

# CLAIMANT GUIDE

## Unemployment Insurance Benefits



- *File for benefits*
- *Check claim status*
- *Register for work*

**do it online at [jobs.utah.gov](https://jobs.utah.gov)**

### • Important •

You will be held accountable for the information contained in this guide. Please read the guide carefully and keep it for reference during your claim.

Department of Workforce Services



**File for benefits, check claim status or register for work online at: [jobs.utah.gov](http://jobs.utah.gov)**

Claims Center telephone numbers:

Salt Lake and South Davis Counties .....	526-4400
Weber and North Davis Counties .....	612-0877
Utah County .....	375-4067
Balance of State or Out of State .....	(888) 848-0688

Address: P.O. Box 45266 Salt Lake City, UT 84145-0266

**● REMEMBER ●**

You will need to file your claim each week, even if you are awaiting a decision. Otherwise, you will not be paid for those weeks.

Refer to the section entitled, *Weekly Claim Filing Instructions* for full information about weekly filing.

**PROTECT YOUR PERSONAL IDENTIFICATION NUMBER (PIN)**

You are the only one who should know your PIN. Your PIN is your SIGNATURE when you file your weekly claim. Do not allow anyone else to have access to your PIN. You will be liable for improper or fraudulent payments made using your PIN. If another person has knowledge of your PIN, change your PIN immediately online at **[jobs.utah.gov](http://jobs.utah.gov)** or call the Claims Center.

***Equal Opportunity Employer/Program***

*Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.*

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## ***Use of this Guide***

This Guide tells you what you need to know while filing a claim. It does not cover all the laws and rules that affect unemployment benefits. If you need help with or have a question about your claim, contact the **Claims Center** at:

Salt Lake and South Davis Counties	526-4400
Weber and North Davis Counties	612-0877
Utah County	375-4067
Balance of State and Out of State	(888) 848-0688

Unemployment Insurance Fax Numbers:

Adjudication	(801) 526-4402
Appeals	(801) 526-9242
Benefit Accuracy Measurement	(801) 526-9215
Benefit Payment Control	(801) 526-9800
Claims Center	(801) 526-4401

Unemployment insurance laws and rules may be accessed online at **[jobs.utah.gov](http://jobs.utah.gov)**.

## ***Information***

By filing a claim for unemployment benefits, you have given your consent to the employer to release to the Department of Workforce Services (DWS) all information necessary to determine eligibility, even if the information is confidential. Utah law requires employers to report wage information for all workers who are covered under the Utah Employment Security Act and job-separation information for all workers who file claims for unemployment benefits.

Your benefits may be denied if you fail to provide DWS with all the information necessary to determine your eligibility for benefits.

The information you or your employer gives to DWS may be:

- Used for any DWS business, including, but not limited to: payment of benefits, employment services, statistical data, law enforcement, audits and hearings.
- Disclosed to your former employer(s) to determine your eligibility for benefits.
- Disclosed to other state or federal agencies for eligibility verification and for law enforcement efforts.

- Disclosed to the Governor’s Office for economic development planning; to other state or federal agencies for child support enforcement programs and civil rights enforcement programs and to other state and federal agencies that administer programs established for the protection of workers in the workplace.
- Subject to verification through appropriate matching programs.

DWS is not allowed to release information about your claim to your spouse, friends, bank, credit union or any other party unless there is a signed release from you or a court order.

Unemployment Insurance is not public assistance, Social Security or a disability payment. The intent of unemployment insurance is to pay benefits to eligible claimants during times of unemployment when suitable work is not available.

**Employers pay all costs of the unemployment insurance program.**

Benefits are paid to eligible workers who (1) have sufficient wages during the base period, (2) are unemployed through no fault of their own, (3) are able to work full time and (4) are available for and actively seeking full-time work.

***Base Period***

The base period is the 12-month period used to determine your weekly benefit amount and the number of weeks you may be paid benefits.

