We are here for you!

Dear ladies and gentlemen,

Due to the current spread of the corona virus, the jobcenter of the city of Erlangen has to take all measures necessary to protect you as a beneficiary and its employees. The Jobcenter Erlangen ensures that the unemployment benefits, in particular the support for living expenses and the costs of accommodation, will be provided continuously.

We ask for your support and understanding concerning the following measures, which will apply until we inform you again. In urgent cases, we will of course make a personal appointment with you. Please contact your respective contact person.

For the benefit grant department (Amt 55) applies:
- The city hall of Erlangen is closed for direct public traffic until further notice.
- Please refrain from personal visits/auditions
- Please clarify/communicate your issues/concerns/requests by mail or telephone and, while doing so, always leave your telephone number. You can also contact us by e-mail, we will respond by phone or mail (again: please leave your number!).
- You can support us by limiting calls and e-mails to what is absolutely inevitable, so that in this particularly special situation we can primarily take care of ensuring the ongoing payment of unemployment benefits

You can still reach your benefits officer at his/her usual telephone number. Please leave a message on the answering machine (it is sufficient to provide your name and telephone number).

The central telephone number 86-1668 has also been set up for your concerns.
Please use these contact options for emergencies as well.

Due to the current situation, until further notice, we can be reached by phone at the following times:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>8 a.m. - 12 p.m. and 1 p.m. - 6 p.m.</td>
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<tr>
<td>Tuesday to Thursday</td>
<td>8 a.m. - 12 p.m. and 2 p.m. - 3.30 p.m.</td>
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<tr>
<td>Friday</td>
<td>8 a.m. - 12 p.m.</td>
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The following rules apply to case management, job- and personnel placement, „Team Ausbildung“ and the cash register:

- The Bogenpassage (Nürnbergstraße 35, 91052 Erlangen) is closed to the public.
- All consultations and appointments are cancelled. They do not take place, even if you have already made an appointment or received an invitation! Under no circumstances will there be sanctions for nonattendance.
- You can still contact your personal contact person by e-mail or phone. Please do not appear in person at the jobcenter, especially not unannounced.
- Should you not be able to reach your contact person, a telephone service hotline is available for urgent requests at 09131 9200-1000. The service times of the hotline can be found on the homepage www.ggfa.de.
- You can send us documents preferably by e-mail to: jobcenter@ggfa.de, but also by throwing them into the mailbox at the Bogenpassage. You can also use the upload function. To do this, scan the QR code below.

![QR Code]

Make sure that your name can be found somewhere on the document.

The following applies to workshops and courses at the GGFA located at Alfred-Wegener-Street 11:

- All classes, courses and workshops that take place in groups are called of until further notice. You do not have to worry about legal consequences (sanctions) due to unexcused absence. The consultations and coachings will take place by telephone if possible. Your consultants will get in touch with you.
- Please do not appear at the jobcenter personally. Your course supervisor will be happy to answer your questions by phone.

You can find updated information at www.ggfa.de!

Gerd Worm
Amtsleiter Amt 55
Vorstand der GGFA AöR