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| [Welcome to the New York State Department of Labor Website](http://www.labor.ny.gov/) |

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| **CONFIRMATION PAGE** |
| Your application for Unemployment Insurance benefits is now complete. Your confirmation number is 90966163 |
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| **\*\*\* IMPORTANT - PRINT THIS PAGE\*\*\*** |
| **You must follow the instructions below before we can determine if you will be paid Unemployment Insurance benefits. Read and print this page for your records. If you cannot print this page, write down the 'steps' that you need to take so that your claim can be processed.** |

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| **HOW DO I GET MY BENEFITS?** | |
| **Step 1  Claim Credit for This Week** | Your first step is to claim credit for the current week in order to validate your claim. You must do this beginning Wednesday, 04/05/2023, but no later than Saturday, 04/08/2023. Claim credit by returning to our website, [www.labor.ny.gov](http://www.labor.ny.gov/), sign in with your NY.GOV ID and follow the instructions. For help, click on [Certification Guide](https://dol.ny.gov/system/files/documents/2021/02/p836.pdf). |
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| **Step 2  Continue to Claim your Weekly Benefits** | Continue to claim your Unemployment Insurance benefits on a weekly basis following each week you are unemployed by returning to our web site, [www.labor.ny.gov](http://www.labor.ny.gov/), sign in with your NY.GOV ID and follow the instructions. |
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| **WHAT WILL MY BENEFIT RATE BE?** | |
| **Step 3  Read your Monetary Determination** | You will receive a Monetary Determination in the mail informing you of your weekly benefit rate, the base period used to establish your claim, and the employers and wages used to calculate your weekly benefit rate. Be sure to review this information carefully for accuracy. If the wages are wrong, or if any employers are missing, fill out the [Request for Reconsideration (link)](http://www.labor.ny.gov/formsdocs/ui/TC%20403HR.pdf) form included in the back of your handbook and send it to us. To speed our review of your claim, be sure to submit proof of your employment and wages. If you have no pay stubs, please send **any documents you may have that can be used as proof**. You may find more information about how benefit rates are calculated at: <http://www.labor.ny.gov/ui/claimantinfo/beforeyouapplyfaq.shtm#5> |
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| **Step 4  Read your Information Handbook** | You will receive an Unemployment Insurance Information for Claimants handbook in the mail. You should read the handbook carefully and follow all instructions contained in it. This handbook is also available on-line at <http://www.labor.ny.gov/formsdocs/ui/TC318.3e.pdf>.  IT IS YOUR RESPONSIBILITY TO READ ALL OF THE INFORMATION PROVIDED IN THE HANDBOOK. YOU WILL BE HELD RESPONSIBLE FOR THE INFORMATION CONTAINED IN THIS BOOKLET. |
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| **Step 5  Complete ALL Questionnaires** | You may receive questionnaires in the mail that **must** be completed and returned. Failure to do so will delay your claim or **result in the denial and/or suspension of benefits**. The Department of Labor will determine your eligibility for benefits based on the information we receive. Failure to complete forms or questionnaires may affect your eligibility for benefits. If we determine that you are not eligible for benefits, you will receive a Notice of Determination from us in the mail explaining why. If we determine that you were not eligible to receive benefits, you may be required to repay some or all of these benefits. In addition, if we determine that you made willfully false statements to obtain benefits, you may be required to pay additional monetary penalties and forfeit benefits you may claim in the future. Failure to repay any benefits you receive improperly may result in the Department of Labor taking legal action against you.  If you disagree with any determination you receive, you have a right to a hearing before an administrative law judge at no cost or obligation to you. |

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| ADDITIONAL IMPORTANT INFORMATION FOR YOU |
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| **Any additional information in this section is provided to you based on how you responded to the application questions.** |

