



For More Information, Contact:
Larry Parker/919.707.1010

For Immediate Release
September 22, 2015

Division of Employment Security Improves Online Claims Filing Experience for Customers

RALEIGH — The Division of Employment Security (DES) has improved the online experience for those customers filing unemployment claims via the internet. DES has made sweeping changes to the internet initial claims application. The changes are being made to provide DES with a better mechanism for facilitating system upgrades and addressing any future updates that require immediate attention.

“What we like most about the new application is its simplicity,” said Department of Commerce Assistant Secretary of Employment Security Dale Folwell. “Our customers will find it easier to file a claim now that we have clearer instructions and wording throughout the application. We’ve also added fraud prevention pieces, security measures and given it a mobile-friendly view.

“But for the vision and ownership of DES Systems and Procedures Analyst Rick Lopez, this important customer service tool would have never launched.”

“I appreciate the Division’s endorsement of this idea,” said Lopez. “The DES Information Technology and Adjudication Departments and our Customer Call Center, along with the Division of Workforce Solutions staff made it possible by breaking down silos in state government to better serve customers.”

The new design allows the customer to file a claim much more quickly, and the new platform provides for a more sustainable program that allows for implementation of any law changes, quickly and efficiently. The new design also captures more data for the United States Department of Labor (USDOL) reporting.

To file a claim for unemployment benefits, or to get more information about the unemployment insurance program, individuals can go to www.ncesc.com.

###

This information may be accessed on the DES World Wide Web page, at <http://www.ncesc.com>