

<p>Benefit Rate cont'd.</p> <p>Disagreement with Benefit Rate <i>Web site: FAQs</i> <i>Clmt Handbook: "What should I do if I disagree with the Monetary Determination?"</i></p>	<p>To <u>add or correct wages</u> listed on the "Monetary Benefit Determination", the Request for Reconsideration should be used. Requests may be mailed with proof of wages and received at the address on the form within 30 days from the date of the determination. This form is mailed with the Monetary Determination, can also be found in the Claimant Handbook or on the web site by clicking on "Unemployment Assistance" > "Forms & Publications" - listed under Claimant Forms (TC 403HR)</p>
<p>Duration of Benefits <i>Web site – FAQs</i> <i>Clmt Handbook, "What is the maximum amount of benefits I can receive?"</i></p> <p>Part-time Work <i>Web site: FAQs</i> <i>Clmt Handbook: "What if I work part-time?"</i></p>	<p>A claim lasts one year (benefit year). During that time, up to 26 full weeks of benefits may be paid. Partial weeks of benefits may be claimed if an individual works three days or less <u>and</u> earns \$405 or less in an unemployment week (Monday – Sunday). The receipt of partial weeks of benefits extends the length of time for receiving benefits until the equivalent of 26 full weeks of benefits are paid or the benefit year ends, whichever comes first. Benefits are paid based on the number of days worked in an unemployment week as follows:</p> <ul style="list-style-type: none"> • No days worked = full wkly benefit rate • 1 day of work = ¾ of the wkly benefit rate • 2 days of work = ½ of the wkly benefit rate • 3 days of work = ¼ of the wkly benefit rate • 4 days of work = no benefits due
<p>Claiming Weekly Benefits <i>Web site: "Unemployment Assistance" > "UI Home" > "Claim Weekly Benefits"</i> <i>Clmt Handbook: "Claiming weekly benefits"</i></p> <p>How to Claim Weekly Benefits (See Example 2 – Page 4) <i>Web site: FAQs</i> <i>Clmt Handbook: "How do I get my benefits?" & "Claiming Weekly Benefits"</i></p> <p>Errors When Claiming Benefits</p> <p>Unable to Claim Weekly Benefits</p>	<p>When claiming weekly benefits, questions must be answered to certify that the individual was ready, willing and able to work <u>during the previous</u> Monday through Sunday week.</p> <p>An unemployment week is a Monday through Sunday period. The first full week of unemployment is not payable (waiting period). Individuals must certify (claim) for their unpaid waiting period prior to being paid. Benefit credit/payment for an unemployment week ending Sunday can be claimed as early as that Sunday.</p> <p>Weekly benefits <u>for the previous week only</u> can be claimed Monday through Friday, 7:30am – midnight or from 12:01am Saturday until midnight on Sunday at www.labor.ny.gov or by using the TEL-SERVICE phone system : New York State Residents 1-888-581-5812 Out-of-State Residents 1-888-864-9920 TTY/TDD 1-877-205-3119</p> <p>If incorrect information is entered when claiming weekly benefits, contact the TCC as soon as possible so corrections can be made.</p> <p>When filing a claim, individuals who did not claim credit for the waiting period as instructed are not able to claim benefits for any future weeks and the TCC should be contacted.</p>
<p>Change Address or Phone Number <i>Clmt Handbook: "How do I change my address or phone number?"</i></p>	<p>Individuals must notify the TCC of changes in address/phone number(s) and may do so:</p> <ul style="list-style-type: none"> • When claiming benefits on the Department of Labor web site, www.labor.ny.gov • By calling the TCC and choosing the "Change PIN or Address" option <p>If benefit payments are received on a Direct Payment Card, Chase Customer Service at: 1-877-221-1634 must also be contacted with any address changes.</p>
<p>Personal Identification Number (PIN)</p> <p>Forgot PIN <i>Web site: FAQs</i> <i>Clmt Handbook: "Unemployment Insurance Personal Identification Number"</i></p>	<p>When filing a claim, the individual will be asked to create a 4-digit PIN which is considered to be their private electronic signature and protects against another person certifying for them and obtaining claim information.</p> <p>An individual can set a new PIN by Going on the web site and clicking on "Unemployment Assistance" > Click "Filing a Claim" > Click on "Benefits Online Page" Login to Unemployment Insurance Benefits Online by entering SSN > Click on "Forgot Pin" on the "Enter Your Pin" or Calling the TCC at: 1-888-209-8124 (NYS Residents) 1-877-358-5306 (Out-of State Residents) 1-888-783-1370 (TTY/TTD – hearing impaired)</p>
<p>Status of New Claim</p>	<p>Encourage individuals to complete and return any questionnaires received in the mail immediately. Failure to do so will delay their claim or result in the denial or suspension of benefits. It may take up to four weeks to determine eligibility for benefits. If four weeks have passed and an initial payment or determination has not been received complete the Escalation of UI Claimant Emergency form and e-mail it to the TCC. See "Payments Released" section for instructions on determining if a payment(s) was released.</p>

