



Unemployment Contact Information

The California Unemployment Insurance (UI) program pays benefits to workers who have lost their jobs and meet the program's eligibility requirements.¹ Most UI activity such as enrollment and certification is completed online. There are complete instructions and videos to walk you through the process online.

www.edd.ca.gov/unemployment

Phone Numbers, East Bay Offices

UI staff offices and phone lines are very busy. Wait times on the phone can often be frustrating. Officials suggest that you first try to find answers to your questions online or in your UI paperwork. However, if you still have questions, there are phone numbers to call and offices to visit in the East Bay area. Offices are open from 8 a.m.-5 p.m., Monday-Friday, except on California state holidays. If you need to visit an office, it is advised that you arrive promptly at 8 a.m.

Automated self-service phone line

24 hours a day, 7 days a week

(866) 333-4606

Customer Service

EDD representatives are available by phone Monday through Friday, between 8 a.m. to 12 noon (Pacific Time), except on California state holidays.

(800) 300-5616 (English), 800-326-8937 (Spanish)

Website Tech Support

If you are having trouble with the EDD/Unemployment website, and verifying your activity, call their tech. support number, Monday through Friday, between 8 a.m. to 5 p.m.

(855) 275-4909

Oakland Office

7677 Oakport St., Oakland, CA 94621

(510) 564-0500

Fremont Office

39155 Liberty Street, Suite B200, Fremont, CA 94538

(510) 794-3669

Concord Office

4071 Port Chicago Hwy., Suite 250, Concord, CA 94520

(925) 671-4500

¹www.edd.ca.gov/unemployment/