</p>
Leslie	<p>I received a call back from a Tier 2 level agent on April 30th....I was informed that my account would be escalated to a Supervisor and told me that I was going to receive a call back the next day, which threw me for a loop because I thought that Tier 2 was the last step upon resolving any issues. Been waiting almost 2 weeks for another call back from the agent or Supervisor. Its been more than 2 months of \$0 payments to my account. Please help and assist in anyway it would be very much appreciated, thanks ?? I emailed this information to Cynthia.Martin@oesc.state.ok.us today just to see if anyone would help. Also I want to add that I feel very much neglected and pushed to the side. All of my bills pass due and I'm in a bad financial situation because of the prolonged unemployment benefits issues on the government's behalf.</p>
Lacy	<p>It's been over 2 months since I was laid off. I need help</p>
brent	<p>Level 2 of the oesc hasnt called me to fix my unemployment claim for me to get paid. it took 5 weeks for me to get my weeks pay and now they wont call me and pay me my back pay</p>
Jennifer	<p>I am a contracted employee and have been approved for PUA but have not received a card yet. I have been unemployed due to Covid 19 since 3/17/2020 and I have not been able to get approved for the week dates 3/17/2020 through 4/11/2020. My name is Jennifer McCleary, I am a contracted/ massage therapist with Spa Southern Hills in Tulsa Oklahoma. I have not received</p>
Tracy	<p>I was told by my employer and read online if your hours were cut due to the covid crisis you would be eligible for PUA. I filed for regular unemployment because my hours were cut in half from 40 to 20. I made too much to get regular unemployment even though I lost half my income. I should have been eligible for the 600. The past two weeks I worked 16 hours and did get some benefits. I need to know how do I get help for the first 3 weeks when I did not receive any benefits</p>
Paula	<p>I could still be working but I am self quarantined due to pre-existing conditions. My unemployment case is still pending. I successfully applied.</p>

Ryan	Been waiting almost 2 months now to get a call back from unemployment to find out whats going on with my appli ive been unemployed since feb.14 2020. filed feb. 16 2020. was locked out of the system a week later for reasons i know. was finally able to get back into at the end of march. called the very next day to find out the status of my cla ben told2 to 3 times a week someone will call me back soon. it isnow almost mid may and i have not heard a word anyone in unemployment. i have a family to take care of and i cant seem to find work anywhere i look. i need my b and i need them now. and it seems like im not getting the help needed no matter where i turn. i need this solved n anyone at all help me?
Kiara	My claim has 5 weeks waiting and not a single person it resolving it and I have been unemployed for 9 weeks.
Jena	When you have a person tell me that someone will contact me in regards to not ever getting my unemployment, m sure they call because I'm still waiting and it's been two months
Mackenzie	Have an already detailed plan for any possible pandemic or natural disaster. It has been 5 weeks and I have not rec communication or benefits from OESC.
Brandi	This is so horrible ! Applied 3/28. Just got call back from level 2 yesterday ! After 54 mins on phone he basically just updated my information and told me I'd get a email in a few weeks if I approved or not. Fixing to get kicked out of home. I'm a single mother of 3. My shift is still not open due to covid 19 but yet my case is pending due to a unreso issue with my employer. This is scary and it's not fair !! In the begging we were made to feel like we were going to t The stimulus check only got us so far. Some of us can not feed our children. This is so bad. I see why some will comi suicide. This is to overwhelming.
Susan	I previously exhausted benefits, but attempted to file under the Cares Act for the extended benefits. I received one payment, then it stopped. I was excalated to Level 2 where a rep told me to file PUA. The ui.ok.gov site has not resj when I click on the PUA box. More than 40 attempts.
Toni	The large ampunt of money spent in answering service was pointless. After 5 weeks of calling and leaving message: yet to speak to anyone who can help me. I have never received a call back. I have called mu Senators office and stil yet to receive a phone call back as well. I have provided all requested documentation
Terry	I filed my original claim the last week of February. I have spoken to two representatives on the phone, once the sec week of March and once the third week of April. I have never received any benefits. My claim was denied for non- monetary reasons initiallly (an issue with my identification), but I have submitted it four times (y
Chelsie	It's been 7 weeks and I haven't gotten any money at all. ANY. Please someone help me. No one at OESC has called. once and I filed March 29, 2020. It's May 14th
Samantha	I only know of 1 unemployed self employed person experience loss of work due to Covid 19 that has gotten their unemployment benefits. I have been waiting on a level 2 call back for 2 weeks. My husband is in the same boat. 3 c and zero money coming in. It's very difficult. This process has been the most frustrating experience.
Harley	The process was overly complicated, with unclear instructions, confusing questions, and poor written and verbal communications from OESC. The timeline from one step to the next was way too long and placed undue hardship family.
Shanna	I have been trying to receive unemployment since March 18 I am self employed I own Heart of Oklahoma Barbersh filled out the registration for normal unemployment got denied filled out application for covid-19 heard nothing on says my claim is closed for the past 3 weeks I have been calling every other day keep getting told by the people who on the phone that they were only answer support for the phone lines and some one would call me back I even got phone number to David Littleton and left messages for him still nothing I have a girl who rents a booth from me she already got hers and she didn't have to send any kind of documentation of working there I have had to send my she license, my barbers licence, a copy of a phone bill and electric bill for my shop a copy of a phone book add, my tax card drivers license and still nothing I keep getting told I am on step 4 of 6 and my application cannot be processed a call back it is very frustrating I don't know what else to do
Tena	I have never received ANY unemployment and was forced to use my vacation pay and sick days after I had to return work. I have been on "Level 2" since April 12th and as of last Friday, I have not been assigned to anyone YET!!!
Bryan	Tier 2 call backs are nonexistent. Issues should be addressed in the order received not the easiest to fix first!!
James	I lost my job on February 26, Today, May 13 I called and was told that I had to wait until I get a return call
William	I have been waiting to receive benefits since the beginning of April. I have filed all available weeks an have tried to OESC about the problem and have yet to receive any assistance. I need help!!!!
Jennifer	I was not allowed to apply for pandemic unemployment, due to an already existant open claim, they held me to re standards in which i was denied and they said i dont qualify for pui. They would not close my old claim which woul me to apply for pui. I have not recieved anything.
Micah	Updated information needed online

Stephanie	Yes my case was closed the same day I applied for pandemic and it says I don't qualify cause weekly work search w. completed but it would not allow me to complete. There is not an option to do that for me due to my reg unemplo being denied.
CLAUD	Level 2 person never called back and it had been 2 weeks even though they said 48 to 72 hours. I finally through fr found a local person's email in the local office who helped. Never did the okc office ever get back to me.
Harold	The entire process has been a nightmare.
