

RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

RULE 27

AUTOMATED TELEPHONE PAYMENT SYSTEM

- A. Once the claimant has established a valid claim as prescribed under Rule 17, in accordance with the procedures as prescribed by the Director, and in accordance with Chapters 42-44 inclusive of the Employment Security Act, shall claim weekly benefits in the following manner:
- (1) The claimant must call Tele-Serve to establish a Personal Identification Number (PIN).
 - (2) Commencing with 12:01 AM of the Sunday immediately following the compensable week ending date for which an individual is claiming benefits, he/she shall utilize the department's Automated Telephone Payment System, Tele-Serve, to request benefits.
 - (3) Each claimant requesting benefits will provide their social security number, benefit year ending date, and Personal Identification Number (PIN).
 - (4) The claimant will be required to answer questions, as prescribed by the Director, to establish their availability and continuing eligibility for benefits for the week in question.
- B. Each claimant is responsible for establishing and activating their own Personal Identification Number (PIN)
- (1) It is the responsibility of the claimant to safeguard this number and must not release it to anyone for any purpose. The PIN is the claimant's electronic signature meant to identify the claimant to the Automated Telephone Payment System, Tele-Serve, so that proper payment can be authorized.
 - (2) If this PIN becomes lost or known to another person, it becomes the responsibility of the claimant to immediately contact an authorized representative of the Department of Labor and Training's Call Center in order to delete the PIN so that a new PIN can be authorized by the claimant alone.
 - (3) The claimant is responsible for all payment authorized utilizing his/her PIN through the Automated Telephone Payment System, Tele-Serve.

[Reference to Employment Security Act: Section 28-44-11, 28-44-14, and 28-44-37]