

How to file a claim for UI Benefits

<https://dol.ny.gov/>

CORRECTION:

PLEASE APPLY FOR BENEFITS ON JUNE 22, 2020.

PLEASE BE SURE TO DOWNLOAD ALL OF YOUR PAYSTUBS. THESE MAY BE REQUIRED TO QUALIFY YOU FOR UNEMPLOYMENT THROUGH THE END OF THIS YEAR.

BE AWARE THAT YOUR BENEFITS ARE BASED ON YOUR SALARY UP TO THE MAXIMUM ALLOWED FOR 26 WEEKS. DUE TO TIME FRAMES AND WHEN YOU WERE HIRED EVERYONE NOT IS ENTITLED TO THE SAME BENEFIT.

When to File

Promptly file your claim, in the first week that you lose your job. You must serve an unpaid “[waiting period](#),” equal to one full week of unemployment benefits, before you receive payments. A delay in filing may cost you benefits. You can estimate your weekly benefit amount by using the [benefit rate calculator](#) on our website. Please note that the tool gives an estimate only. It does not guarantee that you will be eligible for benefits or a specific amount of benefits. You must file an Unemployment Insurance claim to find out if you are eligible and learn your actual benefit amount.

How to File

Web Service

It is best to apply for UI online. Sign in with your [NY.GOV ID](#) and follow the instructions to file a claim. You may file your claim:

- Monday – Thursday from 7:30 am to 7:30 pm (Eastern Time)
- Friday from 7:30 am to 5:00 pm
- Saturday – all day
- Sunday until 7 pm

To create a new NY.gov account, you will be asked for some personal information, including:

- An email address you use regularly and one that you do not share with anyone else. For example, you cannot use your husband's or wife's email address; you must have your own. This is very important, because the system allows only one NY.gov account linked to a particular email address.
- First name and last name: please be aware that you will not be able to change the name you enter, so please enter your correct, legal name.

Phone Service

Call our Telephone Claim Center, toll-free during business hours to file a claim.

- 1-888-209-8124
- 8 am to 5 pm, Monday – Friday

Things you need to file your claim:

- Your Social Security number
- Your driver license or Motor Vehicle ID card number (if you have either one)
- Your complete mailing address and zip code
- A phone number where we can reach you from 8 am - 5 pm, Monday –Friday
- Your Alien Registration card number (if you are not a U.S. Citizen and have a card)

- Names and addresses of all your employers for the last 18 months, including those in other states
- Employer Registration number or Federal Employer Identification Number (FEIN) of your most recent employer (FEIN is on your W-2 forms) RCSD Employer ID Number - #16-6002010
- Your copies of forms SF8 and SF50, if you were a federal employee
- Your most recent separation form (DD 214), for military service

You can [file](#) a claim without all of these documents. However, missing information can delay your first payment.

If you cannot print web pages, have a pen and paper to copy information.

If you choose direct deposit of your weekly benefits, you need a check that has your bank routing and checking account numbers.

Personal Identification Number (PIN)

If you have never filed a claim for benefits in New York State, you must create a PIN. This is a four-digit number that you must keep confidential.

If you need Help filing your claim

If you have a disability and need help to file your claim, you may allow another person to aid you.

- You must be present each time they help you and use your PIN.
- You will be held accountable for the actions of your helper.
- You may be subject to penalties, including forfeiture of benefits, if you are not present when your helper assists you.

Callers may ask a friend or relative to help with phone claims if they:

- have problems with hearing or speech, or
- have difficulty using the phone for any reason.
- UIClaimantadvocateoffice@labor.ny.gov or 1-855-528-5618.
- Email msergent@rochesterteachers.com or call 585-820-9392. (I will be out of the country from December 25 – January 5th. I will be checking my email and cell frequently.

Hearing Impaired

Have your helper call the Telephone Claims Center at 1-888-783-1370.

TTY/TDD

Call a relay operator first at 1-800-662-1220, and ask the operator to call the Telephone Claims Center at 1-888-783-1370.

For more information, see our [fact sheet: Do you help others apply or file for Unemployment Insurance?](#)

Frequently Asked Questions (FAQs)

For common questions about UI, go to our [FAQs page](#). If you still have questions about UI or your claim, sign in with your [NY.GOV ID](#) and click on "Messages". See [NY.GOV ID: Helpful Short Guides and Frequently Asked Questions](#) to help you.

Pandemic Unemployment Assistance (PUA) is a new federal program that is part of the Coronavirus Aid, Relief and Economic Security (CARES) Act that extends eligibility for individuals who have traditionally been ineligible for Unemployment Insurance benefits (e.g., self-employed workers, independent contractors).

You will *not* be eligible for PUA if you can telework, or if you are receiving paid sick leave or other paid leave benefits (regardless of meeting a category listed above).

Additionally, the CARES Act provides:

- An additional \$600 per week, on top of regular benefits, to all UI and PUA recipients through July 31, 2020.
- An additional 13 weeks of UI benefits, beyond the regular 26 weeks already provided, for a total of up to 39 weeks of coverage.

DOL has launched an updated, streamlined [online application](#) that allows New Yorkers to apply for either traditional UI or PUA, depending on their eligibility. You do not have to complete a separate application for PUA.