Colton	I was laid off from H&P due to COVID 19. I tried applying online for unemployment but, the system messed up or something and it will not allow me to file a weekly claim or anything. I have been waiting on a teir 2 call back for a r now. I have had no income in 4 weeks and I get passed around and told that there are tons of people in the same s as I am in and that I need to be patient and wait on a call back. It is hard to be patient when your bills do not stop.
Shirly	I've been self employed in Oklahoma since 1991. I'm not a complainer by nature. But, this experience has been hid. My initial experience, on April 7, through the old website, was, without question, a nightmare from another decade conceived and completely non-user friendly experience. I reapplied on April 21, using the new website, uploading t documents called for, still anticipating a call back from a level 2 tech (haven't heard a word from anyone) and here over a month in from my initial application, and tomorrow will make 3 weeks since my new app on the new websit application). This is just atrocious. I'll gladly speak to whomever I need to clear up any questions they may have, b seriously, NO ONE has called me back (except for Shamia in your office, who was courteous and seemed concernec
Marilyn	Antiquated system. Tier 1 people know nothing! Tier 2 even supervisors don't call back. System freezes up. Altogetl inadequate. Cut unemployment ? The governor will be voted out of office if they do. The entire thing is shameful! never asked I have never asked for unemployment previously in 68 years. Also, the questions on the weekly pu a cl are not directed at small businesses. Some of the answers just don't apply and there is no way you can make it wor truthful. Shame on them. I own a small business and when I need help I can't get it all though I have paid taxes since 18 years of age. if I treated my customers the way the state of Oklahoma is treating unemployed persons, through of their own, I wouldn't have any customers. The way they talk about the fact that they think everyone is trying to r the system makes me sick. People are starving and are going to lose their businesses in there for future Oklahoma j will come down to being the governor's fault unless he has the nerve to tell oesc and management don't even plan home until you get this problem fixed camp out at the office you don't get weekends that's reality. Shame on them are condescending, rude, and obviously unintelligent. he will not tell these people don't come home from the offic kill this problems fixed
Rhonda	My ssn was compromised and fraud was detected so a ticket was opened 5/5/20. Was escalated to a top priority a ones called me back and every rep I talk to seems to not understand their own policies and procedures. You feel lik hamster on a wheel and meanwhile I can't file my unemployment I actually need!
Julie	I am self-employed and have been out of work for the last eight weeks I applied for unemployment March 29 and r a letter and was rejected I have reapplied for the PUA I have received two weeks of pay but it will no longer let me weekly claim I have called numerous times and have been told at least 5 to 6 times that a level two claim person w me back and I have never received a phone call from unemployment yet in the last seven weeks. I need a second le claim person to call me so that I can get my claim straightened out and that I can be paid for the other five weeks t have been off but no one will call me.
Keyshunna	I can not upload any documents, I've been trying to file pandemic relic since 3/28 waiting on a tier 2 represent for weeks now. Behind on rent lost car. haven't been able to provide my child with everything they need.
Moninya	I have been waiting for several weeks for a T2 call back.

Heather	Yes! The process to apply is complicated. There are 3 data bases to link up to successfully complete your applicatic questions are vague and hard to answer. Linking the data basis was difficult. I've been trying to get my claim succes inputted into the OESC system since April 1. I've lost track of the hours and time used to try to accomplish this. OES joke. Zero help from anyone. Never received a return phone call from anyone at OESC, Gov. office and my represer my district was ZERO help ( Denise Hader-Crosswhite). I don't even know if my claim is successfully submitted curre This process has been nothing short of a complete obvious lack of competence at the top administration of OESC. T should all be fired. Twenty-five other states have been disbursing PUA \$\$ for weeks. Gov. Stitt And Osterowe are completely deaf to what self employed citizens have been begging for any type of help since the \$\$ we're allocated gig citizens on March 27. They continually lied re.OESC and why funds are not being dispersed in a timely manner. OESC application process is set up for failure for citizens to attempt to apply! Someone needs to held accountable f handling of this PUA disaster currently going on at OESC! Thank you!
Alvin	when you call and talk to a person they cant help you all tey can do is email there supervisor and tell you it a level t sorry i cant help you level two need to work seven days a week 12 hours a day then the second shift need to come has went on way to long talk dont feed my wife and kids i will say this Stitt your a good talker
Kyle	Never receive any call back. It's been going on for almost 6 weeks
Ashley	Waiting on a debit card while you talk about removing our benefits.
dre	I was told first to verify I had earned wages to have the disallowance removed from my original claim. After receipt I've been told it's not good enough because it was 1099. I applied for pua and was approved however have yet to r any funds and can not file wks
	I have been waiting for a call back from Tier 2 or the escalated level 2 customer service department but have not re any call back for over one month now. Thank you.
Laurel	I will lose my house in a tax sale without that unemployment
Paul	I have been waiting on a tier 2 callback for over a month to fix issue with filing claim. Claim #INCO01737220 I have c more than 10 times. I can get a supervisor or tier 2 to call me back.
Tacy	VERY frustrating! Mine finally went thru but never received a "Level 2" call back. I don't think I would have mine ye Senator McCortney's office hadn't helped me.
John	Yes mine says unresolved issue don't know why. I'm 79 left because of covid19. My boss denied it ??
DALTON	Kevin Stitt is ruining this process and preemptively trying to open things just for the economy.
Christina	Complete cluster for self-employed. 1. Applied, be denied, you'll get first dibs when money comes in. 2. Nevermind apply through this site instead. 3. We'll be first in line to apply a third time?? Why is it this difficult?
Sage	I had to provide over 15 documents as a 1099 worker and business owner to also be put in a category with all other stylist we are all only reviewing \$188 plus the additional 600. While many of Americans that worked minimum wag are receiving full benefits of 1100 weekly.
Anne	Technically, I have yet to be approved. My current claims are finally (6 weeks later) being paid, but I am still waiting weeks of back pay. No one will call me back even though I have been on the Critical list for 2 weeks and was assigne rep over a week ago.
Lynn	Waiting for unemployment since 3/21/20
Crystal	It wasn't that bad of a process. But a very long waiting game. Almost 2 months before the system was even ready f workers.
Kattie	I have been applying since the beginning of April. Every week I have received there is an unresolved issue on my cl message. I call the OESC. After almost 5 weeks I get a call back saying its approved and I would get my benefits. A later no money. I start calling and emailing again. To be told it would be pushed through due to a technical error still have yet to receive money.
Charles	Talking to a live person that can't help you does no good. I originally called a month ago and still have not recieved back! I understand that there is a large number of applicants but my wife has been without employment for 7 weel with no assistance that is provided by Congress. Other states started receiving benefits within a couple of weeks, Oklahoma has no excuses for the long delay.