The base period is the first four of the last five completed calendar quarters before the week in which you file your application for benefits. A calendar quarter is a three-month period ending March 31, June 30, September 30 or December 31. For example:

<b>If you filed a claim between the following dates:</b>	<b>Your 12-month base period would be the preceding:</b>
January through March	October 1 to September 30
April through June	January 1 to December 31
July through September	April 1 to March 31
October through December	July 1 to June 30

## ***Wage Requirements***

Generally, to monetarily qualify for benefits, you must have earned wages in two or more calendar quarters of your base period and your total base-period wages must be at least 1.5 times the wages you earned in your highest quarter. There is also a minimum amount of wages required during the base period.

If you do not qualify by the formula explained above, you may still qualify if you can provide proof that you worked at least 20 weeks during the base period and earned a specified minimum dollar amount each week. Call the Claims Center for that figure.

## ***Beginning Date of Your Claim***

Your claim is normally effective the Sunday before the date you file an application for benefits, provided you did not work full time or have earnings equal to or in excess of your weekly benefit amount during that week.

## ***Monetary Determination***

Normally, you will receive a "Notice of Monetary Determination" within three weeks from the date you file your claim for unemployment benefits. This notice includes the wages reported by your base period employer(s) and the amount of unemployment benefits you may receive if you meet all eligibility requirements.

Carefully review the wages and employers reported on the monetary determination. Missing wages or missing employers could reduce your benefits or prevent you from qualifying.

If you do not receive this notice after you have filed for four weeks, call the Claims Center. If you believe the wages or employers reported on the notice are not correct, please follow the instructions in the "Notice of Monetary Determination."

## ***Number of Weeks of Benefits***

If you have earned enough to qualify for benefits, the number of weeks of regular benefits you may receive will range from 10 to 26. Your monetary determination will show the number of weeks to which you are entitled.

## ***Benefit Year***

Your claim is established for a 52-week period called a benefit year. It begins with the effective date of your claim and ends 52 weeks from that date. You may file for weeks you are unemployed until you have exhausted your benefits. You may also file if you have earnings from part-time employment that are less than your weekly benefit amount. At the end of the benefit year, your claim will end whether or not you have received all your benefits. You may not file a new Utah claim for benefits until your benefit year has ended.

## ***Waiting Week***

Utah law requires that you will not be paid for the first eligible week claimed. This week is referred to as the waiting week. You must file for this week and meet all eligibility requirements in order to establish the claim and receive waiting week credit.

## ***Vacation, Holiday or Severance Pay***

All vacation, holiday or severance pay you have received or will receive must be reported to the Claims Center. Vacation, holiday and severance payments are usually considered earnings. You will not be eligible for waiting-week credit or unemployment benefits for weeks in which those payments equal or exceed your weekly benefit amount. The Department will determine the number of ineligible weeks.

## ***First Payment***

If you meet all the eligibility requirements and file your claim each week, you should receive your first payment about three weeks after you apply for benefits. If you have not received payment or a disqualification letter after you have filed for four weeks, call the Claims Center. Remember, funds will not be available in your checking, savings or EPPICard account for at least two business days after the date benefits are released by the Department.

## ***Payments***

Payments are not made on the same day each week. Please allow 7 days after you file your weekly claim before contacting the Claims Center about your payment. (See **Weekly Claim Filing Instructions.**) Payment information is also available online at **jobs.utah.gov**.

## ***Payment Methods***

All unemployment payments are made electronically. You will receive a form in the mail with instructions that allow you to choose either direct deposit into your own checking or savings account or an EPPICard debit card account that will be established for you. **You will receive an EPPICard regardless of the payment method you choose. The EPPICard will be valid for any new claim you file for the next three years. Keep it in a safe place, since you will be able to use it again if you file during that time. If you request a new card during that three-year time frame, you may be charged a replacement fee.**

All benefit payments will be deposited into the EPPICard account until the form is returned and processed authorizing your choice of benefit payment. Funds will not be available in your EPPICard account for at least two business days after the date benefits are released by the Department. Benefits will be denied if the form is not returned as instructed.

