



Attachment B

Check on your TRA and ATAA checks

YOU CAN NOW VERIFY YOUR TRA AND ATAA CHECKS OR PENDING PAYMENTS BY TELEPHONE.



Introducing the TRA IVR (Interactive Voice Response) System

Starting Monday October 1, 2007 you can use your touch tone telephone to inquire on your TRA and ATAA payments including checks mailed, checks pending and forms entered. It is quick easy and fast.



Expanded days and hours and are available for you to obtain TRA and ATAA check information. Use the TRA IVR Check information line for the most up to date information.

Call 1-617-626-5373

Simply call the TRA-IVR Check Information Line at 1-617-626-5373. Enter your Social Security Number and your UI PIN. Retrieve your TRA and ATAA information on checks paid, the mailing date, any checks pending (entered by 4:00 pm on the previous business day) and your TRA or ATAA balance remaining. Simply use your touch tone phone and your UI PIN number. You can now call outside the normal TRA Unit business hours (8:45 Am to 5:00 PM) to obtain all check payment information that you need. Available expanded days and hours weekly Sunday to Friday 7AM to 7 PM.

The TRA IVR System is now available Sunday to Friday 7 AM to 7 PM.



Use your existing UI PIN Number

Use the same UI PIN number to request TRA information on the TRA IVR System. You created a four digit UI PIN (Personal Identification Number) when you initially filed for unemployment. If you either do not have a UI PIN or you can not remember your UI PIN, call the DUA PIN line at 1-617-626-6943. The day and hours are Sunday to Friday from 7 AM to 7 PM. Follow the step by step instructions using your touch tone phone to create or change your PIN. Use the TRA IVR Today for your payment inquiries.