

The state of New Mexico has retained Industrial UI Services (IUI) to represent them in all matters pertaining to Unemployment Insurance, including unemployment claims management, hearings representation, unemployment benefit auditing, and consultation services. This partnership has commenced as of January 1, 2025. Your unemployment insurance account executives are Jessica Robinson and Darci Sheinberg.

Jessica Robinson

JRobinson@industrialui.com

845-634-4620 option3

Darci Sheinberg

DSheinberg@industrialui.com

845-634-4620 option3

Industrial UI Services is the address of record for the State of New Mexico for purposes of receiving documents related to Unemployment Insurance matters. This includes all unemployment claims (electronically through the SIDES exchange service), hearing notices, benefit charges, etc. Industrial UI Services will communicate via email unemployment activity, please confirm your location accepts the email domain '@industrialui.com'. IUI utilize a secure online portal to allow a seamless transfer of communication and documentation. Each individual will receive a unique login. For assistance with the online portal, please contact 'portalsupport@industrialui.com'.

There may be instances when a document does not follow the address of record procedure. If documentation pertaining to unemployment insurance is received, please forward the documentation to 'unemployment.nm@industrialui.com'. An experienced representative will review the documentation and advise any additional steps that may need to be taken. If a call is received requesting separation information relative to a former employee of your location, please request that the representative contact Industrial UI Services. If you have a contact change at your location, please fill out the attached data contact change form and provide it to 'unemployment.nm@industrialui.com'.

If you have any questions regarding the above information, please contact IUI.