

How to File Your Unemployment Claim with Department of Employment Security (DES)

1. You must be registered with NC Works at www.ncworks.gov and have an active Email account.

NC Works Account Username: _____

Email Account Username: _____

2. Call the **DES Customer Service Center** at **1-888-737-0259** or go to www.des.nc.gov.
If you already have an account, **Sign in** with your username and password.
If you do not have an account, select **Sign up**, then individual, type in your social security number twice, and create your own username, password, and pin number.

DES Account Username: _____

Pin Number: _____ Claimant ID _____

3. A do not reply email from DES will be sent immediately to you. Open email, activate account, then return to DES website and **Sign In** to begin entering your claim information. Once your claim has been filed, record the date and confirmation number below for your records.
4. Look for a minimum of 3 jobs between Sunday–Saturday each week and record them in your unemployment packet as directed. Keep unemployment packet for 5 years for your records.
5. Complete your **Weekly Certification** each week you expect payment by calling **1-888-372-3453** or by visiting www.des.nc.gov starting on Sundays after 12 noon. When each of your weekly certifications are complete, record the date and confirmation number below for your records.
6. If you go back to work, call us at **336-838-5164** and stop filing your weekly certifications.

Required Action	Date	Confirmation Number
Filed Unemployment Claim		
Weekly Confirmation #1		
Weekly Confirmation #2		
Weekly Confirmation #3		
Weekly Confirmation #4		
Weekly Confirmation #5		
Weekly Confirmation #6		
Weekly Confirmation #7		
Weekly Confirmation #8		
Weekly Confirmation #9		
Weekly Confirmation #10		
Weekly Confirmation #11		
Weekly Confirmation #12		
Weekly Confirmation #13		

Getting Answers About Unemployment Insurance

Unemployment Insurance (UI) is a program operated by the Division of Employment Security, a division of the North Carolina Department of Commerce. The program is funded by an employer tax to provide eligible workers with some income while they seek new employment.

Individuals filing for UI benefits often have questions about different aspects of the UI program. This flyer provides guidance on how you can get answers to different types of questions.

Assistance with Finding a New Job

Contact your nearest NCWorks Career Center office. There are 80 NCWorks offices in North Carolina. All offer assistance with finding a new job, along with other programs to help you better prepare for a return to work. A directory of locations can be found at this website address:

www.ncworks.gov



How to File a Claim for UI

You may file a claim using internet at www.des.nc.gov.



Questions about your UI claim

You may call the Division of Employment Security Remote Service Center (RSC) at **888-737-0259**



Filing a Weekly Certification

File your weekly certification via internet at www.des.nc.gov or call 888-372-3453.

If Your Weekly Payment Does Not Arrive

With electronic payments, i.e. debit card or direct deposit, it takes 24-48 hours for funds to appear in your account. Holidays/bank schedules may affect this time frame. If you have further questions, please contact RSC at the phone number provided above.

If Your Debit Card Does Not Arrive or for a Lost Debit Card

Contact Bank of America, the UI debit card provider, by calling 1-855-847-2026. For further assistance, email the RSC at esc.ui.customerservice@nccommerce.com.

If You Have a Question Regarding Your Appeal

Call 919-707-1060 or email des.public.appeals@nccommerce.com.

What if I am notified of an overpayment on my claim

For any inquiries regarding an overpayment on your claim, please contact the Benefit Payment Control unit at 919-707-1338.

Top 10 Things You Should Know... About The UI System When Filing Your Claim



Unemployment Insurance provides temporary financial assistance to qualified individuals who meet eligibility requirements of State law. Each person who collects Unemployment Insurance benefits is legally responsible for making sure he or she follows the rules set by state law.

The program is not a right to all who have lost their job.

Keep these top ten key facts in mind when you are filing for UI benefits to ensure accurate and quick payment of benefits:

For more information contact:
North Carolina
Department of Commerce
Division of Employment
Security DES.NC.GOV