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| REMINDERS | |
| **FIND A JOB** | Your local New York State Career Center provides a wide range of services to assist you in returning to work. As a condition of eligibility for Unemployment Insurance benefits, you may be required to attend reemployment service meetings. The office will notify you by mail of when and where to report for your appointment. Failure to attend scheduled meetings will result in a delay or loss of benefits. You can visit a New York State Career Center and speak with staff about our Career Services, including resume writing, interview techniques, apprenticeship opportunities, training grants, search our on-line job listing or attend a job fair. Check out JobZone where you can research occupations, post customized resumes, and use the JobZone Work Search Record tool to track your job search activities. We also provide priority service to Veterans during their job search. Go to <http://www.labor.ny.gov/careerservices/careerservicesindex.shtm> for more information.  Video: [Save time and store work search activities securely](https://www.youtube.com/watch?feature=player_embedded&v=Bh1ItCeTIio) using the Work Search Record feature in JobZone. |
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| **RESPOND TO ALL DEPARTMENT REQUESTS** | You agree to check and respond to messages and questionnaires we may send to you through the NY.gov secure message system and all messages, forms and letters we send you by mail. You must respond within the timeframes listed in those documents.  You acknowledge and understand that if you fail to:   * keep your contact information up-to-date, * check your NY.gov secure message inbox, and/or * respond to our communications within the timeframes listed in those documents, your benefits may be delayed, suspended or denied. |
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| **DIRECT DEPOSIT** | A test transaction will be sent to your financial institution to verify the routing and account numbers. This test will take approximately 5 days. If you have a Key2Benefits debit card, your weekly benefits will be transferred to your card during this time. Once direct deposit has been established, benefits will be deposited to your checking account usually within three business days after you claim your weekly benefits. Your direct deposit registration will be valid until your claim expires. You will only need to re-register for direct deposit if your banking information changes. |
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| **PIN** | **Personal Identification Number (PIN)**  Remember the PIN you set today. You will use your PIN to identify yourself when you claim your weekly benefits or inquire about your claim on the telephone. **NEVER tell anyone your PIN**. Claiming Unemployment Insurance fraudulently (or allowing someone else to access your claim using your PIN) is a serious offense and can lead to severe penalties, including criminal prosecution and imprisonment. \* If you are a person with a disability who is unable to access our services without the assistance of another person, you may allow another person to assist provided you are present each time the services are accessed including the entry of the PIN. You will be held accountable for the actions of your agent and may be subject to penalties including forfeiture of benefits if you are not present when your agent accesses our services. \* |
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| **QUESTIONS?**  Image of a phone | The Telephone Claims Center (TCC) processes your claim for Unemployment Insurance benefits and is the only office that is authorized to answer your questions about your claim.  You may contact the TCC at 1-877-358-5306 during our normal business hours of 8:00am to 5:00pm Eastern Time, Monday through Friday. |
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| **NEED ASSISTANCE?**  Image of an ear | If you are hearing impaired and:   * use **video relay service**, you may ask the video relay operator to call the Telephone Claims Center at 1-888-783-1370. * use **TTY/TDD**, first call a relay operator at 1-800-662-1220, and ask the operator to call the Telephone Claims Center at 1-888-783-1370 * are being **assisted by another person**, you may ask that person to call the Telephone Claims Center at 1-888-783-1370.   Only hearing impaired individuals will receive service at these numbers.  Callers who have difficulty using the telephone, for any reason, may request that a friend or relative assist them in calling the Telephone Claims Center at 1-888-209-8124. Translation services are also available. |
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| **OTHER NEW YORK STATE PROGRAMS** | Find out about other New York State programs and services at [myBenefits](https://www.mybenefits.ny.gov/selfservice/RedirectServlet?SRC=DOL) (www.mybenefits.ny.gov). MyBenefits is an online tool where anyone can quickly and confidentially check their eligibility for a range of work supports and other benefits. By answering a simple set of questions, people in New York State can find out if they qualify for benefits such as nutrition assistance, various tax credits and the Home Energy Assistance Program. |