



Unemployment Insurance Claims Process Overview

STEP 1: File for unemployment insurance online at jobs.utah.gov/ui/home.

- Due to the unprecedented volume of claims there are disruptions in our normal service levels including high call and chat wait times. Please file your claim online.
- Information you should have ready when applying includes:
 - Your Social Security Number
 - Driver's License
 - Work history back to October 2018
 - Employer's name as recorded on your pay stub
 - Bank or credit union account number for direct deposit of weekly benefits
- If you complete your claim and realize you made an error, there is no need to contact us. We will compare your claim with information submitted by your employer. If there is a difference in what was submitted that will negatively impact your claim we will contact you.

STEP 2: Be patient while your claim is processed.

- Due to the record high volume of claims, it may take 30 days for your claim to be processed rather than the normal 21 days. You will be retroactively paid any applicable weeks once your claim has been processed.
- If there is a question or problem with your claim, we will contact you. If you have not heard from us, it means your claim is still being processed.
- When you first file your claim you may see this notice, "Based on the information provided by your employer, you are eligible for \$0.00/week." This is normal and will display until we verify your work history and wages to your claim. Once your work history and wages are verified, you will receive a Notice of Monetary Determination which will show your weekly benefit amount and the total number of weeks you can be paid.
- You may receive notice of an issue on your claim. The issue will be assigned to a worker to investigate and resolve. If additional information is needed, you will be contacted. You do not need to contact us.
- TIP: Do *not* opt-out of electronic correspondence. Doing so will slow the communication process for your claim.



STEP 3: File your weekly claim.

- Unemployment Insurance is not a single application. You are required to file a short weekly claim that includes 4-5 general eligibility questions. This claim is made available each Sunday and can be quickly and easily done in the same place you filed your initial claim online at <https://jobs.utah.gov/ui/home/>.
- If you do not file your weekly claim, your weekly benefit will not be paid.
- If you forgot to complete or did not know to complete your weekly claim, do so immediately. Access to weekly filing will be closed due to inactivity if you have not filed a weekly claim within 21 days of the week you are claiming for.
- For more information about weekly claims see our Weekly Claim FAQ.

STEP 4: Be patient and aware of potential delays in claim processing.

- There are continued record high claims for unemployment benefits due to the pandemic. Workforce Services strives to get eligibility cases resolved as soon as possible and in a majority of cases they are within 30 days. In rare cases, it may take longer than 30 days to resolve due to delays that are beyond the state's control; such as needing information from another state or your employer.
- If there is a need for further information, Workforce Services will proactively reach out to you for that information. Calling to ask the status of your claim may delay processing further, as the individuals processing the claims are also responsible for responding to calls. Continue to monitor your claim's status electronically until a decision has been made and sent to you.

STEP 5: Return to full employment.

- Once you have returned to full employment there is no need to contact the Department of Workforce Services. Simply stop filing your weekly claim and your claim will automatically be closed by the system.
- If you once again become unemployed or your hours are reduced, file for unemployment insurance online at jobs.utah.gov/ui/home. Depending on the date you file, your closed claim will be reopened or if your claim expired, you will be directed to file a new claim.

STEP 6: Return to part time employment.

- If you return to part time work, depending on the number of hours you work and your earnings during a week, you may still be eligible for partial unemployment benefits.
- If you return to part time work, continue filing your weekly claim. Answer "Yes" to the question, "During the week, did you work?" You will then be asked to report your gross earnings (before taxes/deductions) for the week, regardless of when you get paid. The system will adjust your weekly unemployment benefit payment based on the gross wages you report.



- If you work and earn equal to or more than your weekly unemployment benefit amount four consecutive weeks, the system will close your claim. If your earnings decrease below your weekly unemployment benefit amount during the fifth week, simply reopen your claim online at jobs.utah.gov/ui/home. You will not be required to serve another non-paid waiting week when you reopen a claim.