

N E W S R E L E A S E

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**EDD reminds its customers that temporary database shutdown
will delay benefit payments as new online services are added**

***Temporary shutdown will force one-day closure of public
offices and phone service next week***

SACRAMENTO – The California Employment Development Department (EDD) wants to remind its customers that a temporary interruption in Unemployment Insurance (UI), Disability Insurance (DI) and Paid Family Leave (PFL) benefit payments and services is scheduled to occur on Monday, July 29, 2013.

The short interruption comes from the need to temporarily shut down the Single Client Data Base at EDD, which stores benefit claim records, from Friday night, July 26 through Monday, July 29. Without access to this important data and information, EDD staff will not be able to process applications for UI, DI, and PFL benefits and certifications for payments during this period. That will amount to at least a one-day delay in payments. In addition, UI customer service/call centers will be closed on Monday, July 29, along with DI and PFL call centers and local public offices.

The EDD is getting ready to launch new online UI services later this summer that will bring greater conveniences to its customers and increased efficiencies to its operations.

“This temporary database shutdown will enable EDD to solidify the framework necessary for offering unemployed Californians valuable new online services,” said Sharon Hilliard, EDD Chief Deputy Director. “We apologize to our customers for any inconveniences experienced during this time and encourage them to plan their personal finances accordingly. We also urge them to use the self-help online tools, which will still be available during the shutdown.”

(more)

The EDD staff will be working throughout the July 26 – 29 closure period to populate the internal web-based portion of the new system with necessary claim records and to link the new system with the current database. Once up and running, this internal staff system will automate key UI functions, such as payment processing, and more efficiently route workload throughout the network of UI Service Centers in the state.

This internal update sets the stage for the public version of the new system, known as UI Online, to launch later this summer. UI Online will allow customers to access claim information, certify for benefits, obtain detailed payment information, and manage other aspects of their claim, including the ability to reopen a claim – all without speaking to a representative.

While there will be temporary impacts on benefit payments and phone and office services during the temporary database closure, customers will still have access to a variety of self-help tools online and over automated phone lines including:

- Customers can send messages to EDD, using [Ask EDD](#) on the EDD website at www.edd.ca.gov.
- The website features a designated information page, “Temporary Data Base Shutdown,” for further information and tips for customers. In addition, a wealth of UI, DI, and PFL information will continue to be available on the EDD [website](#), including Frequently Asked Questions at [UI FAQs](#) and [DI/PFL FAQs](#).
- While UI customers will not be able to file claims over the phone on July 29, they can continue to apply for benefits online by using [eApply4UI](#).
- They can also continue to submit UI continued claim information online using [Web-certSM](#) or over the phone using [Tele-certSM](#).
- DI and PFL customers can use SDI Online for applying for benefits before July 26 and after July 29, or they can use the revised hard copy form during this time and mail it in.
- Interactive Voice Response (IVR) systems will continue to provide program and claim information on UI, DI, and PFL customer service/call center phone lines. However, updated payment information normally available on the IVR systems will be current only as of Friday, July 26, and then will be updated once the SCDB database is back online.
- EDD’s [website](#), [Facebook](#) and [Twitter](#) pages will offer updates on the temporary database shutdown and the new convenient online services coming later this summer.

EDD would like to thank all its customers for their patience through this transition as we work to bring them new UI online service options that are fast, convenient, and secure.

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