

UNEMPLOYMENT INSURANCE



Where is my payment? How to access your payment information by telephone.

Payment Information Instructions

Call the Automated Self-Service Toll-free Number: 1-866-333-4606

Recorded information about your most recent Unemployment Insurance (UI) benefit payment is available 24 hours per day, 7 days a week by calling our automated self-service number. The best time to call is after 5 p.m., Monday through Friday, or on weekends. UI benefit payment information is updated daily, and reflects the claim activity which occurred on the previous business day. To receive your payment information, make the following selections from the recorded messages.

Language Preference (Choice):

- ⇒ Press 1 to continue in English. Press 2 for Spanish.
- ⇒ Press 1 for information on your unemployment insurance payment and EDD Debit CardSM information.
- ⇒ Press 1 to receive the information on the last payment made on your claim.

The automated telephone system requires a Personal Identification Number (PIN) to access confidential information and to submit certifications by telephone. You will need to establish a new PIN if using this service for the first time or if you have not used your PIN in the last six months.

- ⇒ Press 1 if you already have a PIN.
- ⇒ Press 2 if you do not have a PIN or have forgotten your PIN.
- ⇒ Press 3 if you want to change your PIN.

The first time you call, listen carefully and follow the instructions for establishing your PIN.

To Establish a PIN:

- Enter your nine-digit Social Security number.
- Enter your weekly benefit amount. This is the amount you would receive before deductions if you were paid unemployment insurance benefits for only one week. Enter only the dollar portion. Example: For \$230, enter 230.
- Enter a new four-digit PIN. Choose a number you will remember. You will hear the date your payment was issued and the amount of the payment. Allow 10 days to receive your benefits. It is not necessary to call more than once a day.

Reminders:

Always keep your Social Security number and PIN private and secure. Do not share your PIN with anyone to prevent fraud from occurring on your claim.

If you have not used your PIN in over six months, your PIN will be inactivated and you will need to establish a new PIN.

Other Services

Internet Services – Go to www.edd.ca.gov

- Apply for or reopen a UI claim, complete the online application (eApply4UI) or paper application (DE 1101I), and fax or mail it.
- Find answers to frequently asked questions and announcements about the UI program.
- Ask a question regarding your claim by selecting “Contact EDD.”
- Submit your weekly or biweekly certification using EDD Web-CertSM.

Telephone Services

Call the automated Self-Service Number - available 24 hours a day.

- Hear recorded general unemployment insurance information. This includes information on how to complete your UI forms, file appeals, overpayment instructions, and employment and training information.
- Submit your weekly or biweekly certification using EDD Tele-CertSM.

Call the UI main numbers to speak to a representative
- Available Monday through Friday, 8 a.m. to 5 p.m.

- Apply for or reopen a UI claim.
- Update your claim.
- Speak to bilingual representatives.



www.edd.ca.gov