

## UNEMPLOYMENT INSURANCE

File Claims • Payment Information • General Information

### FILE A CLAIM

#### WHO SHOULD FILE

You may be eligible to receive Unemployment Insurance (UI) benefits, if you are out of work or your hours are reduced and you are physically able to work, actively seeking work, and ready to accept work.

#### WHEN TO FILE

You should apply for benefits as soon as you are unemployed or your hours are reduced. Your claim will be effective on the Sunday prior to the date you file. All claims have a one-week, unpaid waiting period.

#### WHAT YOU NEED TO FILE

To determine if you are eligible to receive benefits, you will be asked a variety of questions such as information about your past employers and the reason you are out of work. To ensure your claim is filed as quickly as possible, you should have the following information ready before you file your claim:

- Social Security number, date of birth, all names used, mailing address, residence address, and telephone number
- Driver license or identification card number
- Alien registration number and expiration date (if you are not a U.S. citizen)
- Name of your very last employer (whether you worked full-time or part-time) and name of your current supervisor
- Phone number, mailing address, work site address, and ZIP Code of your very last employer
- If you worked outside California during the past 24 months, have all employer names, phone numbers and complete mailing addresses available
- If you were in the Military during the last 18 months, have your DD 214 Member 4 available
- If you worked for an agency of the federal government during the last 18 months, have wage and separation information available from your Standard Form 8, "Notice To Federal Employees About Unemployment"

### HOW TO FILE

#### ON-LINE

File on-line with eApply4UI – the fast, easy way to file a UI claim! You can file a new claim, or reactivate an existing claim anytime, at your convenience, in English or Spanish with eApply4UI. It is secure, reliable, and available 24 hours a day.



[www.edd.ca.gov/eapply4ui](http://www.edd.ca.gov/eapply4ui)

#### TELEPHONE

To speak with a customer service representative, call one of the toll-free numbers from anywhere in the U.S., between 8 a.m. and 5 p.m. (Pacific Standard Time), Monday through Friday, except holidays:

**English 1-800-300-5616**  
**Spanish 1-800-326-8937**  
**Cantonese 1-800-547-3506**

**Mandarin 1-866-303-0706**  
**Vietnamese 1-800-547-2058**  
**TTY (Non-Voice) 1-800-815-9387**

#### MAIL OR FAX

File a UI Application by mail or fax, accessing the application on-line at [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment). An application for UI can be filled out on-line and printed, or printed and completed by hand. Mail or fax your UI application using the address listed on the application.

## WHAT HAPPENS NEXT

After you file your claim, please allow 10 days for processing. If you do not receive notification in the mail after 10 days, contact the Employment Development Department (EDD) by phone or by submitting your inquiry online at [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment) then on the left margin under, "Contact US" select "Unemployment Program," then, "Email Us."

## PAYMENT INFORMATION

For the status of your last UI payment made, call EDD's toll-free Automated Self-Service telephone number listed below. When you call, recorded messages will guide you to the services you need. You must have your Social Security number and 4-digit Personal Identification Number (PIN) to use this service.

**Automated Self-Service (English and Spanish) 1-866-333-4606**

## GENERAL INFORMATION

### FREQUENTLY ASKED QUESTIONS

#### How much does UI pay?

You can receive a minimum of \$40 to a maximum of \$450 a week, for up to 26 weeks depending on your past quarterly earnings.

#### When is the best time to call a customer service representative?

To lessen your wait time, avoid calling during our busiest times: Mondays, the day after a holiday, and between 8 a.m. and 8:30 a.m. Our least busy days are Wednesdays and Thursdays.

#### What is a PIN and why do I need one?

The PIN is a 4-digit Personal Identification Number (PIN), which you choose. You may use it to access your confidential UI claim information, including the status of your UI payment, through EDD's Automated Self-Service system. The Automated Self-Service number provides step-by-step instructions to guide you to services you want.

## OTHER RESOURCES

Through the One-Stop Career Centers, EDD provides people with tools they need to find a job. Services include automated job listings, résumé and job search workshops, and referrals to training. All of these no-fee resources are provided to ensure that a job search is a successful one.

One-Stop Career Centers offer:

- Job search assistance
- Job listings through CalJOBS<sup>SM</sup>
- Access to telephones, Internet, printers, fax machines, and copy machines
- Workshops
- Information on wages and trends
- Community resources
- Referrals to other services
- And more

To find the nearest One-Stop Career Center, call the America's Workforce Network Toll-Free Help Line at 1-877-US 2 JOBS (1-877-872-5627) or access [www.servicelocator.org](http://www.servicelocator.org) to receive information about available services in your local community. The information is available in more than 140 languages and there is TTY access (1-877-889-5627) for the hearing impaired.