### ***Direct Deposit***

The preferred method of payment for benefits is direct deposit into your checking or savings account. Funds will not be available in your account for at least two business days after the date benefits are released by the Department. You can choose the direct deposit option at any time by printing, completing, and faxing or mailing the Electronic Payment Authorization form available online at **jobs.utah.gov**. You may also call the Claims Center to request this form.

Monthly statements will not be automatically sent to you if you select the direct deposit option. If you want a statement, call the Claims Center to request that one be mailed to you.

### ***Utah EPPICard***

The Utah EPPICard works much like a standard debit card. With this option, your benefit payments are deposited into a separate account created for you by the card issuer. Funds will not be available in your EPPICard account for at least two business days after the date benefits are released by the Department. You access your money by making purchases or withdrawing cash using the card. No credit check or bank account is required. Your EPPICard will be accepted everywhere MasterCard debit cards are accepted. The Department will send you a

monthly statement of payments made to your EPPICard account. (See **EPPICard Security.**)

You are advised against using your EPPICard in order to establish direct payments to be automatically deducted from your card.

The EPPICard will be valid for any claim you file for the next three years. Keep it in a safe place since you will be able to use it again if you file during that time. Your EPPICard may also be used for other payments by the State of Utah, such as child support. **If you request a new card, you may be charged a replacement fee.**

**If your card is lost or stolen, you must immediately notify ACS at 1-800-241-9499.** (See **EPPICard Security**).

**REMEMBER: Benefits will be denied if the Direct Deposit or EPPICard Authorization Form is not received within nine working days from the mail date on the form.**

## ***EPPICard Security***

You will be responsible for securing the EPPICard issued by the Department. Securing the card means that the card and the PIN are never kept together, the card is kept in a secure location, and the PIN is not known by anyone but you. If you lose your card, you must immediately report the loss of the card to ACS, the card issuer. Call ACS at 1-800-241-9499. You must also change your unemployment insurance claim PIN immediately even if you are not currently filing weekly claims for benefits. If you fail to report the loss of the card and change the PIN immediately, or fail to secure the card, you will be liable for claims made and money removed from the card.

## ***Closing a Claim***

The simplest way for you to close your claim is to stop filing. The Department will automatically close your claim if you:

- Do not file a weekly claim within 27 days from the Saturday of the last week filed.
- Report earnings equal to or in excess of your weekly benefit amount for four consecutive weeks.

You must reopen your claim in order to receive benefits if your claim is closed.

## ***Reopening a Closed Claim***

You may reopen your claim online at **jobs.utah.gov** or by calling the Claims Center. Your claim will be reopened effective the Sunday of the week in which you contact the Department. You will need to provide the dates of employment and the names of all companies for whom you have worked, if any, since you last claimed benefits. You will also need to provide the names, addresses and phone numbers for any out-of-state employers.

## ***Address Change***

You can change your address online at **jobs.utah.gov** or by calling the Claims Center. Critical information that could affect your continuing eligibility will be mailed to the address shown on Department records.

If an appeal is pending on your claim, you must also notify the Appeals Office of your address change.

## ***Income Tax Liability***

Unemployment benefits are taxable. You may choose to have 10% of your weekly benefit amount withheld for federal income taxes and 5% for state income taxes. Any taxes withheld are immediately transmitted to the Internal Revenue Service and the State Tax Commission. You may change your tax withholding status for future benefits online at **jobs.utah.gov** on the Claims Status page or by contacting the Claims Center.

The Department will send you a notice (Form 1099-G) by January 31 each year stating the benefits paid and tax amounts withheld during the previous year. This notice will be mailed to the last address on your claim. Notify the Department of any address change to ensure that you receive your 1099-G. Your 1099-G is also available online at **jobs.utah.gov** for the calendar year 2007 and for later years.

The Department will report total benefits paid and taxes withheld to the Internal Revenue Service and the Utah Tax Commission.

