

## Tips to assist you in receiving benefits if eligible

The Unemployment Insurance Division tries hard to make all information clear and understandable. Here are some tips to assist you in receiving benefits if eligible:

- Read the pop-ups and sidebars on-line, and click on any underlined terms onscreen. We have tried to make the internet application easy to use. Most customers say it is very easy and quite helpful in understanding how a claim works. Podcasts and video are posted on the UI website and updated frequently.
- We are required to send you many items in the mail, hard copy. Please, please read to the end of all documents sent to you. Most people that get disqualified and can't figure out why, did not read what came in the mail to them.
- We will attempt to call you, but if we can't reach you we will put our questions in the mail. If you don't respond, we can't tell if you are eligible.
- The orange handbook is on-line and is mailed to you unless you promised to read it online. Most questions are covered in the handbook. Please, please read it.
- Your mailing address is a very important part of your claim. Keep it current. You can update it at any time, yourself, online.
- If you are filing a claim for the first time ever, do not take advice from friends, family or other claimants. Look for the answers to your questions online, in the handbook, ask us by email, or call the Claim Center.
- We know that our phone access is sometimes difficult, but if you are persistent, you will get through. You can email in a request for a callback if needed.
- Please know that all of us here at UID understand that being without a job is stressful, and that we are doing our best to process your claim. However, we are required to administer the program according to the state and federal laws. Benefits are not awarded according to need.
- We appreciate your patience and courtesy and try hard to get your claim processed accurately and on time. We know this is a very difficult time for you.

thanks!