

How to File an Unemployment Insurance Claim

ON LINE:
www.labor.ny.gov



An unemployment week runs Monday through Sunday. To claim benefits for each week you were not working, you must answer questions to certify how many days you were ready, willing and able to work during the past week. You may certify (online or by phone) beginning that Sunday through the next Saturday.

The first unemployment week of your claim is a waiting period and does not get paid. But, you must certify/claim for that week and get credit for that time before you can claim benefits for further weeks of unemployment.

We explain how to claim weekly benefits on our web site and in the "UI Information for Claimants" handbook. If you claim your weekly benefits by calling the Tel-Service line, do not hang up until you hear the message that says your claim has been entered for processing.

How will I get my Unemployment Insurance (UI) payments?

There are two ways to receive your UI benefit payments. You may register for Direct Deposit to have your benefits go directly into your personal checking account. This option allows you to access your UI benefits from your own checking account at your bank. You may register for Direct Deposit on our web site, www.labor.ny.gov when you file your claim, claim weekly benefits, or at any other time during your claim (see hours on reverse). You just need your bank's routing number and your checking account number, which appear on your checks.

If you do not register for Direct Deposit, we will deposit your benefits into a Direct Payment Card (debit card) account. You will receive the Direct Payment Card about 10 days after approval of your claim. You must activate this card by calling Chase Customer Service and selecting a 6-digit access code **and** a 4-digit Personal Identification Number (PIN).

You can use your card to access your benefits free of charge at Chase and Allpoint ATMs, and

to make purchases at businesses that display the MasterCard logo. Fees may apply for using the Direct Payment Card at ATMs outside of the approved network, and for getting cash back from purchases.

How do I get more information?

You can find answers to your questions on our web site, www.labor.ny.gov. For general information about unemployment insurance, you may call our toll-free Tel-Service line at 1-888-581-5812 (for New York State residents) or 1-888-864-9920 (for out of state residents). You may also contact the Telephone Claims Center at 1-888-209-8124 (for New York State residents) or 1-877-358-5306 (for out-of-state residents).

Where can I go for help to find a job?

The State has a network of convenient One-Stop Career Centers with experienced staff who can help you identify your skills, update your resume and find your next job. They have data on training, and offer other services to help you find a job. For the nearest One-Stop Center and news about job listings, apprenticeship openings and training grants, go to our web site, www.labor.ny.gov and click on "Looking for a Job." Or call the help line at 1-888-4-NYSDOL (1-888-469-7365).

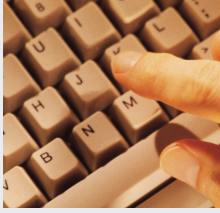
You may get a letter from your local Labor Department office or One-Stop Career Center to come in for an eligibility review or other work-search assistance. You **must** go in for this meeting. If you fail to report, you could lose your benefits.

Unemployment insurance fraud is a serious offense and can lead to severe penalties, including criminal prosecution and imprisonment.

PROTECT *all Workers*
ASSIST *the Unemployed*
CONNECT *Employers and Workers*

The New York State Department of Labor is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

File your claim online at www.labor.ny.gov



To file your claim on the WEB

- File a claim

Mon. – Thurs. 7:30 am – 7:30 pm;
Fri. 7:30 am – 5 pm;
Weekends from 12:01am Sat. to 7 pm Sun.

- Claim benefits for the past week

Beginning Sun. – all day;
Mon. – Fri. 7:30 am – midnight;
Sat. – all day.

- Register for Direct Deposit when you file your claim, when you claim weekly benefits or

Mon. – Fri. 7:30 am – midnight;
Sat. and Sun., all day.

- You may file a claim on our web site www.labor.ny.gov (see hours at left).
- Click on “Unemployment Assistance,” then on the link to file a claim.
- Log in with your Social Security Number and create a 4-digit Personal Identification Number (PIN), which must be kept confidential.*
- Click on the link to file a claim.
- After answering the questions, review your responses. Correct any errors and print the page(s) for your records before you submit your claim.
- Then print the confirmation page that tells you how to claim weekly benefits.
- When you file your claim on the web, you can complete any questionnaires on-line immediately, rather than waiting for the forms to come in the mail and returning them.

understand – don’t answer. You will hear the question again.