Cynthia	Been trying to file claim sense 4-16 and have called 4 times only to be told tier 2 would call. Cannot even file a claim "security reset".
mark	I'm self employed, I haven't worked, i haven't been able to get any kind of help other than SNAP and I'm being forc of my home next month due to not having any money coming in.
	It's too far too long and caused WAY too much stress for a anyone especially a single pregnant woman.

Tyler	This has been a nightmare. I was forced to take off work for a month by no fault of my own and can not receive any assistance because I cannot talk to anyone who can do anything.
Catherine	It appears Stitt, Lankford and several republican legislators think Oklahoma citizens are not worthy of receiving the allocated dollar amount the federal government has deemed appropriate. Lankford, "the amount is too generous", don't want to make families whole", etc. The vulgarity of christian conservatives is abhorrent. The OESC appears to be able to "fix" their outdated system. With the allegations that citizens are not worthy and the allegation that there's massive fraud only reinforces the assumption that greedy republicans will not follow laws or invest in infrastructure for Oklahomans.
Laura	I was furloughed March 27th, and filed that same week. I had faxed my two forms of ID the week I applied, and later emailed them. I had also included the requested Caljobs information since I live out of state and work remotely for an Oklahoma employer. I have called multiple times and still have not been contacted or paid. I was told two weeks a claim was assigned, but it still has not been fixed and I still have not been contacted.
Steven	There are so many issues within the OESC that even if people ask the "why" questions, no one will give a straight answer and the question will be avoided. I have asked some questions and the understanding I am getting when I do get an answer is that the employee has no access to look up the answers or ask a supervisor immediately.
Kaci	Was approved regular UI at 0.00 and waiting for wage review to be able to proceed in PUA
Erick	Please help us we are Oklahomans we are Americans. I have a wife and three children I have worked in the oilfield years and am desperately seeking financial assistance. Thank you for everything you do for our State and Country God bless you and your family
Stephanie	I've lived in OK my entire life and this process has made me extremely bitter and forced me into being evicted and homeless!!!!
Russ	I have been attempting to enroll in pandemic assistance with no success. I did speak once with an employee via phone she was unable to locate my application. To date, I have received no mail, email or telephone communications from and initiated by the OESC
Deborah	Yes! Call me for more info. I spent HOURS trying to apply and every week spent hours trying to certify my weekly paperwork.
Evelyn	I have been unemployed since March 16 and I still haven't gotten anywhere I've called about 8 to 10 times and haven't gotten anything it's been over a month and a half and I still haven't gotten anywhere I finally got through but you know you don't know nothing about a computer it's hard trying to login and you don't have any help so I'm not computer literate but I just feel like to me someone should call and walk you through it or at least help you out and I just feel like it's my fault that they shut my job down and I'm still waiting I've been waiting patiently I'll call and the person that answers the phone they can't even help me they tell me they got a put me to the next level and I'm still waiting on that next level hard trying to make it without any money.
David	I have 3 separate tickets open for help that have all been escalated to "critical" status. I applied on 4/8/20 and the first ticket on 4/15/20 but have received NO PHONE CALL from a Tier 2 representative and am told that Tier 1 representatives cannot look into my application or answer any questions including whether all the required info has been provided to qualify for the PUA stipend, or when I will receive my magic phone call. I have always paid my taxes on time and in full. Where are my benefits now that I need my state to come through for me? What has Oklahoma done to help me and my Oil & Gas Industry colleagues save our jobs? Plenty has been done for those who own oil and gas companies, new businesses have received tax incentives, people who were already draining the system received \$1200 stimulus checks from the federal government (I made just a little too much and my son is 17 so we got nothing). Where is my help? How are you going to keep the promises made to me?
Josh	I've been waiting for 3 weeks for a call from a Tier 2 person so I can get the PUA benefits. It's so frustrating.
Monica	I haven't received a call in reference to my PUA claim. I already got denied regular UI and I'm stuck on stage 1 pending since 4/24/20
Don	I still have not received confirmation that my application has been accepted even though my card was mailed to me.
Cady	Self Employed people are being treated unfairly. The process is challenging and questions largely circular and designed to confuse and deny. This is not fair.
Dorian	Week 7 and no approval or contact despite being told tier two person would call five different times over 7 weeks
Daniel	I've been self employed, and paid self employment taxes, for 4 years. During those 4 years I've put lots of money into Oklahoma's coffers through sales tax, unemployment taxes, etc.

Krista	I have been waiting 5 weeks for a call back from a tier 2 employee. This should never happen. I understand they are staffed but 5 weeks is an exceptionally long time for someone that has lost their job. Especially when the job loss is not fault of their own. I am a self employed hair stylist and the state shutdown my salon.
Elizabeth	am writing you for help with Unemployment benefits. I filed March 5th, 2020 as a single mother of an 8 year old, no home schooling and looking for work I need my unemployment. Unfortunately I have not gotten any where with the Unemployment department. I worked at a medical marijuana dispensary before the virus hit. I was paid cash like everyone in the industry because they can not bank the money and write checks.. there is no pay check stubs. All I have is a copy of all my schedules, the time sheets I submitted for pay. E mails about how much I made. I have called I have been told for 3 week my case has been elevated to the highest levels someone will call me. I understand the state is overwhelmed by the amount of unemployed. But I really need to pay my Bills and feed my child like many other Oklahoman's this delay is hurting my family. Please if you can will you look into my case. Elizabeth Anne Reamy P 918 815 3001 Address 68603 s 311th rd wagoner ok 74467 Ss#448-96-0152 ClaimID:406974226
Karen	This is unacceptable. I understand there are an overwhelming amount of new claims. But the way the first tier calls are handled are a joke. It seems like a waste of time and money. Get these employees trained or fix the system. People are going to be on the streets.
Jeffery	I applied in March completed the online application I have been waiting to get a call back to finalize my application but they have not called me back. I'm talking to the operator who's telling me that I am on the critical list, but it's been almost 2 months with no income. My job isn't opening back up no time soon I'm homeless now living from couch to couch. it's a real struggle for me not knowing if I'm going to eat that day or have a place to lay my head.
Kara	They need to get their act together and start actually worrying about the citizens that put them in their position. I've been denied twice because I'm self employed/ sole proprietor. I even pay taxes! But I still couldn't get any help with unemployment like I was supposed to. We need a 2nd stimulus. Or there will not be a lot of people over coming this crisis.
Kurt	I want to know how much of a kickback or who lobbied for Conduent card company they are using. Also why are the representatives posting on facebook encouraging employers to report employees who do not come back to work?
Kim	Please help. Bills are past due and my fridge empty. I've been approved but have yet to receive benefits. It's like I'm drowning and the State threw me a deflated life preserver. Still drowning
Sim	I have been waiting 6 weeks for a tier 2 callback.