## ***Child Support Deduction***

When there is an agreement signed by you or an order from the court requiring payment to the Utah State Office of Recovery Services for child support payments, your weekly benefit amount may be reduced by up to 50%. The Utah State Office of Recovery Services controls the

amount of child support withheld from your unemployment benefits. **If you have questions concerning the amount being deducted, you must contact the Office of Recovery Services at (801) 536-8500 or (800) 662-8525.**

## ***Social Security or Retirement Deduction***

Social Security benefits or other retirement income, including disability retirement and SSDI, may be deducted from your weekly benefit amount.

If you apply for or receive any type of retirement or disability retirement income, you are required to report this information to the Claims Center immediately. After you have reported this information, a notice will be mailed to you if such income is to be deducted from your benefits. Failure to report retirement or disability retirement, or changes in that income, could result in denial and possible overpayment of benefits. (See **Fraud.**)

If you receive retroactive retirement income covering a period of time for which you were also paid unemployment benefits, you will be responsible for any overpayment. You will be required to repay the Department the amount of ineligible benefits you received for the period of time covered by the retirement.

## ***Work and Earnings Reporting***

The first question asked on your weekly certification is, "DID YOU WORK?" If you performed any type of work during the week of certification, you must answer 'yes' to that question. If you then have questions about how to report your earnings, call the Claims Center.

You must report all your work and gross earnings for the week in which you worked, even if you have not been paid. While claiming benefits, you are required to accurately report your earnings before taxes or any deductions.

You must report:

- Full-time or part-time work.
- Paid training for any employer.
- Military reserve or National Guard duty.
- Work for a non-profit organization or church.
- Self-employment.

- Payment for providing childcare, even in your own home.
- Work on contract or commission basis.
- Holiday, severance, vacation pay.
- Tips.
- Farming income.

You must also report:

- Volunteer work.
- Cash value of work performed in exchange for anything of value.

**You are responsible for any inaccurate or incomplete information you provide. If you receive more income than you reported, you are responsible to immediately contact the Claims Center to correct previously reported earnings.**

**Failure to correctly report all work and earnings, including part-time or temporary work, could result in overpayments and penalties. (See Fraud.) If you have questions about reporting work and earnings, contact the Claims Center.**

## ***Earnings Allowance***

You must report all earnings while claiming benefits. The Department will apply a 30% earnings allowance to calculate your weekly benefit payment. For example, if your weekly benefit amount is normally \$300, you could earn \$90 (30% of \$300) without affecting payment for that week.

If your earnings equal or exceed your weekly benefit amount or you work 40 or more hours during the week, you will not receive any payment or waiting week credit for that week. You must accept all suitable work offered to you and report your gross earnings when you file your claim.

## ***Back to Work Full-Time***

When you find full-time, permanent employment, you can close your claim by calling the Claims Center to report that you are back to work full time. You can also close your claim by simply not filing once you begin working. After three weeks of not filing weekly claims, the system will close your claim. If you continue to file your claim each week and have reported earnings equal to or in excess of your weekly benefit amount for four consecutive weeks, the system will

automatically close your claim. If or when you need to reopen your claim, access the Department's web site at **jobs.utah.gov** or call the Claims Center.

If you work less than full-time and earn less than your weekly benefit amount during a given week, you may continue filing since you will be entitled to partial unemployment benefits if you are otherwise eligible. Be sure to accurately report your gross earnings.

### ***Self Employment/Commission Sales***

All self-employment or commission sales activities must be reported immediately to a Claims Center representative. Involvement in self employment or commission sales could result in a denial of benefits even if no wages are earned or received. Failure to notify a Claims Center representative could result in benefit overpayments and penalties. (See **Fraud.**)

### ***Able to Work/Available to Work***

You must be physically and mentally able to work full-time. If you are ill, injured, on a leave of absence or unable to work for any other reason, you may not be eligible for benefits for that period of time.

You are required to report you are not available for work when any condition exists that could prevent you from working, accepting work or seeking full-time work. This includes, but is not limited to: travel, illness, injury, hospitalization, incarceration, school attendance, loss of childcare or loss of transportation. You may be required to provide evidence of your ability to work, such as a doctor's statement.

