



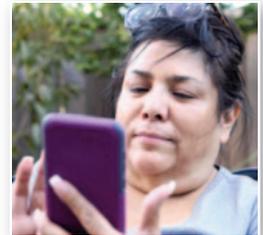
# Florida Unemployment Insurance Survey Results

This survey was released by the Office of Rep. Stephanie Murphy for Floridians to provide feedback on their experience with the state unemployment system. These are the findings from the more than 8200 Floridians who responded to this survey.

**1** Since February 1, 2020, have you been terminated, laid off, furloughed, or otherwise separated from your employer through no fault of your own?

Yes **96.9%**  
No **3.1%**

**2** Since February 1, 2020, have you applied or attempted to apply to receive unemployment benefits through Florida's Reemployment Assistance Program?



**3** Since February 1, 2020, if you applied or attempted to apply to receive unemployment benefits through Florida's Reemployment Assistance Program, what method did you use or attempt to use? Check all that apply.

Online portal	<b>93.7%</b>
Mobile phone app/website	<b>30.5%</b>
By telephone	<b>28.7%</b>
By mail	<b>9.7%</b>
Other	<b>2.1%</b>
In person at a Florida Unemployment Office	<b>1.3%</b>



**4** Since February 1, 2020, if you applied or attempted to apply to receive unemployment benefits through Florida's Reemployment Assistance Program, how would you rate your experience so far with the application process?

Very negative	<b>92.7%</b>	Somewhat positive	<b>0.4%</b>
Somewhat negative	<b>5.5%</b>	Very positive	<b>0.1%</b>
Neutral	<b>1.4%</b>		

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## Here for You!

During this national health emergency please contact us in:

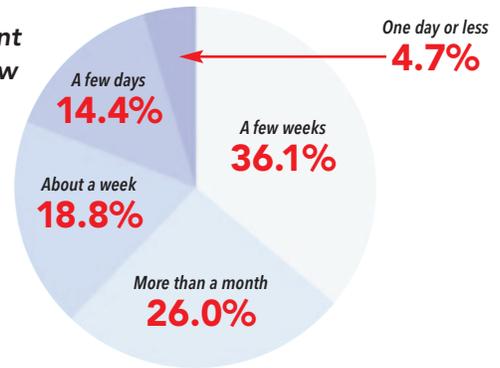
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**SANFORD**  
110 W First St, Suite 210  
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**5** If you successfully completed an application for unemployment benefits at any time from Feb. 1, 2020, until today, about how long did the process take from the time you began your application until it was successfully processed by the State of Florida?



**6** If you successfully completed an application for unemployment benefits at any time from Feb. 1, 2020, until today, about how long did the process take from the time your application was successfully processed by the State of Florida until you received your first dollar in unemployment benefits?

I have successfully applied, but have not yet received any benefits	<b>90.6%</b>
A few weeks	<b>4.1%</b>
More than a month	<b>3.9%</b>
About a week	<b>1.4%</b>

**7** If you have been unable to complete or submit an application for unemployment benefits from Feb. 1, 2020, until today due to problems with the application process or portal, about how long have you been actively trying to submit your application?

A few weeks	<b>49.7%</b>	A few days	<b>6.7%</b>
More than a month	<b>28.8%</b>	One day or less	<b>2.0%</b>
About a week	<b>12.8%</b>		

**8** If you encountered problems with the application process, what were they? Please check all that apply.

Online portal crashed, froze, or otherwise would not load	<b>92.5%</b>
I had problems authenticating my identity	<b>46.5%</b>
I was directed to call the Claims Assistance Call Center, but could not reach a person	<b>44.7%</b>
I had problems obtaining a PIN	<b>17.5%</b>
Other	<b>21.3%</b>
I did not encounter any problems	<b>1.1%</b>



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