

# UNEMPLOYMENT INSURANCE

for DEAF, HARD of HEARING, and SPEECH DISABLED



## PHONE SERVICES

In addition to the online Unemployment Insurance (UI) services listed on the reverse side, you may contact an EDD representative using one of the following methods:

### → TTY for deaf, hard of hearing, and speech disabled at

**1-800-875-9387**

Monday through Friday from **8 a.m. to 5 p.m.** (Pacific Time) except on California state holidays.

### → California Relay Service or a nationwide relay service.

Provide one of the following EDD voice phone numbers to the relay service operator:

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

Monday through Friday from **8 a.m. to 12 noon** (Pacific Time) except on California state holidays.

### EDD representatives provide assistance with the following services by phone:

- Filing a new UI claim. (See reverse side for information needed to file a claim.)
- Reopening an existing UI claim.
- UI benefit payment Information.
- Form 1099G federal tax information.
- General information on the UI program.
- Location of the nearest America's Job Center of California<sup>SM</sup> (AJCC) for job search assistance.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Request for services, aids, and/or alternate formats need to be made by calling 1-800-300-5616 or TTY/TDD 1-800-815-9387.

# ONLINE SERVICES



Fast, convenient, and secure, the following Unemployment Insurance (UI) services are available online 24 hours a day, 7 days a week in English and Spanish:

➔ **File a new UI Claim** online with eApply4UI at: [www.edd.ca.gov/eApply4UI](http://www.edd.ca.gov/eApply4UI)  
*Refer to the table below for information needed to file a claim.*

➔ **Reopen an existing UI Claim** with your UI Online<sup>SM</sup> account at: [www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online)

➔ **Manage your Claim** through UI Online<sup>SM</sup> and UI Online Mobile<sup>SM</sup> at: [www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online)

## Use UI Online to:

- Certify for benefits and report work and wages.
- Get detailed claim and payment information.
- Update your contact information and set personal preferences.
- Get important notifications.
- View all scheduled appointments.
- Reschedule a phone interview appointment.
- View, print, or request an official copy of Form 1099G tax information for up to the past five years.
- Ask a question about your claim.

➔ **General UI Information** and other resources are available at: [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment)

## Information Needed to File a Claim:

- » Social Security number
- » Name
- » Date of birth
- » Mailing address including ZIP Code
- » Residence address
- » Phone number
- » Driver license or state issued identification number
- » Last employer information (whether you worked full-time or part-time):
  - Employer name
  - Mailing address including ZIP Code
  - Phone number
  - Date last worked
  - Reason no longer working
  - Supervisor's name
- » Information on all employers you worked for in the last 18 months including:
  - Work outside California.
  - Worked for the federal government, have information from your *Notice To Federal Employees About Unemployment Insurance*, Standard Form 8.
  - Served in the military, have your DD214 Member Copy 4 available.
- » Alien Registration number and expiration date (if you are not a U.S. citizen or national).