**You must be immediately available to accept full-time work. You cannot place unreasonable restrictions on the hours you will work, the wage you will accept, or the distance you will travel to work.**

If your employer is holding your job while you are on leave of absence or on approved family leave under the Medical Leave Act of 1993, you will not be considered available for work.

### ***Incarceration/Prison or Jail Confinement***

You are required to immediately notify the Department if you are incarcerated. Upon notification, the Department will stop all unemployment benefits until you notify the Department of your

release. Failure to notify the Department if you are incarcerated could result in overpayments and penalties. (See **Fraud.**)

## ***Work Search Requirements***

Your obligation while receiving unemployment benefits is to become reemployed, and you should develop a realistic plan to achieve this objective. A primary component of your re-employment plan will be to contact employers. Unless a Department representative instructs otherwise, you are required to make a good faith effort to seek full-time work each week that you claim benefits, even if you are employed part time.

Additional job-development activities that will enhance your prospects of finding work include: writing resumes, visiting employers' web sites, networking, contacting private or church employment agencies or visiting a DWS Employment Center. The phrase "good faith effort to seek work" means that you will consistently make the types of personal efforts to find work that are customary for persons in the same or similar occupations. Your efforts must reflect a genuine desire to obtain employment immediately.

**You should make at least two contacts each week with employers not previously contacted.** If you do not make at least two new contacts during a given week, you may be denied benefits; however, the Department will evaluate your overall work-search efforts during the week before making an eligibility determination.

You are required to keep a detailed record of your work search activities. You may be selected at any time for an audit or eligibility review during which you will be asked to provide this information. Your record of employer contacts should include the following: (1) date of contact, (2) company name and phone number, (3) person contacted, (4) type of work, (5) method of contact and (6) results. **Failure to provide this information upon request may result in a denial of benefits and possible overpayments and penalties.**

As your period of unemployment continues, you must expand your work search to include work at lower rates of pay.

## ***Work Registration***

Unless otherwise instructed, you are required to register for job placement assistance with the Department of Workforce Services. The preferred registration method is online at **jobs.utah.gov**. You

may also register at the Employment Center closest to you. Failure to register within five working days of your initial application for benefits could result in a denial of benefits. Employment Center locations can be found at [jobs.utah.gov](http://jobs.utah.gov).

## ***Suitable Work***

You are required to seek and accept suitable work. The suitability of a job depends on the length of time you have been unemployed. You are allowed time to seek work comparable to the highest paid job or the job which required the greatest skill level during your base period, provided there is a reasonable expectation of obtaining that type of work.

However, as the length of your unemployment increases, you are expected to be willing to make concessions with respect to earnings, working conditions, job duties, and the use of prior training. You are not required to accept work if:

- The job opening is due directly to a strike, lockout, or other labor dispute.
- The wages, hours or other conditions offered are much less favorable to you than those for similar work in the locality.
- As a condition of being employed, you are:
  - Required to join a labor organization.
  - Required to resign from a labor organization.
  - Prevented from joining a labor organization.

Failure to: (1) accept a referral for suitable work, (2) properly apply for available suitable work, or (3) accept an offer of suitable work may result in a denial of benefits. You must report any failure to seek or accept work to the Department for the week in which it occurred, even if you felt the work was not suitable. Improper reporting may constitute fraud. (See **Fraud**.)

## ***Refusal of Work***

You must report any failure to accept work even if you think the work is not suitable. This includes refusal of (1) increased or additional hours offered by a current employer, (2) work offered by a new employer or (3) recall by a former employer.

## ***Training/School Approval***

Training or school attendance may interfere with your availability for full-time work and your eligibility for benefits. Any school attendance or training must be reported when you file your weekly claim. This includes training required by an employer. Under limited circumstances, school attendance may be approved while receiving benefits.

## ***Eligibility Reviews***

If you are still claiming benefits after five weeks, you may receive a notice to complete an eligibility review online. Your benefits may be denied if you: (1) fail to complete the eligibility review, (2) fail to submit a list of your employer contacts, or (3) list employer contacts that cannot be verified. (See **Work Search Requirements**.)

