

## UNEMPLOYMENT INSURANCE

File Claims • Payment Information • General Information

### WHO SHOULD FILE A CLAIM

You may file a claim for Unemployment Insurance (UI) benefits if you are no longer working or your hours are reduced. To be eligible to receive UI benefits you must be out of work due to no fault of your own and be physically able to work, ready to accept work, and looking for work.

#### WHEN TO FILE

You should apply for benefits as soon as you are unemployed or your hours are reduced. Your claim will be filed or reopened the Sunday of the week you file. All claims have a one-week, unpaid waiting period. The waiting period does not begin until the claim is filed.

#### 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:

- Your Social Security number, name (including all names you used while working), date of birth, mailing and residence address (including ZIP code) and phone number (including area code).
- Your driver's license or identification card number.
- The last date you worked for any employer.
- Last employer information including the name of the business or company you last physically worked for, address (mailing and physical location) and phone number. We also need the ZIP code for both addresses and the area code for the employer's phone number.
- The reason you are no longer working for your last employer and the name of your supervisor.
- Information on all employers you worked for during the 18 months prior to filing of your claim, including name, address, period of employment, wages earned, and how you were paid.
- Information from your DD214 Member Copy 4, if you were in the Military the last 18 months.
- Information from your Standard Form 8, "Notice to Federal Employees About Unemployment Insurance" if you worked for an agency of the federal government during the last 18 months.
- Your alien registration number and expiration date if you are not a U.S. citizen.

### HOW TO FILE OR REOPEN YOUR CLAIM

#### ONLINE

Use eApply4UI to file for UI or to reopen your claim. It is available online 24 hours a day, seven days a week and is available in English or Spanish. It is secure, reliable, and is the fastest way to apply for UI or to reopen your claim.



#### TELEPHONE

Call to speak with an Employment Development Department (EDD) customer service representative to file or reopen your claim. You may call one of the toll-free numbers anywhere in the U.S, between 8 a.m. and 12 noon (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**

## 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, call or contact us by submitting your inquiry online at [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment) and email your questions by selecting "Contact Us" under General Information.

## PAYMENT INFORMATION

For the status of your last UI payment made, call the EDD toll-free Automated Self-Service telephone number listed below. You will need to have your Social Security number and 4-digit Personal Identification Number (PIN) to access payment information. The Automated Self-Service number provides step-by-step instructions to help you set up your PIN so you can access your confidential UI claim information. The Automated Self-Service will also guide you to other services you may need.

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

## GENERAL INFORMATION

### FREQUENTLY ASKED QUESTIONS

#### How much does UI pay?

Weekly benefit amounts range from a minimum of \$40 to a maximum of \$450 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.

#### Why am I scheduled for a telephone interview?

If there are any questions about your eligibility to receive benefits, further information is needed from you and you will receive notification in the mail of a scheduled phone interview. For example, you will be scheduled for a phone interview if you quit your last job, if you were discharged from your last job, if you are not able or available for work, if you do not look for work. It is important to review the information on the notification to help you prepare for the interview.

## OTHER RESOURCES

The EDD provides a comprehensive range of employment and training services in partnership with state and local agencies and organizations. These services, provided statewide through the [America's Job Center of California<sup>SM</sup>](#) (formerly known as One-Stop Career Centers) benefit job seekers, laid-off workers, youth, veterans, and people with disabilities. All of these no-fee resources are provided to ensure that a job search is a successful one.

America's Job Center of California<sup>SM</sup> offers:

- 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 local America's Job Center of California<sup>SM</sup>, 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.