- 1. Accurately Report the Reason You Are Unemployed.** Accurately report your reason for separation from your job when you initially file your claim for benefits.
- 2. Report Any Wages You Are Earning.** You must report your gross wages for each week you work. Report on all earnings – including part-time or temporary work.
- 3. Register with the North Carolina Division of Workforce Solutions.**
You must register for work with NCWorks Online by visiting www.NCWorks.gov and creating an online account. Click on the 'Not Registered?' link and then select 'Individual' under Option 3 –Create a User Account. The website will then guide you through the steps to complete your account setup. If you've previously registered and it has been more than 90 days since you have logged in to the website, you must visit NCWorks.gov and verify your information in order to reactivate your account. If you fail to register for work at www.NCWorks.gov by setting up an NCWorks Online account or maintain an active account, your benefits may be delayed or denied. While you're logged in to NCWorks Online, you may check out the many resources the Division of Workforce Solutions (DWS) has online to assist you with your re-employment efforts.
- 4. Be Available for Work.** In order to collect benefits, you must continually verify that you are able, available and willing to accept suitable work.
- 5. Actively Search for Work.** To be eligible for unemployment insurance benefits, a claimant must make valid job contacts with potential employers for **EACH WEEK** claimed. If you filed your claim on or after July 1, 2018, you must make a total of **three (3) contacts** with potential employers for each week claimed. If you filed your claim prior to July 1, 2018, you must make a total of **five (5) contacts** with potential employers for each week claimed. Record your **work search contacts** on Form [NCUI 506E, Work Search Record](#). If you are selected for participation in a reemployment program, you will be required to show documentation of your work search efforts. Keep all work search records after you stop filing and go back to work. Retain these records for five years after your claim has ended.
- 6. Develop an Effective Work Search Plan.** Contact the NC Division of Workforce Solutions for help with planning an effective work search. The link to find your local [Workforce Office](#) is provided for your convenience.
- 7. Avoid Errors and Ensure Proper Payment of Benefits.** To prevent errors that may result in an overpayment, read all of the information provided to you.
- 8. Don't Delay – As Soon As You Begin Working Again, Report Your Return to Work.** As soon as you begin working, notify your state's UI office. Do not wait until you receive your first paycheck.
- 9. Follow the Rules to Prevent Yourself from Committing Fraud.** Anyone who collects UI benefits is legally responsible for following the rules. Failure to follow the rules can have serious consequences.
- 10. Know Your Responsibilities and Ask for Help.** Navigating through the UI system can be confusing. If you have a question, your state UI office is here to help. You can contact us by visiting our website at www.ncesc.com or calling 1-888-737-0259.

NORTH CAROLINA DIVISION OF EMPLOYMENT SECURITY (DES) UNEMPLOYMENT INSURANCE OVERVIEW

- Welcome to North Carolina's Division of Employment Security Unemployment Insurance Benefits Overview.
- Unemployment Insurance is a federal program operated by states to provide temporary assistance to individuals who have become unemployed due to no fault of their own.
- Most employers are required to pay state and federal taxes on wages you earn while working. These taxes fund the unemployment insurance program. Individual employees pay nothing towards unemployment insurance.
- Unemployment insurance payments are not guaranteed.
- There are 3 independent criteria that individuals must meet to be eligible for unemployment benefits:
 - 1) You must be unemployed due to no fault of your own.
 - 2) You must be monetarily eligible.
 - 3) You must be able, available and actively seeking work.
- In order to receive unemployment insurance payments you must be registered for work with your state Employment Service Agency. North Carolina residents must register for work with the NCWorks Career Center at www.NCWorks.gov. Out of state residents must register for work with the state in which they currently live.
- This presentation will cover the following topics:
 1. Are you monetary eligible to establish a claim for unemployment?
 2. What issues affect unemployment insurance payments?
 3. How to file your claim for unemployment insurance payments?
 4. How do you receive unemployment insurance payments and do you have to pay taxes on those payments?
 5. How to file your weekly certification and receive payments?
 6. What are your weekly work search requirements?
 7. What is required for an employability assessment interview?

• (1) ARE YOU MONETERILY ELIGIBLE TO ESTABLISH A CLAIM FOR UNEMPLOYMENT?

1. Every individual who files a claim for unemployment will receive a WAGE TRANSCRIPT & MONETARY DETERMINATION. This letter displays all employers for whom you worked and the wages you earned during a specific period of time. These wages are used to establish your claim. Read this letter carefully and determine if your wages are correct. **This letter DOES NOT guarantee that you will receive unemployment insurance payments.**
2. Your Wage Transcript & Monetary Determination also provides information on your weekly benefit amount, your maximum benefit amount, the number of weeks you are eligible to receive benefits, and your earnings allowance (how much money you can earn without affecting your weekly benefit amount).
3. The base period is a four quarter (one year) time frame. Qualified earnings (6 x North Carolina Average Weekly Insurance Wage) in the base period determine your monetary eligibility.
4. The weekly benefit amount is calculated by adding the wages in the last two base period quarters, dividing by 52, and rounding to the next lower whole dollar. The claimant must have at least \$780 in the last two quarters to establish the minimum weekly benefit amount of fifteen dollars (\$15.00). NC Employment Security law limits the maximum WBA to three hundred fifty dollars (\$350.00).

Remember that the Wage Transcript & MONETARY DETERMINATION is not a guarantee that you will receive unemployment insurance benefits!

• (2) WHAT ISSUES AFFECT UNEMPLOYMENT INSURANCE PAYMENTS?

