

WHAT OTHER RESOURCES ARE AVAILABLE

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 CalJOBSSM
- 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 Employment and Training Administration's Toll-Free Help Line at **1-877-US 2 JOBS** (1-877-872-5627) or access **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.



www.edd.ca.gov/eapply4ui



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling the information numbers listed in this brochure.

FOR YOUR BENEFIT WHEN YOU NEED IT

HOW TO FILE AN UNEMPLOYMENT INSURANCE CLAIM



www.edd.ca.gov/eapply4ui



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
- 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.

HOW MUCH UI PAYS

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

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 name, address, telephone number, birth date, and social security number
- Your last employer's name, address, telephone number, and last date worked
- The specific reason you are no longer working
- Your citizenship status, and if applicable, your alien registration number
- Driver's license number or State ID number

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.



TELEPHONE

To speak with a customer service representative, call one of the toll-free numbers below, 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 1-800-815-9387

MAIL OR FAX

A paper application, UI Application, DE 11011, is available on-line at www.edd.ca.gov. Print out the application, hand write your answers, and mail or fax it to EDD for processing.

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 EDD.



FREQUENTLY ASKED QUESTIONS

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 the status of my unemployment check?

To find out the status of your unemployment check through our automated system, call one of the toll-free numbers listed on the previous panel.

The best time to call the automated system is on weekdays between 6 a.m. and 8 a.m., after 5 p.m., or any time on the weekend.

Note: Payment information is updated once a day at 6 a.m., Tuesday through Saturday, and does not change until the following day. It is only necessary to call one time a day.

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 unemployment check, through EDD's automated telephone system.