## ***Audit of Your Claim***

Claims are randomly selected for audits each week. Auditors verify anything that affects UI eligibility including work search, base-period wages, reason for job separation, school attendance and work and earnings during any weeks filed.

## ***Overpayments***

If you are paid benefits to which you were not entitled, an overpayment is created. An overpayment notice may accompany or follow a notice of denial and will contain repayment and appeal instructions. Benefit overpayments are established for the total weekly benefit amount before any deductions such as child support or taxes.

Repayment of your overpayment as directed is important. Failure to do so may result in recovery of the overpayment by garnishment of your federal and/or state tax refunds, wages, checking or savings accounts or by means of a sheriff's sale of your personal property. You may request an installment agreement to repay the amount you owe.

If the Department determines that you were not at fault in the creation of an overpayment and you meet the poverty guidelines, you may request and receive a waiver of the non-fault overpayment.

## ***Rights of the Claimant***

You will be given the opportunity to respond to any information presented to the Department that could result in a denial of your benefits. You have the right to appeal any decision on your claim.

The unemployment insurance rules and laws can be found online at **[jobs.utah.gov](http://jobs.utah.gov)**.

## ***Eligibility/Denial Decision***

**Even though you may have earned enough to qualify for benefits, you must meet other requirements to be eligible to receive those benefits.** For example, if you quit or were fired from your job, a Department representative will request information from you and your employer and will determine your eligibility for benefits.

If your separation from employment was for qualifying reasons as defined by the unemployment insurance law, you will begin to receive benefits for weeks claimed **if** there are no other issues on your claim. If the Department determines your reason for separation is disqualifying, you will be mailed a decision that will explain the reason for the denial, your appeal rights and conditions under which you may re-qualify.

## ***Denial of Benefits***

If you are denied benefits, you will receive a written decision giving the dates of and reason for the denial. Read it carefully. It will include instructions for filing a timely appeal. Failure to file a timely appeal may prevent you from having the original decision changed.

You **may** be denied benefits if you:

- Quit or were discharged from your job.
- Are unemployed due to a strike.
- Are not able, available for and actively seeking full-time work.
- Refuse or fail to apply for suitable work.
- Have earnings equal to or more than your weekly benefit amount. (This includes wages, vacation, holiday or separation pay.)
- Are self-employed or working on a commission basis.

This list does not include all the reasons for which benefits may be denied.

## ***Fraud***

You commit fraud if you make false statements, provide false information, or withhold information to obtain benefits for which you are not eligible. Failure to report **all** earnings while filing and failure to report a job separation are examples of fraud.

Only **you** are authorized to file your claim for benefits. The responsibility for filing weekly claims cannot be delegated to another person, including your spouse. **You will be held responsible for any false information provided.**

Do not allow anyone else to have access to your PIN. Your PIN is your SIGNATURE when you file your weekly claim. If anyone has knowledge of your PIN, even your spouse, go online to **jobs.utah.gov** or call the Claims Center to change your PIN.

Penalties for fraud include some or all of the following:

- Denial of future benefits for up to 49 weeks.
- Repayment of the amount of benefits paid as a result of fraud, plus a substantial monetary penalty.
- Criminal prosecution under federal and/or state law.
- Court fines, community service and probation.
- Incarceration.
- Publication of conviction.

Utah has a full-time fraud detection division to identify and recommend criminal prosecution of those who commit fraud.

## ***Appeals***

If you appeal a decision, **continue to file for benefits each week.** Otherwise, unless you can show good cause for late filing, you will not be paid for the weeks you are unemployed even if the appeal is decided in your favor.

When you file an appeal, you will receive a copy of the records and documents used in making the decision denying benefits. You will be given an opportunity to present evidence, documents and witnesses during the appeal hearing.

The unemployment insurance appeals process does not require legal representation. Most claimants represent themselves. During the hearing, all parties will be assisted by the Administrative Law Judge

in presenting their evidence. If you hire someone to help you with your appeal, you are responsible to pay any fees. The law requires this person to submit a written request for approval of fees to the Department prior to any payment. A request form and complete instructions are available from the Appeals office.