1. DES must determine whether you meet all eligibility requirements to receive unemployment insurance benefits. This process may take several weeks depending on the number of "issues" you have, the time it takes us to obtain information about the issues from you and your last employer, and the agency's workload.
2. Examples of issues that can arise are: your reason for being unemployed, separation payments you received, or failure to complete a weekly work search.
3. You have 14 days to **file weekly certifications for each week you wish to receive unemployment insurance payments. Continue to file even while you are waiting for an eligibility determination.**
4. If you receive a determination that denies you from collecting unemployment insurance payments, you may appeal. Late appeals may not be eligible for processing. **You must continue to file weekly certifications while your claim is under appeal unless you've returned to full time work.**
5. **When filing your weekly certifications, you must report any money (pretax amount) you earned during the week. Money is reported during the week it was earned, not when it was received.** Failure to report money earned may be considered fraud.
6. You must answer all questions each week, truthfully and accurately. **Making a false statement or furnishing inaccurate information to obtain unemployment payments will disqualify you from receiving future unemployment payments, can result in criminal prosecution, and will require repayment of benefits.**

• (3) HOW TO FILE YOUR CLAIM FOR UNEMPLOYMENT INSURANCE PAYMENTS

1. **The best way to file a claim is on our website:** des.nc.gov. You will be required to establish an account by creating a username and password.
2. If you don't have access to a computer, there are computers available for your use at your local NCWorks Career Center or you may file a claim by calling our Customer Call Center toll free at 888-737-0259.
3. You can file a claim for unemployment insurance the first week you are unemployed or have worked less than 3 full time days.
4. Individuals who qualify for unemployment insurance payments will serve a waiting week. The waiting week is your first week of eligibility and is not payable.
5. Employers are sent a request for information the day after you file your claim for unemployment insurance benefits. DES must determine if you became unemployed due to no fault of your own before payments can be released.

• (4) HOW DO YOU RECEIVE UNEMPLOYMENT INSURANCE PAYMENTS AND DO YOU HAVE TO PAY TAXES ON THOSE PAYMENTS?

1. If you qualify for unemployment insurance payments, you will be paid by direct deposit to your checking or savings account or by a DES issued Debit Card. Direct Deposit is the fastest and most convenient way to receive unemployment insurance payments. You may provide your direct deposit information when you file your claim.
2. The DES issued Debit Card is the default method of payment when you don't choose direct deposit. It is mailed to you only after DES begins payment on your claim. The card usually takes eight to ten business days to arrive at your address. Unemployment insurance payments are subject to state and

federal taxes. If you receive unemployment insurance payments, DES will provide you a 1099-G tax form the following January.

3. You can elect to withhold 10 percent of your weekly payment for Federal taxes. You may also elect to withhold a portion to satisfy state taxes. You determine how much you elect to withhold. The North Carolina Department of Revenue suggests withholding six, seven or eight percent for the deduction of state taxes. The choice is yours to have taxes withheld. DES is not responsible for your tax liability.

• **(5) HOW DO YOU FILE YOUR WEEKLY CERTIFICATION AND RECEIVE PAYMENTS?**

1. You must file a weekly certification each week you wish to receive an unemployment payment. You may file on our website at des.nc.gov. If you don't have access to a computer, you may file by telephone at 888-372-3453.
2. For unemployment insurance purposes, weeks begin on Sundays and end on Saturdays. The earliest you may file your weekly certification is on Sunday. The questions you answer cover the prior seven day week, Sunday through Saturday.
3. Your weekly certification **must** be filed within fourteen (14) days of the Saturday end date of the week you wish to claim. If you fail to file a weekly certification within fourteen (14) days, you will **not** be able to claim that week. You will be required to reopen your claim and serve another waiting period week.
4. You must stop filing weekly certifications when you've returned to full-time work. If you have another separation from work, you need to re-apply for unemployment insurance.

• **(6) WHAT ARE YOUR WEEKLY WORK SEARCH REQUIREMENTS?**

1. You must be able to work, available for work, and actively seeking work each week you wish to receive unemployment insurance payments.
2. You are required to keep proof that you searched for work each week you apply for unemployment insurance payments. You can utilize DES form 506E (Work Search Record) or your own personal document, but you must keep a record of the dates you contact employers; each employer's name and address or web address, and how you contacted each employer. You may contact employers in person, by email, by telephone, on an employer's website, or other job assistance website.
3. If your claim for benefits is filed on or after July 1, 2018, you are required to make contact with three (3) potential employers each week. If your claim for benefits was filed prior to July 1, 2018, you are required to make contact with five (5) potential employers each week. This requirement is necessary even if you have partial earnings for the week.
4. If you refuse a job offer, you must contact DES and provide information about the offer. Please call 888-737-0259. Failure to do so may adversely affect your unemployment insurance payments.
5. Keep your work search record after you stop filing and go back to full time work. Your work search record may be subject to audit. Failure to provide this information may result in an overpayment.