UI Reference Guide

<p>Payment Options <i>Web site: Link on Unemployment Assistance or FAQ's</i> <i>Clmt Handbook: "How are payments made?"</i></p> <p>Non-receipt of Direct Payment Card & Card Activation</p>	<p>An individual may choose to have weekly benefits deposited directly into their personal checking account. If the direct deposit option is <u>not</u> chosen, the payment method will default to Direct Payment Card.</p> <p>For non-receipt of a Direct Payment Card, advise to call Chase Customer Service at 1-877-221-1634. When asked to provide a card number, Press 1 to report card lost, stolen or damaged. Chase Customer Service must also be contacted to activate a debit card.</p>
<p>Payments Released</p> <p>Weekly Payment Released? (payment history) <i>Web site: FAQ's</i> <i>Clmt Handbook "What if I think my payments are late?"</i></p> <p>Questions Regarding Payment Amount</p>	<p>To determine if a payment was released or to obtain a payment history, an individual may:</p> <ul style="list-style-type: none"> • Access the web site and click on "Unemployment Assistance" In the second paragraph, click on link to obtain a payment history. <p>OR</p> <ul style="list-style-type: none"> • Call Tel-Service – 1-888-581-5812 (NY Residents) 1-888-864-9920 (Out-of State Residents) 1-877-205-3119 (TTY/TDD equipment users) <ol style="list-style-type: none"> 1. Press the option to claim weekly benefits or other claim services. 2. Enter SSN & PIN 3. Press the option to inquire about the status of your payments. <p>If the payment has been released:</p> <ul style="list-style-type: none"> • Direct Payment Card users: If payment is not in their account 3 business days after the payment has been released, call Chase customer service, 1-877-221-1634. • Direct Deposit users: If payment is not in their account 4 business days after the payment has been released, check with their financial institution to confirm if the deposit has been made to their account. <p>If the payment was <u>not</u> released, advise to call the TCC regarding status of payment.</p> <p>Federal and State taxes, child support payments, and overpayments of benefits may be subtracted from the full weekly benefit rate. For specific questions regarding the amount of a payment received, contact the TCC.</p>
<p>Disagreement with Determination</p> <p>Appeal Judge's Decision <i>Web site: Hearings & Appeals link</i> <i>Clmt Handbook: Denial of Benefits Section</i></p>	<p>To request a hearing before an impartial Administrative Law Judge (ALJ), complete a request in writing including SSN. Requests must be postmarked no later than 30 days from the mail date on the determination. Mail to: NYSDOL, P.O. Box <u>15131</u>, Albany, NY 12212-5131.</p> <p>Request an appeal in writing including SSN. Must be postmarked no later than 20 days from the mail date on the ALJ's decision. Mail to: NYSDOL, PO Box <u>15126</u>, Albany, NY 12212-5126.</p>
<p>Overpayments <i>Clmt Handbook "What if I receive an overpayment determination?"</i></p> <p>Benefits Withheld</p> <p>Re-payment Plans</p>	<p>If it is determined that an individual was overpaid benefits, they will receive a Notice of Determination explaining the reason for the overpayment and the amount. If they disagree they have the right to request a hearing.</p> <p>If an overpayment has not been paid in full when an individual claims weekly benefits, benefits will be withheld in full or in part until the entire overpayment amount is repaid.</p> <p>To inquire about setting up a re-payment plan, call 1-800-533-6600.</p>
<p>How to Reopen an Existing Claim <i>Web site: FAQs</i> <i>Clmt Handbook: "How do I reopen a claim?"</i></p>	<p>If an individual's benefit year has not ended and there is a break of at least one week from the last week claimed because of employment or other reasons, they may reopen their claim by going on the website or calling TEL-SERVICE (see numbers in the "Claiming Weekly Benefits Section"). A claim can be reopened by claiming benefits after the end of the first week for which the individual is seeking benefit credit. If the break in claiming benefits was due to employment, a questionnaire is mailed. This questionnaire must be completed and returned.</p>
<p>1099 Request Form</p>	<p>Go to www.labor.ny.gov click on Unemployment Assistance > Forms and Publications, IA 1099.1 (listed under Claimant Forms). Print and send the request to the address listed on the form.</p>

BASIC BASE PERIOD				
3 rd Quarter 2007	4 th Quarter 2007	1 st Quarter 2008	2 nd Quarter 2008	3 rd Quarter 2008
July 1, 2007 To Sept. 30, 2007	Oct. 1, 2007 To Dec. 31, 2007	Jan. 1, 2008 To March 31, 2008	April 1, 2008 To June 30, 2008	July 1, 2008 To Sept. 30, 2008
ALTERNATE BASE PERIOD				

**Claim filed on
Oct. 29, 2008**

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May 2008

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
April 28	April 29	April 30	May 1	2	3	4
				Last Day of Work		
5	6	7	8	9	10	11
Claim Effective Date		UI Claim filed				
Waiting Period	Waiting Period	Waiting Period	Waiting Period	Waiting Period	Waiting Period	Waiting Period
12	13	14	15	16	17	18
		First day to claim waiting period for week ending 05/11/2008			Last day to claim waiting period for week ending 05/11/2008	First day to claim Week Ending 05/18/2008
19	20	21	22	23	24	25
					Last day to claim Week Ending 05/18/2008	
26	27	28	29	30	31	June 1