- When you finish answering, you will hear a final message about your rights and responsibilities. Do not hang up until the end of this message. If we need more information from you, the system will transfer you to a claims specialist to complete your claim. When many calls come in at the same time, we may ask you to call back later; however, the system will save your answers. You should call later that same week to complete your claim.

**If you have a disability and cannot access services without assistance, you can have someone help you. However, you must be present each time they access services. You are responsible for the actions of your helper. If they access services without you, you may be penalized or lose your benefits.*

To file by phone, call the Telephone Claims Center toll-free number, 1-888-209-8124 (for New York State residents) or 1-877-358-5306 (for out of state residents), from 8 am – 5 pm Monday – Friday. If you are a hearing impaired individual who is being assisted by another person, call the TELEPHONE CLAIMS CENTER at 1-888-783-1370; however, if you use TTY/TDD, call a relay operator first at 1-800-662-1220, and ask the operator to call the TELEPHONE CLAIMS CENTER at 1-888-783-1370.

- Listen to the choices and select the option to file a new claim.
- Create a 4-digit Personal Identification Number (PIN), which must be kept confidential.*
- Answer application questions by speaking or entering numbers on the keypad. If you do not

When do I file an Unemployment Insurance (UI) Claim?

If you worked in New York State and have lost your job, you may file a UI claim with the New York State Department of Labor. You should file your claim the first week you are unemployed. It is important to file promptly, since a delay may cost you benefits.

How do I file my Unemployment Insurance (UI) claim?

The quickest and most convenient way to file your claim is on the Department of Labor’s web site at www.labor.ny.gov. You may also file by phone.

What do I need to file an Unemployment Insurance (UI) claim?

- Your Social Security number
- Your New York State driver’s license or Motor Vehicle ID card number (if you have one)
- Your complete mailing address
- A phone number where we can contact you from 8 am to 5 pm, Mon. - Fri.
- Your alien registration number (A#), if you are not a citizen
- A copy of the Record of Employment (IA 12.3) or the complete name, address, and phone number for all your employers in the last 18 months
- Your total gross earnings for all employers in the past 18 months; you may be asked for pay stubs, W2 forms or other payment records
- Forms SF8 and SF50, if you are a former federal worker
- Your most recent DD 214, if you served in the military during the last 18 months
- A check from your personal checking account, so you can provide your bank’s routing number and your checking account number if you choose Direct Deposit of your weekly benefits

If you do not have this information, you may still file a claim; however, there may be delays in payments.

What happens after I file my claim?

After you complete your application, we send you a copy of the “UI Information for Claimants” handbook (also found on our web site). You must read this handbook to understand your rights and responsibilities.

You may receive letters or calls from the Department of Labor. Please reply promptly when we ask for information by letter or phone message, because there will be a deadline for your response. If you do not respond timely, we will decide if you qualify for benefits based on the information we have.

You must provide accurate information, because there are penalties if you give false information to obtain benefits.

Who decides my weekly benefit rate?

The Department of Labor calculates your weekly benefit rate using information from your employer(s). After you file your UI claim, you will be sent a letter called a Monetary Benefit Determination that shows the weekly benefit rate you will receive if eligible. It lists the wages and jobs we used to determine your weekly benefit rate.

If the wages are wrong, or if any employers are missing, fill out the Request for Reconsideration form included in the back of your handbook and send it to us. To speed our review of your claim, be sure to submit proof of your employment and wages. If you have no pay stubs, please send any document you may have that can be used as proof.

How do I claim my weekly benefits?

You can claim weekly benefits on our web site, www.labor.ny.gov (see hours far left). Click on “Unemployment Assistance,” then on the link to claim your weekly benefits.

You can also claim by calling our Tel-Service system toll-free at 1-888-581-5812. If you live outside of New York State, call 1-888-864-9920. If you are hearing impaired and use TTY/TDD equipment, call 1-877-205-3119.

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