

Kerri O'Brien
VEC Director of Communications
vecpio@vec.virginia.gov



FOR IMMEDIATE RELEASE

VEC Enhances Customer Experience with New Website

New features include streamlined navigation, simplified content, and real-time responses to customer questions.

RICHMOND, VA – January 24, 2025 – Today, the Virginia Employment Commission (VEC) is excited to announce the recent launch of its newly redesigned [website](#), underscoring the agency’s steadfast commitment to enhancing customer service, improving accessibility, and providing Virginians with a seamless experience when navigating unemployment insurance (UI) services.

"The launch of our new website represents a major step forward in how we serve Virginians. Our goal was to create a digital 'lobby-like' experience—an inviting virtual space with resources tailored for our customers," said Commissioner Demetrios 'Mitch' Melis. "This approach reflects a commitment to ensuring our services are easy to access and easy to understand."

The revamped site boasts an intuitive user interface with an emphasis on plain language, making it easier for customers to navigate services, accurately complete UI applications and gain a better understanding of eligibility requirements. Key highlights of the new website include:

- **Streamlined navigation** for quick, reliable answers.
- **Step-by-step guidance** for clear understanding of the unemployment process.
- **Easy-to-access FAQs** for essential information.
- **Real-time responses** with the new *askVEC* chatbot.

"We know that unemployment can be a difficult experience and getting help shouldn't be. This new platform ensures that customers have everything they need in one place, from

guidance on unemployment benefits to instant answers through the *askVEC* feature,” said Melis.

askVEC lets customers quickly get answers to their general questions about filing for unemployment benefits, weekly claims and other related topics. By integrating these features into the redesign, VEC aims to provide faster, more efficient service, resulting in more accurate applications, reduced call volume and timely access to benefits.

The new website also features a robust [digital library](#), offering a variety of short videos where customers can learn step-by-step guidance for filing online with ID.me, understanding eligibility requirements, completing weekly claims and much more. This digital customer service tool allows users to access essential information anytime, enhancing our customer’s experience and understanding. As customers interact with our new website and share their feedback, we’ll continue to expand the collection, adding new videos to address their needs.

VEC invites all Virginians to explore the new website today at www.vec.virginia.gov and experience the difference firsthand.

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