

TEAMMATE SERVICES

WHAT: North Carolina – Filing an unemployment claim

WHEN: May 7, 2020

WHO: Teammates in North Carolina

The North Carolina Department of Commerce operates the state's Unemployment Insurance (UI) program. UI benefits are not only for those individuals who unfortunately find themselves without work, the program also covers workers whose hours have been reduced for business reasons. If your hours have been reduced and you are struggling financially to keep up with expenses, please explore the option of applying for partial UI benefits.

- *Work search requirements are waived for claimants filing as a direct result of COVID-19.*

What you need to apply:

- Your Social Security Number.
- Details from your most recent employer about separation, vacation or severance pay you received, will receive, or are entitled to receive.
- Details regarding any retirement pay (gross monthly amount of pay along with proof).
- Your bank routing number and account number if you would like unemployment payments directly deposited into your bank account. If you do not select direct deposit, payment will be placed on a DES issued debit card.
- Your work history for the past two years (employer name as it appears on your check stub, employer's payroll and physical addresses, telephone number, employment dates, rate of pay and reason for separation from each employer).
- Your Alien number and expiration date from your Employment Authorization Document.

How to apply:

An individual may apply for benefits online or over the phone.

- File online here: <https://fed.des.nc.gov/ofis/citizen/pages/public/SelfRegStart.aspx>
- File a New Claim for UI Benefits by **Telephone:** 888-737-0259 - *due to the high volume of calls related to COVID-19, you may experience a long wait time.*

You must submit a Weekly Certification after each week for which you would like to receive benefits.

The most efficient way to file your weekly certification (or weekly claim for benefits) is to file online here: <https://fed.des.nc.gov/ofis/citizen/pages/public/Login.aspx>

Benefit payments for Unemployment Insurance made using a Debit Card or Direct Deposit.

For questions regarding the Way2Go Debit Card, call 1-833-888-2780.

Resources:

Step by Step guide to filing an unemployment claim

<https://des.nc.gov/apply-unemployment/filing-your-unemployment-application>

FAQs regarding Unemployment Claims:

<https://des.nc.gov/need-help/covid-19-information/covid-19-information-individuals>