Your employer also has the right to appeal a decision allowing benefits. You will be notified of any appeal related to your benefits. Participating in the appeals process is in your interest.

If you have any questions concerning an appeal, contact the Appeals Office, P.O. Box 45244, Salt Lake City, UT 84145-0244; telephone (801) 526-9300; fax (801) 526-9242.

### ***Trade Act Benefits***

Trade Act benefits assist workers who become unemployed as a result of (1) foreign imports or (2) because of trade agreements with certain countries such as Canada or Mexico. If you were laid off for one of these reasons and were included in a petition approved by the Department of Labor, you may be eligible for these benefits. Trade Act benefits may include:

- Trade Readjustment Allowances (TRA) income support.
- Training allowances.
- Job-search allowances.
- Relocation allowances.
- Tax credits or subsidies for qualified health insurance.

If you have questions about your eligibility for these benefits, contact the Claims Center and ask for a Trade Act specialist.

### ***Weekly Claim Filing Instructions***

To file a weekly claim, you will need the following:

- Your Social Security Number.
- Your Personal Identification Number (PIN).

You will be asked for your PIN each time you use the system. Your PIN is the four-digit number you selected when you established your claim.

If you forget your PIN or need to change it to maintain security, contact the Claims Center. A claims representative will help you establish a new PIN.

**You are the only one who should know your PIN. Do not allow anyone else to have access to your PIN, including your spouse. Your PIN is your SIGNATURE when you file your weekly claim. You will be liable for improper payments made using your PIN.**

You must file weekly claims to receive benefits. The unemployment claim week begins on Sunday and ends on Saturday at midnight.

**We encourage you to file your claim on Sunday or as soon as possible after the Saturday week-ending date. The preferred method for filing your weekly claim is online at [jobs.utah.gov](http://jobs.utah.gov).**

To use the Internet system, go to **[jobs.utah.gov](http://jobs.utah.gov)**, choose **"File an Unemployment Claim"**, and then choose **"File Weekly Claims"**.

To use the telephone system, please call the appropriate number:

Salt Lake and South Davis Counties	526-4400
Weber and North Davis Counties	612-0877
Utah County	375-4067
Balance of State and Out of State	(888) 848-0688

Each week you must answer questions to determine your eligibility for benefits. Failure to file a weekly claim in a timely manner could result in a denial of benefits. The system will not permit late filing. If you wait 21 or more calendar days after the Saturday week-ending date to file a benefit week, your claim will be late and will close. If you wish to continue filing, you will need to reopen your claim at **[jobs.utah.gov](http://jobs.utah.gov)** or by calling the Claims Center.

You will be filing for a specific week. Be careful to answer the questions as they pertain to that specific week only. All gross wages must be reported for the week the work is performed, regardless of when they are paid. You will be asked some or all of the following questions, depending on the status of your claim. These questions apply only to the specific week for which you are filing:

1. (a) "During the week, did you work?" (If you performed any type of work during the week of certification, you are required to answer 'yes'.)  
(b) "How much did you earn before deductions?" (Your gross earnings disregarding any cents. For example, if you earned \$116.80, you would enter "116".) Depending on the amount of earnings you report, you may be asked some additional questions not listed here.

2. "During the week, did you quit a job or were you fired from a job?"
3. "Did you refuse any offers of work or fail to apply for work during the week?"
4. "Did you attend school or training during the week?"
5. "During the week, were you physically able to work and available for full-time work?"
6. "During the week, did you contact employers for work as you were instructed by the Department?"
7. "You will be held responsible for the information contained in your Claimant Guide. Have you received your Claimant Guide?"

After you have answered these questions, your responses will be repeated back to you and you will have the opportunity to correct or certify your answers. **Knowingly or carelessly misreporting earnings constitutes fraud. The law provides severe penalties for receiving unemployment benefits under fraudulent circumstances.** (See **Fraud.**)

**If you realize you made a mistake after filing your weekly claim, call the Claims Center immediately.**

### ***Out-of-State Filing***

If you wish to file for benefits while you are looking for work out of state, you may file using the Internet or telephone. To file by Internet, go to **jobs.utah.gov** and click on "**File Weekly Claims.**" To file by telephone, call our Claims Center at (888) 848-0688.