Michelle	Frustrating...I can't file weekly claims. Calls don't get returned.
Tamara	Several tier 2 calls and emails and they still have my case filed wrong. Unable to reach anyone for help since March
Krystal	My husband has had to take on more of the financial burden since I cannot work and we are really struggling. I have been waiting on a tier 2 callback for over a month and still nothing. Every time I call they just tell me the same thing. The system is broken. Do I have a supervisor or a tier 2 call back. When?
Morris	I have gone over a month without income. I was initially told that I would receive a call back in 2-3 days, and that was a month ago. I am in desperate need of a call back from OESC level 2.
Tod	The system was broken over a year ago. Calls unanswered, system crashing, and unable to click links. It has been almost 2 weeks so far. Original claim was not denied for over a month. Finally reached a representative who could not assist so I was referred to a Level 2 that never called back. Current initial PUA application is still "open" for over a week.
Lakesha	I have been working as a C.N.A for 14yrs...both of my children got sick...the coronavirus. I was forced to stop working and apply for unemployment...I got approved but I haven't received a dollar. I need help.
Michael	It is absurd that I have been waiting this long to even have my application for PUA even looked at. OESC has been completely radio silent about what the status is of applications, or timelines we can expect, while posting tone deaf tweets. People are losing their livelihoods and are scared about the future, and the OESC is just making that anxiety worse due to their ineptitude. Take a look at their twitter, or Rep Mickey Dollins' facebook page to see how long people have been waiting for Tier 2 calls, or to have their applications processed. It has been months.
margaret	Standard UI filed 3/31, PUA filed 4/20. No response yet. Called and emailed.
Randy	total disaster

Diana	I have 2 autoimmune disorders. I also am dealing with a bad miscarriage and am also anemic. I'm a substitute teacher am also attending college for my bachelor's in elementary education. I've been out of work since Feb due to illness due to come back the day schools were closed. I haven't been able to work due to being high risk. I couldn't get the stimulus package because I owe back child support. Even though it's taken out of my check every two weeks. I'm expected to live off of \$400/mo, maybe, while working but since Feb I have had \$0 income!!! I'm going to end up with everything shut off when companies start sending out disconnect notices. I've been trying for unemployment since Feb. I've been trying other programs but to no avail. I need help and can't get it. I feel as if, being a teacher, I'm helping the state and I'm needed but when I need help I'm left out to dry. Like I said, I'm high risk and can't do much. But being broke since even though the few people I've talked to at unemployment say that they can backdate my benefits. Yet I can NOT get my application to complete or get anyone to call back. It's always an email. Please, can you help me? I've got PTSD, depression, anxiety, etc from a very abusive ex and I'm on the verge of a very depressive state again. And my kids need me!!!
JEFF	single dad of 3... bills and food added up. im concerned once its worked out they won't give the back pay in timely manner. I still lose car and house this way.
Doug	claim has been elevated five times. still I have not talked to a level2 person. claim was emailed to a "manager" two weeks ago. still. no contact. i call at least once a week. ticket# INC 001746203
Jonathan	"Give me another week and I am going to have this thing wrapped up" - Kevin Stitt, April 28. My application is still pending review. An employer wasn't automatically detected by the system, so my application needed additional documentation. I've sent in all requested forms to prove income via mail, fax, and email. The email that I was told to, a fax number email, was never successful - I have about 50 message delivery failure notices about the OESC email server timing out. I even tried to send one single page at a time, but it still failed. I'm still waiting for a T2 call back to start the 7th week since I filed, but I've actually been out of work since late Feb.
Crystall	It seems the Oklahoma employment security commission is a joke I've been waiting for a month to even receive my benefits or even a freaking call back. I've been told there's issues with my separation from my employer I'd been from my level tier one to tier 2 to an immediate call back and still haven't received any form of a call back. I truly hope isn't what the tax money I did put in is paying for
Charles	My current weeks are not being paid due to info needed in 2019, however, I went back to work in 2019. Was told I'd be paid by OESC mgr, problem fixed and 2020 claims money would be released by 5-12-2020, but still shows zero.
Connie	The system does not allow me to update or add or correct my application which causes delays.
Brittany	Please help! I have been without any income since March 4th.
Mary	Since mid march(2 months) I have been trying to get paid. It has been a nightmare. I call continually and speak with representative who cannot help me. I have repeatedly been told a level 2 representative will call me soon. To this day no calls. I have repeatedly tried to use the new portal to initiate my claim. I enter my email address and the last 2 weeks the portal sends me a message "error has occurred. " This week it says my email address is invalid. I made a new Google account and made sure it was working both ways. The portal says that email address is also invalid. My money may be soon to be repossessed and I am soon to be homeless because of these problems. Then what?
Michael	I applied for benefits as a self-employed worker and received confirmation by mail of my claim and denial of any benefits a few days later. I was told to expect this reply since I am self employed but I would qualify for federal assistance. I have tried repeatedly to find out the status of my claim but I can't get an answer. I have called the hotline and spoken with agents twice and both times they said someone would contact me. My first call was on April 22, 2020, and my second was on May 6. The OESC person I spoke with, Matt, told me I would be receiving a call from an OESC agent as soon as possible to discuss my claim. As of today, 5/11/20, I have never received a call from anyone claiming to be an OESC agent and I have kept my cell phone with me all the time hoping I would hear from the OESC agent.
Susan	I want to hear Gov Stitt say on camera that they are not deliberately withholding funds from the self employed and an actual date when this be resolved.
Melissa	Need questions that people understand. I answered no to "did your return to work date change" and now I am ineligible.
Rebecca	I applied for benefits back on 3/18/20, and I am still not receiving benefits. I am told that I need to speak to a representative, but I cannot get a call back. Please help me.
Clara	I have received conflicting information about what I needed to do for my 1099 unemployment to complete process.
Terry	still waiting filled in march not sure what else to do have called ever other day since march and still can not get someone to call me back
Edward	I was denied benefits because I made 1 1/2 times the previous pay quarter

Isabella	Its day 53 now since I filed and have gotten \$0 and zero help from oesc
Lia	I am self-employed and we were promised help. I've received nothing despite my attempts to do everything right. They want to force us to re-open so they do not have to help us. It isn't safe to do so yet, working as closely with pe do. So I'll continue staying safe, UNPAID, thanks. Congratulate him on his bank's billion dollars in loans last month, Super classy.
	Experience has been a bit exhausting. Daily checks on whether I am able to file or not. I can't get answers on back I can't get answers on how to apply for PUA as I am self employed as the link is not available to me. There are so many unanswered questions and I have been patiently waiting for almost 5 weeks now. I did get paid for 1 week but it was the entire time I was off work. Because I was honest and stated when I was suppose to return back to work my cash closed or so it seems shortly after. There is no where to comment that even though returning back to one job that hours are variable from week to week. We are not allowed to travel due to over exposure from one nursing facility another. I have been unable to work my self employed job again due to lessening exposure from patient to patient just frustrating and I feel as if the questions are easy to answer.