• **(7) WHAT IS REQUIRED FOR AN EMPLOYABILITY ASSESSMENT INTERVIEW? (North Carolina Residents only)**

During the first few weeks of your claim, you will receive a letter requiring you to participate in a MANDATORY Employability Assessment Interview also called an EAI. A photo ID and your work search record are required at this interview. Your interview will be conducted at a NCWorks Career Center near you. Out of state claimants will be mailed an Eligibility Review Notice which must be completed and returned.

Please refer to our website at des.nc.gov for additional information. You may also contact the Customer Call Center at 888-737-0259 for additional information and assistance.

Work Search Guidelines

REQUIREMENTS OF A VALID CONTACT

You must complete a work search for each week you claim unemployment insurance benefits including your waiting period week. DES will only consider contacts with employers who have a position matching your qualifications, knowledge, ability, or skill. Employer contact must be for the sole purpose of obtaining employment.

Your work search record **MUST** Include:

- (1) Date of contact
- (2) Company contacted
- (3) Contact method
- (4) Depending on method of contact we would need website Address, e-mail address, fax number, telephone number, or address of contact
*If you are using an employment website, provide the name of the employer you are applying for a position with, AND the name of the employment website.
- (5) Position seeking
- (6) Results

Contacting the same employer regarding the same position or opening more than once during the same week can only count as one employer contact unless you are at different stages of the hiring process. (i.e. interview, second interview).

ACCEPTABLE METHODS OF CONTACT

- **SUBMIT APPLICATION OR RESUME, LETTER OF INTEREST, ETC.** - through Employer or Employment Website (including NC Works)
- **TELEPHONE CONVERSATION** with Employer – Message left on voicemail or answering service is NOT sufficient
- **IN-PERSON MEETING** with Employer – May include contacts at job fairs or similar events or video interviews
- **INITIAL REGISTRATION** via NCWorks.gov (only applies for week registration was completed)
- **BLIND ADVERTISEMENT** (An online or newspaper ad that does not give the company name) - A copy of a blind advertisement may substitute for employer name, name of contact, and job title. **You must keep a copy of the advertisement for your records**

Below is an example of valid work search contacts

Week # 1					
Beginning Sunday 08/05/2018			and Ending Saturday 08/11/2018		
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (1) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)
08/05/2018	Al's Plumbing	I	123 Main Street Burlington, NC 27215	Plumber	Not hiring
08/07/2018	Barbara's Baleru	T	336-123-4567, 567 Main Steet Burlington, NC 27215	Baker	Second Interview
08/10/2018	Carla's Accounting	E	carla123@yahoo.com Burlington, NC 27216	Accountant	Submitted Application
*Attach a copy of confirmation email or confirmation number for any online contacts.					
Week # 2					
Beginning Sunday 08/12/2018			and Ending Saturday 08/18/2018		
08/12/2018	Dollar Tree	O	www.dollartree.com	Cashier	Resume submitted online
08/15/2018	Blind Advertisement	F	P.O. Box 481 Burlington, NC 27215	Customer Service Rep	Resume submitted by fax

North Carolina Department of Commerce

Division of Employment Security

Unemployment Insurance

Work Search Record

Office Use Only
ATTACH PHOTO ID HERE

Claimant: _____

SSN: XXX-XX-____

Review Date: _____

Interviewer: _____

Work Search Requirements: The Employment Security Law, G.S. 96-14.9(e), requires you to be **registered** for work (www.ncworks.gov) and **actively seeking** work with a minimum of **three contacts** with potential employers for each week you claim. You must keep a detailed record of your work search activities, which are subject to audit by DES. You should maintain these records for at least five (5) years. Failure to maintain an adequate and verifiable work search record for any week claimed may result in a **denial, delay, and/or overpayment** of benefits.

For instructions on how to make a valid contact please review the Work Search Guidelines included with this form.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (1) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

I do solemnly affirm under penalty of perjury, that I am the person named herein, and that the information that I have provided, including proof of identification and the work search record, is true, correct, and complete to the best of my knowledge. I further understand that there are severe criminal and civil penalties for providing false statements and/or willfully misrepresenting any information to increase or receive unemployment insurance benefits, and that any information I have provided is subject to verification.

Claimant's Signature

Date

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday	and Ending Saturday			
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Claimant: _____

SSN: XXX-XX-____

Week #	Beginning Sunday			and Ending Saturday	
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday			and Ending Saturday	
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday			and Ending Saturday	
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.

Week #	Beginning Sunday			and Ending Saturday	
Date of Contact	Company Contacted	Contact Method In person (I) Telephone (T) Fax (F) *Email (E) *Online(O)	Provide one (I) of the following: Physical Address Website Address Phone Number	Position Seeking	Results (Ex. Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)

*Attach a copy of confirmation email or confirmation number for any online contacts.