You are required to notify the Claims Center if you travel or move to a location outside the United States. Depending on the circumstances, travel or relocation to a foreign country could affect your continued eligibility for unemployment benefits.

### ***Questions***

Answers to most questions about your claim can be found online (see **jobs.utah.gov.**) or by calling the Claims Center.

### ***jobs.utah.gov***

Answers to most questions about your claim can be found online at **jobs.utah.gov.** Please use the Internet to:

- File a new claim.
- Reopen an existing claim.
- Find out about your claim status.
- Complete statements when advised after filing weekly claim by phone.
- View weekly payments and print summary of weekly payments.
- View details of deductions and payments made on your claim.
- See why no payment was issued.
- Change payment method—payments available only through direct deposit or EPPICard.
- View the balance remaining on your current claim.
- Establish a new PIN or change a PIN.
- Change address, phone or correct e-mail address.
- Change federal and state tax status. (Yes, UI is taxable income.)
- View the total benefits paid in the prior year reported to the Internal Revenue Service (IRS).
- Print a 1099-G for 2007 or later to submit to IRS.

You can also call the Claims Center at:

Salt Lake and South Davis Counties	526-4400
Weber and North Davis Counties	612-0877
Utah County	375-4067
Balance of State and Out of State	(888) 848-0688

If you have any questions concerning an appeal, contact the Appeals Office, P.O. Box 45244, Salt Lake City, UT 84145-0244; telephone (801) 526-9300; fax (801) 526-9242

## ***Electronic Correspondence***

You may choose to get all your unemployment insurance correspondence through our Electronic Correspondence Center web page.

Electronic correspondence is convenient and easy to use. The advantages of electronic correspondence are:

- Immediate notification.
- Ease of responding.
- Correspondence history.
- Postage savings.

- No lost mail.
- Ability to print out correspondence.
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In order to get additional information or to sign up for electronic correspondence, go to **jobs.utah.gov**.

## ***Employment Centers***

Unemployment Insurance is a division of the Utah Department of Workforce Services. Although you may be instructed to contact one of the Department's Employment Centers for re-employment services as a requirement to receive unemployment benefits, the Employment Centers do not have unemployment insurance information and cannot help you with your unemployment claim. The only access to unemployment benefits or information is through our web site at **jobs.utah.gov** under "Unemployment Insurance" or by calling the Unemployment Insurance Claims Center.

For the address and phone number of your closest Employment Center, go online to **jobs.utah.gov** or check your phone book under Utah State Government, Department of Workforce Services.

### **Our Mission**

We provide employment and support services for our customers to improve their economic opportunities.

### **Our Vision**

We are preparing our customers to prosper now and as the workforce of the future.







# Equal Opportunity

**It is illegal for the Department of Workforce Services (DWS), a recipient of federal financial assistance, to discriminate on the following bases:**

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

**DWS must not discriminate in any of the following areas:**

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

**If you think you have been discriminated against** under a WIA Title I-financially assisted program or activity, you must file a complaint within 180 days from the date of the alleged violation with either the Utah Department of Workforce Services Equal Opportunity Officer/Customer Relations at (801) 526-4390 or 1-800-331-4341, or in writing to either DWS or the Civil Rights Center (CRC):

Equal Opportunity/Customer Relations  
Department of Workforce Services  
P.O. Box 45249  
Salt Lake City, UT 84145-0249

The Director, Civil Rights Center  
U.S. Department of Labor  
200 Constitution Ave. NW  
Room N-4123  
Washington, DC 20210

*Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.*

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If you file a complaint with DWS, you must wait either until DWS issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the CRC. If DWS does not send you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for DWS to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 120 days after the day on which you filed your complaint with DWS. If DWS does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

State of Utah  
Utah Department of Workforce Services  
UI Claims Center  
P.O. Box 45266  
Salt Lake City, UT 84145-0266



Return Service Requested