Jesse	I filed for unemployment end of March a week into waiting to be approved I called the unemployment number to get through waited a few more days got through to be told that a level 2 would need to call me back still waiting email senator and still waiting going on 7 weeks and no results is kind of a kick in the pants
Glenn	I have had funds transfered between the state of Arkansas to Oklahoma for over a month, and I have yet to receive benefits. I've called several times, only to be told to expect a call back, which I have never received, despite being that for two weeks.
Cassandra	Filed 3/25/2020 Eligibility Determined 5/7/2020 7 weeks after first filing still waiting on adjudication? No debit card
Matthew	Was promised a tier 2 call back. Never happened
Aron	They're all criminals
Daniel	Senator, I need your help with the Oklahoma Employment Security Commission. They simply refuse to help me. I called so many times and been on hold for dozens and dozens of hours. After 8 weeks of this, I finally emailed every executive with the OESC begging for help. Not one single person responded. I emailed them all 3 more times asking for a response. Still nothing. Please help me. Below is what I emailed to the OESC executives and explains my situation. You will read and find a way to help my family. We are on the verge of losing everything. Here's my email to the Commission: I received an email stating my case (Ref-183422) was approved and to file my weekly claims. However, the site does not allow me to file any weekly claims and does not show I'm approved. I'm going on 8 weeks here with NO help and no assistance. I've called and called and nobody ever calls back. I was dealing with Lisa Graven, but she retired. She told me someone would call me 7 days ago, but I have received no call. I reached out to the manager Lisa said I was being transferred to Felicia Irwin. To be blunt, she has flat out refused to help me and has stopped even responding to me. In fact, she emailed me, "There are no shortcuts, Mr. Shannon. You have to call in like everyone else." I HAVE CALLED HUNDREDS OF TIMES. We are desperate. I have a wife, a 2 year old and a 5 year old. I am the sole provider. After 8 weeks of no money, I'm going to be selling my wife's vehicle within the next couple of days to put food on the table. I have already cashed out my small IRA (the only retirement I had) when the stock market is at an all time low (on top of paying out in taxes and penalties). I have worked and paid taxes since I was 14 1/2. I have never asked for a dime of assistance from anyone. The past year has been devastating to our family due to the oil and gas crash. I was laid off last year from a job of 13 years as a land manager. I was then unemployed until February of 2020 when I was finally hired by another company as a contractor. Then, on March 24th, 2020, I was laid off again when the company closed their doors permanently due to the market crash. I know you all are overwhelmed, but I have literally gotten nowhere for almost 2 months now. Please help me! I am about to lose everything I've worked for over the past 24 years. My children and wife are suffering and I'm unable to pay for much. The PUA is supposed to cover me as I was laid off from a 10-99 job due to COVID-19. I have called and called and am always promised the world and don't even receive a callback. Please help. Daniel Blanton Shannon 447-90-3432 405-834-6595 Ref # 183422
Jason	Applied March 29th. Received a level 2 ticket on April 13th. No call back as of yet. Regular unemployment has to be denied so I can apply for PAU. Still pending in week 7. No way to file weekly claims. We are stuck in limbo until something is done on their end which seems impossible for them to get done. Multiple calls that go nowhere.
Nichole	I applied but have not received any communication from them to let me know any status of my claim and it's been
William	Applied for Traditional Unemployment denied. Applied for PUA AND GOT APPROVAL EMAIL but cannot file my weekly claims at all. It just won't let me do it. I have been waiting a long time for someone to call me back. They never do.

James	I have been waiting since 3/22/20 & I have yet to receive benefits. I have made multiple calls and I keep getting told someone will call me back soon however that call has yet to come. My family and I are behind on all of our bills and I'm scared we're going to lose what we have worked so hard to get. I'm just at the point that I don't know what to do. I reached out to representatives and oesc without any help.
Jared	More customer service reps would be nice. Shorter application process.
	I just wish they would finalize my app when it shows I should be getting paid, but it is still in allowed, pending further review.
Rachel	Yes I have been trying to get help or a call back from someone I have made a mistake and clicked the wrong button when I need to know if it can be fixed
Cassandra	I was furloughed from job 4-11-20 and applied for unemployment benefits the same day and now going on 5 weeks of work and unemployment. I have two kids in the home, this is beyond stressful and frustrating I have called several times a week for the past 4 weeks only to be told over and over again a level 2 person will give me a call back and nothing I have been able to file my past 4 weekly claims everytime I try I keep getting a message "I'm not authorized to use this system" I have emailed them about the issue no response I have gotten to the point of where I'm begging for answers in a desperate need of help and feel like I'm failing as a mother to my kids this Sunday will make 5 weekly claims of not being able to file for me not working and nothing from unemployment I received my card the first week after applying but no money and it's all on unemployment's end which I feel like is never gonna happen ??????
Mike and	The State should be embarrassed at this fiasco, forced to apply multiple times, task to staff with no answer, call back weeks if not months, my disabled son needs help, but we have no money.
David	I am a 1099 self-employed Lyft driver who is immunocompromised according to the state and federal government my job due to being required to self-quarantine. The fact that people who were able to get state benefits are already receiving PUA, and that the self-employed WERE NOT ABLE TO EVEN APPLY UNTIL MAY 6 (over a month after Oklahoma signed the contract with the federal government) is absolutely unconscionable. The call center that the state hires to handle phone calls is as worthless as teats on a boar hog. They can't answer even the most basic of questions, and only "escalate to level 2 personnel" for a call back. After a month and escalating my issue FOUR TIMES, I have never received a call back. Neither has anyone else that I know. If you want to know how OESC is performing, you don't need a survey. Just look at their Twitter feed. The OESC is apparently run with all of the efficiency of a Cuban communist cooperative soy bean farm. I'll be seriously re-considering how I intend to vote next election.
David	Please Fix ASAP
	Filing was simple and approved quickly but the debit card took about four weeks to arrive and only after I was on hold for hours and hours before I talked to Conduet and had them Expedite a replacement
Shelley	I am a single adoptive parent of 4 dependents. We lost our family restaurant due to Covid-19. I followed the process but was denied UI and filed for PUA and I have waited for over a month. Currently, I cannot access my claim due to the website. PIN numbers do not work correctly. When you reach people via phone, they are simply customer service who know absolutely nothing about the application process or the website. They say they are moving you up in the process and a "level 2" will call you back but they never do. I have applied for online teaching jobs, and I pray I can support my children through the summer until I can gain employment. My youngest has bone marrow failure and I cannot expose him to the virus. He has been placed on severe neutropenic precautions. I definitely feel abandoned by my government. Everything is being opened making our community even more unsafe for my family. I just want to pay my bills and support my family. I hear on television about how much help has been provided. The reality is none of it has arrived at my door. My trust is gone. I never thought I would say this, but I'm not even certain voting matters anymore. I have always been a good citizen. Worked, helped in the foster care system, adopted children, taught school, homeless ministries, voted, served on juries, and helped my community. What has happened to us? My grandparents were part of the Greatest Generation...I wish that generation was still alive and in charge. I apologize for sounding discouraged, but I guess I'm just a victim.
