

INTRODUCTION

The Employment Development Department introduces Unemployment Insurance claim filing by telephone. You no longer need to report in person to file a claim.

INFORMATION

IF YOU ARE CURRENTLY RECEIVING CALIFORNIA UNEMPLOYMENT BENEFITS YOU DO NOT NEED TO CALL.

- If you need to file or reopen a California unemployment claim call between 8 a.m. and 5 p.m. Pacific Standard/Daylight Time.
- You must call before the end of the week to receive credit for the week. **CALL ON WEDNESDAY OR THURSDAY FOR FASTEST SERVICE.** Refer to the Claim Filing Instructions inside.
- Bilingual customer service representatives are available.

SERVICES

You may receive the following services:

- Check information. Refer to the Check Information Instructions inside.
- Recorded General Unemployment Insurance information.*
- Recorded California Job Service information.*

*Recorded information about the UI and JS programs is available 24 hours a day.

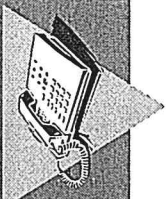


STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

**UNEMPLOYMENT
INSURANCE**

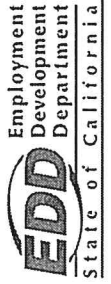


**NEW TOLL FREE
PHONE NUMBERS:**

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 (Non-Voice).. 1-800-815-9387

File Claims
Check Information
General Information

Bilingual Representatives Available



GENERAL INSTRUCTIONS

This brochure provides step by step instructions for the following services:

- Claim Filing.
- Check Information.

When you call, recorded messages will guide you to the services you need.

You must have your Social Security number available when calling for claim information.

When filing or reopening a claim have the following:

- Social Security number.
- Alien Registration number. (If you are not a U.S. Citizen.)
- NAME of your very last employer. (whether you worked full time or part time): _____
- PHONE NUMBER, mailing address and zip code of your very last employer: _____
- If you worked outside California during the past 24 months, have all employers names, phone numbers and complete mailing addresses.
- If you were in the Military during the last 24 months, have your DD 214 Member 4 available.
- For Federal claims please have wage and separation information available, from your Standard Form 8, Notice To Federal Employees About Unemployment.

CLAIM FILING INSTRUCTIONS

When you call to file a claim have the information, listed on the left side of this guide, available. Make the following selections during the recorded messages:

LANGUAGE PREFERENCE (Choice):

Press 1 To hear this recording in English.

or

Press 2 Para escuchar este mensaje en español.

NEXT

Press 2 For information about Unemployment Insurance.

NEXT

Press 1 For information about filing a claim.

NEXT

Press 1 If all your work and earnings were in California during the past 24 months.

or

Press 2 If you worked for the military, federal government or outside of California during the past 24 months.

NOTES

For your security and security of your claim, you will be asked specific information. **DO NOT** write your **Social Security** number on this guide.

CHECK INFORMATION INSTRUCTIONS

Information about your most recent UI benefit check is available Monday through Saturday from 6 a.m. to midnight, and on Sunday from 6 a.m. to 9 p.m. UI benefit check information is updated daily, and reflect the claim activity which occurred on the previous business day. Make the following selections from the recorded messages:

LANGUAGE PREFERENCE (Choice):

Press 1 For English.

or

Press 2 Para escuchar este mensaje en español.

NEXT

Press 1 For information regarding your unemployment insurance check.

NEXT

Please enter your Social Security number.

NEXT

Press 1 If this is correct.

Press 2 To cancel it.

NEXT

When asked, enter specific information by using your telephone key pad followed by the # sign. Press the “#” key, located to the right of “0”, after making your entry. You will hear a recorded voice which says:

“Your last check was paid on [date]. It paid [amount] for the period ending [date]. Please allow up to five days for mail delivery.”