Herbert	I could file initial claim but have not been able to file a claim for 5 weeks. Made calls told to call back get disconnected nothing
Gwynneth	I got paid for three weeks. Suddenly, since 5/2/20 I have been able to file but am not being paid due to an "unresolved issue". I'm waiting on a call so I can better understand what this unresolved issue can possibly be. But for weeks I've been left with no pay.

Jeanne	I've been waiting to get a call back from the fraud department I never applied for unemployment I'm still working a a letter that said I applied I've been waiting on someone from the fraud department to call me back for over a mon no return call
Harold	It was difficult to file if you lost a part time job but still had a full time job. The system didn't seem to understand th part time job was a very important income for your household.
Susan	Oklahoma families need help
Doris	Still waiting to receive benefits and call back haven't received one red cent yet hours were cut from 40 hours to 24- hours a week due to Covid 19. I have been told someone would call me and that I was a level 4 which was being as: a person that was 2 weeks ago and still nothing this isn't right I deserve help also .
Mandy	While I submitted my application, I don't know where my application is in the process because the sites take me in I've called 3 times with no call back. Every few days the website changes but no new information is available, there actually less information on my claim than there was before.
Kevin	why have i not been able to recieve bennifets or covid 19 assitance
Aaron	Get a better portal, use the internet to your advantage. Why have a tier 2 call back when you can use the chat serv clear any problems.
Sharon	filed 4/1/20 have not received any money and i am desperate
Rhonda	Shameful- it's just a big circle. Can't speak to person. Shows I now have money, but can't get to it. Can't validate car information is wrong.... pin, ss#, card? Different every time I try. Embarrassing for our state.
Elizabeth	Tier 2 people should be answering the phones, or tier 1 should be allowed more access and have correct, real infor
Amber	It has been completely ridiculous, we have done nothing to deserve such treatment
Heather	Absolutely YES
Steven	My experience thus far as been positive. I'm a member of a group on Facebook and it seems a majority of the prob people are having are if they are self employed. I understand that people need money but they need to understanc this situation is new for all of us. It also does not help that you have people who are trying to take advantage of a si and get money they are not entitled to and that causes resources to be focused on fraud.
Eric	I answered the best I could. My unemployment benefits expired 3/22 the cares act provided a 13 week extension, I been trying since then to file for an extension and Oklahoma is saying the process isnt ready at this time. There is n file for extension. Therefore I wait. I've waited 7 weeks without a check and it's not looking like it will change anytir
Kaylind	I have called was given an incident number no one ever called me back, I have emailed no response form anyone. center say they are just answering phones and passing on messages they can't help us.
Joshua	My benefits exhausted Apr 4th and I have not been able to apply at all, get anywhere with customer service, or get funds. My family is struggling and we were supposed to be given 13 extra weeks!
Michelle	Need employees that actually know the answers. My claim has been pending since 4/5/2020. I am on the waiting li callback for 5 weeks now. I am frustrated with this whole process. I feel that I will be recalled to work and won't rec any assistance at all. I've used all my saving to stay afloat for the last 2 months. I'm running out of savings.
Brian	Absolutely the worst experience I have ever faced. Rude employees, 5+ months waiting on benefits to be paid. I ha called 6 times and have yet to receive a call back from any employee. Absolute waste of time and I wish legal resou could be taken in order to receive the benefits needed in order to survive this pandemic. Hiring 200 glorified secret and only having a hand full of people that can actually do anything is a complete waste of tax payers money.
Chelsey	Horrible experience, system is awful and still havent received payments after 6 weeks!
angela	I have filed for 6 weeks...i haven't recieved any call backs
Loren	I tried to apply for benefits the week of 3/23/2020, someone had used my social security number to receive benefi could never get an answer or get through someone. When I finally got through to someone they sent me to the fra team. I have never spoke to them. It's an automated message with an email. Someone named crystal Anglin promi: she would fix it and never heard from her again. I've filed a police report and proven my identity. Last week I receiv email saying to create an account. I did and was successful. I called to make sure I'd receive back pay and be sent a card. They said to call the card fraud number where I couldn't even be put on hold to speak to someone. The lady f OESC said I'd be able to file for past weeks and everything would be successful. That was not true, I couldn't file for weeks and when I submitted the application it said there was an unresolved issue in the case and I'd be notified wh was resolved. I called Monday to see what the issue was. They couldn't tell me and told me they bumped me up tc one priority. I still have not heard back from them. I'm a single mother of three small children. This is an emergent : at this point.

Ryan	There is no need for any one person to wait for a month or more to get this application/decision made. Then we have to reapply again and wait again with zero clear status of our applications. No one is there to answer your question. They are just reading from a script. The process has been a failure of epic proportions.
Jennifer	I'm self employed/small business owner. I applied for traditional unemployment when my business was mandated to close on March 24th. Immediately was not able to ever log back in. Applied for PUA and was never able to file weekly claims. Received a denial letter from PUA May 1st but site shows my application is still "open" and "allowed pending further review". I have a debit card set up with direct deposit but no funds have ever been dispersed to it. Have an open ticket for a tier 2 call back. I understand the system and staff are overwhelmed but we are overwhelmed too worrying if our business will be fed, bills will get paid as well as if our business we have worked hard to build will survive. Thank you for your time.
Austin	It took me several days to complete the application. The web portal just froze and or not even load. I just keep trying several times of the day and night until I finally got through all the way.
Jim	In a time most vulnerable going through a process that is demeaning and difficult and questioning your intent while threatening you along the way. Anxious about each question that is far from simple or clear.
Daria	I was laid off due to Covid 3/19, filed for Unemployment 3/29, haven't received a dime although the system says I've been paid. I've called OESC to be told over and over by tier 1 that a tier 2 person would call. Never have received a call. I haven't gotten stimulus either. Can't reach anyone with IRS to finish filing taxes. Can't set up direct deposit thru system. Went thru email that a Way2Go card was sent 4/16, it never came. They keep saying people are getting paid, but there are a lot of us that aren't receiving anything we are owed. Claim#338984342
	I was told by a claims representative that a tier 2 representative would be calling me back (instead of transferring to one) and I never received a call back (checked voicemails) and was told they didn't have a number for me to know who to call.
Cassie	We need people to call back with answers!
Victoria	Yes I have emailed Gov Stitt office twice and they have sent me the standardized email about how many claims they are processing. I was on unemployment and received three 600 payments however after that my claim was exhausted and have not been able to get my DUA that I applied for which is 189 or the PUA which is the 600 because my benefits were exhausted. I am trying to complete the process and find a tier2 rep to help however the system does not allow me to contact the tier1 always says tier 2 will contact you back and they don't. So I am at a standstill, it says I have a claim effective but my claim is exhausted and I am not eligible for benefits. However the federal pandemic is supposed to be for people who have exhausted their claims too. I have not had unemployment payments for two weeks and it is getting downright scary for me. I want to know how can people with exhausted benefits continue their claim.
Margaret	Process claims in order by date, there should not be people getting their claims handled that just applied, and people who have been waiting over a month.
Robert	I am unemployed through no fault of my own and can not access the funds our leaders fought for us to make sure we can survive!!
Hannah	I applied for unemployment assistance on March 9, 2020. I was approved but pending federal wage verification due to their base periods being when I worked for a federal employer EVEN THOUGH the employer I was laid off by was not a federal employer. So ok, they ask me for specific forms, it takes me about 2 weeks to get those from my previous federal employer. I turn them in via email and fax as requested by OESC. Then was asked to call in. I called and of course we were on level 2 would reach out. I waited a month and never got a call till one morning I emailed EVERY SINGLE leader for OESC that's when I FINALLY got contact back. Long story short, a supervisor is in contact with me, told me a new quarter is being considered for base wages and I could reapply and lose out on 2 weeks of back pay but once they approved that I can get an advance for use of new quarter I will be getting my benefits. I don't believe we should have had to go through this system so to say to get my benefits and even now I'm still waiting for them to approve the advance and we don't know when that will happen. I email this supervisor twice a day. I have been relentless and here I am going on 9 weeks with no income whatsoever. I am fortunate to have a spouse who is still working but we are still BARELY making it, bills are being put off as long as they can, rents only been half paid this whole time, our cars are in danger of being repossessed. I applied for multiple jobs while at the same time I must be careful because I have a very immuno-compromised child at home. He was born at 28 weeks, and has asthma problems his whole life. I am DESPERATE for the money that is owed to me. We will not make it another month without this income.

Cynthia	FOR 8 WEEKS, I have been wading through the debacle that is called an unemployment service here in Oklahoma. I called there 5 times over an 8-week period and am told each time (by a "Tier 1" person) that I can expect a callback Tier 2 person. Never happened. I'm self-employed and applied thru the original portal at OESC back in March. Of course I showed I was denied, because their system wasn't set up to take applications from us self-employed individuals at that time. However, the system did let me file a claim each week for 3 weeks. Then, each time, it showed that I was not monetarily eligible. In very early April, the OESC opened a new site for us self-employed individuals to actually apply for a PUA application. Some screens seem to indicate money is being allotted to me. However, at the top of the screen, the word "disallowed" can be seen. (I'm not sure if that word simply means I would be disallowed thru their regular unemployment process... yet I'm allowed thru the PUA federal program...?) I could fill 3 or 4 pages of an email with the disheartening and ridiculous mess I've encountered. (One of the questions that we applicants were required to answer references the week of December 26, 1899 !!) I've only mentioned one or two issues to you. There are dozens of problems I've encountered... and I have received NO funds after applying 8 weeks ago..
Jared	I have been getting paid for four weeks until now they quit paying so i called and they kept telling me someone would call me back
Bonnie	I received my pay card but no money or no decision.
Mary	When 250 employees were hired to handle the influx of calls, they ALL should have been trained to have access to information to fix basic problems, and all should have had to go through a proper vetting process.
Renee	There is a huge problem with this agency. They are hiding under a "cloak" that they have someone to answer the phone but these are message takers. I've been told someone from level 2 would call me back since the 1st week in April. I've asked to have a Supervisor call me twice with no response. I've been approved. If I performed my job this inadequately I would be fired and so should the Director(s) of this agency!.
Kristie	Unbelievable the way Oklahomans have been starved without pay, while Stitt gets his check every month via tax payments.
Jacob	I applied for PUA on 4/20/2020 and it still is shown as Open but I haven't received benefit.
	I was able to start receiving benefits but as soon as I did they informed me I would need to answer additional questions by calling or logging on to the portal. I called and still have not received a call back it has now been 5 weeks. I tried to log on to the site and there are additional questions and keeps telling me the site was unavailable.
waiting on tier 2	waiting on tier 2 call to resolve unknown issues
Suzanne	I have been waiting for seven weeks. No one can figure out what's wrong with my accountant and we'll see. I'm totally approved but they don't know how to get me paid.
Amber	I work as a substitute for a school district, so I have been unable to work since spring break. My application has been opened and not resolved since March. I am not self-employed but I could not return to work because the school closed due to covid. This is ridiculous, I have tried to be so understanding of all of this but we are 2 months behind on bills because no one in our household has a job because we were laid off due to covid. I waited 6 weeks to get a callback from a level 2 that could not even help me process my application and get it pushed through. This past Sunday I finally received a chance to file for last week and file for a week in March, but I am unable to file for any of the other weeks in between those dates. I still have not received an approval letter yet also because my case is still pending. Also the questions that are asked for PUA assistants are so confusing, I could be possibly not answering one of them correctly because they are hard to decipher, so I really need to speak to someone that can help me with my PUA application and get it resolved so I can start getting some money in to start paying on my bills before our whole family is homeless!!!! Also we have still been trying to apply for other positions because we need some kind of money NOW!! But we haven't had any luck!! So please, I need someone to give me a call and just help me with my PUA application to get it approved and not just on pending any longer.
Farrah	I've been without a paycheck for 6 weeks. I've followed the directions precisely, but have not been approved and cannot get an answer as to why. I have not received a card and have not gotten a call from OESC, despite being on the callback list for a Tier 2 call for 5 weeks.
Steven	We were told someone would be calling us and no one ever called once. I had to call every day.
James	I cannot speak with anyone who give me an answer as to why it is taking so long to get my benefits!!!
Rebecca	I am so disappointed in the lack of support and care for Oklahomans by our state agencies. Their job is to assist us in our time of need and they have failed to do so. I have been without income for 7 weeks and with no foreseeable return to work. This has been a catastrophic and devastating loss for me and my family.

Brenda	This is the most difficult thing I have ever tried. The language can only be understood by OECA employees, there is good communication between the state and the federal government concerning this matter. Everytime I supply information and think I am finished, the system doesn't work and gives messages that are either incorrect or don't apply to my situation. The workers are for the most part very nice and patient but in the end I haven't received any help. I began this process on 3/29/20 and have applied, pre-registered uploading all the information they requested attempted to do my first weekly claim and still nothing works and I have received no benefits.
Deborah	My husband and I are rapidly becoming broke. We need to pay our Bills but I can't file a claim waiting on tier 2 for 4 weeks. My husband's UI said it exhausted even though he had 4 weeks left and was to be extended with PUC Waiting now 7 weeks for phone call from tier 2. Please help we need money. It should not take this long. I need to mortgage and can't.
	I was able to submit the weekly claim once. I have been completely unable to send another weekly claim for two weeks don't know if I will get paid for all those weeks I'm eligible for because the system won't let me say that I'm still unemployed.
Daydra	The biggest headache I've ever dealt with.
Jenna	I am in tears. I have friends who have had unemployment for weeks and I can't even get a call back about mine. I have gone two months without income and I don't know what to do at this point. The system messed up my income. A system fix, but I can't do it on my own and no one will call me back. I am so desperate I've been trying to find any job possible can make ends meet. But I am also in school so I am limited with time. Please please please do something about this are people with kids who need to eat!
Catherine	It would be very helpful to have actual people answering the phones at the Unemployment Office. I received an automated message saying that due to the volume of calls they are unable to answer any questions. That's very discouraging to citizens. I also tried to file my weekly claim and the screen did not give me the option to do that so I could not access receive my weekly benefit.
	I have been waiting for weeks since I applied for PUA and my application is still pending.
James	Need more tier 2 for timely handling of problem that only they can handle
Michelle	I have been waiting on a tier 2 person to call for over 6 weeks.
Leslie	Our unemployment process is an embarrassment to our state. While I haven't received a check in 8 weeks Governor tells us how easy it is to do everytime he addresses our state. It doesn't work. By phone or online, your people are struggling because it does not work.
Takeya	I applied March 6. No letter, no card and no one has called me back. It's been a month now!!!!
Stacy	I think there needs to be a separate page for unemployment assistance a different office and a different number. The unemployment office should have been separated from the regular unemployment this would have made things go more smoothly in my opinion
Christina	Seriously need more organization and a more streamlined process as well as dismissed wait times and way way way more customer service people
Alyssa	The website was very confusing. The questions for the self employed section were very unclear.
Danica	This experience has been horrible I haven't received anything and it's almost June
Melanie	Two websites and an unclear application process with no one that can actually help to contact for assistance is unacceptable. I've been waiting a month and had to contact senators just to get the glitches off of my file so I can even process weekly claims. I've been promised call backs and not received any.
James	What's unforgivable is we're needing something we pay into to survive and the people we've elected who we're forced to turn to to fix this mess are still getting paid with our tax dollars. The system is 100% not right nor fair.
Nicole	During small business shut down assistance to business owners should have been available right away. I'm a single mom with two kids. Shut my business down you shut off my only source of income. I'm disappointed in how Oklahoma handled small business shut down. We were left to fend for ourselves. Things like this cause distrust in the government. Be fair for the people. In this current event it was like hearing the government say "let them eat cake!"
Deborah	I was furloughed due to COVID-19. I filed for traditional benefits. I was denied benefits. I have not been able to apply for Pandemic Unemployment Assistance using the instructions provided by OESC -- the click box on my screen does not work.
Robin	I have been waiting over six weeks since I first applied, and I have been waiting over 4 weeks for a Tier 2 call back. I am a single mom with 2 kids, and I have exhausted all financial resources. I feel like I've slipped through the cracks, and there is no one willing to help. Application status: Pending, Allowed pending further review 4/5/2020

Cynthia	I was only issued a \$16 weekly benefit when I've been with the same company for 13yrs and had met the taxable a by the first of the 2nd quarter. I called once and gave all the information about my situation and received an incide number called back 2 weeks later and gave the associate the incident number from the first call only to find that th incident number did not come back under my name. I have not received a call back from anyone to fix the missing i
Melody	Totally unhappy with process
jason	i have been waiting 2 months to hear back from a level 2 operator at the unemployment comission. they sent me tl address to the new website but they are requiring me to re file. what do i need to do about my unpaid benefits due issues with the server. i have recieved my card a while ago but no funds can be transferred due to issues on my file server problems
Randi	I have been told not to apply for regular unemployment just the pandemic. But I've seen other people be told to dc I'm a 1099 worker. Am I eligible for both?
Brian	tier 2 is useless
Angeline	Have been waiting for approval since mid Feb over a misanswered question. Claim elevated & sent to supervisor tv since April. Still waiting for approval.
David	My wife and I are and have been self employed for the 47 years we have been married. When our Barber and Bea business was informed by Govenor Stitts" shelter at Home" order.We closed our business on March 20th and did n open until April 30th when the city of Moore was allowing our type of business to re-open. I have called every Mor since March 23rd to get some help onsetting up my unemployment account. I have since managed thru sheer determination to get my account and my wife account set up but when we go to register iy just tells us we do not c Each monday I have called the local number and I get thru fairly quickly. The young ladies that I had spoken with te that I must be patient that someone will be getting in touch with me by phone. One Monday the young lady that I speaking with said that she would help me and gave me an incident number for me and my wife and she said she w bump me to the number 2 level. did not hear from anyone. So next Monday I called again and when this young lad answered she ask, How can I help you? So I started explaining all the previous Monday phone calls so she would h idea what I was asking her to help me with and I noticed the line seemed quiet, then I realized that she had hung up I did call that nextMonday got a hold of another nice young lady who looked up my incident numbers, once again t that they were in the second level and they I just needed to be patient that I would be receiving a call back..That w Mondays ago and I still have not heard from anyone.
Renee	Single mom, its has been 12 weeks, still nothing
Karen	Reps have no information about why a claim cannot be finalized, and tier 2 reps never call, even after repeated req for information about why the claim is stalled.
Kathy	Yes, it tells me um unable to file continuous weeks at this time as per ive been denied benefits per Oklahoma law d the separation from my last employer BUT I have yet to receive my denial letter from OESC and I have been on criti priority for a tier 2 call back and have yet to receive a call in over a month of waiting from tier 2 and on the UI webs not even lost my current claim which doesn't allow me to file for an appeal so I'm left waiting like the other thousa Oklahomans for a tier 2 call back in order to get my claim processed and at this point I'm about to loose my vehicle worked so hard to get and that I've used the last of my stimulus check to pay what bills I could and no I'm going to l hungry due to DJS has denied me for snap benefits
Madison	Initial questions are misleading and hard to understand.
Don	I have made 3 claims to date, had numerous call that I was told we're declared to tier 2 & 3 with NOT 1 call back to daily issues with the new system, I've contacted my Fed delegates, state Rep and Governor's office and STILL NOTH My first claim was made on 4/7