

When Do I Need to Talk to an Unemployment Agent?

- If you lose your UC PIN or never received one in the mail.
- If you filed online or through PAT and the system tells you to call.
- If you need to report a new employer.
- If you are separated from your part-time employment and are actively filing.

*****If you didn't receive a debit card or have any issues related to your debit card, call ReliaCard at 888-233-5916.**

Our goal is to provide prompt, courteous, quality customer service.

UC Service Centers Hours of Operation

Monday, Tuesday and Thursday 8 a.m. to 4 p.m.
No calls are accepted on Wednesday or Friday

Toll Free UC Service Center:
888-313-7284

Toll Free TTY (Hearing Impaired):
888-334-4046

Pennsylvania Teleclaims (PAT) Hours of Operation:

Sunday 6 a.m. to 11 p.m.
Monday through Friday 6 a.m. to 9 p.m.

Toll Free PAT: 888-255-4728
PAT gratis en Español: 877-888-8104

Videophone Service for American Sign Language Users:

Wednesday from noon to 4 p.m. at 717-704-8474.

Remember: Always provide timely and accurate information. False statements are punishable pursuant to 18 Pa. C.S. §4904, relating to unsworn falsification to authorities. A person who knowingly makes a false statement or knowingly withholds information to obtain UC benefits commits a criminal offense under section 801 of the UC Law, 43 P.S. §871, and may be subject to a fine, imprisonment, restitution and loss of future benefits.



pennsylvania

DEPARTMENT OF LABOR & INDUSTRY
OFFICE OF UNEMPLOYMENT COMPENSATION BENEFITS

*Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program*

Unemployment: What you need to know

Filing an Initial Application for Benefits

Information you'll need when you apply:

- Social Security number*.
- Home address, mailing address (if different than your home address) and telephone number.
- Email address (please provide to receive important updates).
- If not a U.S. citizen or national, your Alien registration number, and the date you were first authorized to work in the United States.
- Name of your last employer or the employer where you're currently working less than full-time hours.
- Complete mailing address of your last employer (name, street address, city, state, ZIP code), telephone number and email address.
- Date you started working and the last day you worked for the employer.
- Reason you left employment with that employer, or the reason you are working less than full-time hours.
- If you were on active duty in the U.S. military during the last two years, Form DD 214, copy 4.
- If you worked for the federal government in the last 18 months, information from Standard Form 8, Standard Form 50, W-2 and/or pay stubs.
- If you are covered under a Trade Adjustment Assistance the, TA-W petition number.

Use the Employer Information Form (UC-1609P) if it has been provided to you by your employer.

* We are required by federal law to obtain your Social Security number. We cannot process your application for UC without it.

How do I reopen an existing claim?

- File your claim through the internet at **www.uc.pa.gov**. Filing online is fast, easy and secure. If you provide an email address, we will send you an email message confirming receipt of your application and other important updates.

It's important that you file your UC application or reopen your claim during either the first week you become totally unemployed or the first week that your work hours are reduced. Waiting to file your claim may jeopardize your eligibility for benefits.

You filed an initial UC claim, what happens next?

- **Please read your UC Handbook:** The handbook contains instructions on completing work registration/work searches, your biweekly filing requirement and other useful claims information. You may view this handbook online at www.uc.pa.gov.

You will receive the following information in the mail:

- **Claims Confirmation Letter:** Keep this letter for the duration of your claim. It verifies the filing of your claim and provides:
 - Your four-digit **PIN** to access your online account and file your bi-weekly claims.
 - Your first bi-weekly filing date – filing late may affect your benefit eligibility.
 - Work registration information on the back of this letter.
 - **NEVER** share your PIN with anyone. You are the only person who should know or use this number. Your **PIN** is your signature.
- **Register for work at JobGateway®:**
 - You must **FULLY** register for work at www.jobgateway.pa.gov within 30 days of the date you filed your initial claim for benefits.
 - You must register with JobGateway® even if you get work through a union hiring hall.
 - If you fail to **FULLY** register with JobGateway® in 30 days, you will become ineligible for benefits until the first full week after you register.
 - You must conduct an active search for work and keep a record of your work searches each week you claim benefits.
- **Financial Determination:** This document states your financial eligibility. Keep this document through the duration of your claim and carefully do the following:
 - Review to ensure the wages are correct.
 - Review/verify the effective date and ending date of your claim.
 - Notify the service center if wages are incorrect by using the enclosed form.
 - Review information on how much you will receive if you are totally unemployed and how to estimate your partial benefit for part-time work.

For more information about UC, visit our website at www.uc.pa.gov.

Direct Deposit Information:

Direct deposit is the easiest and most convenient way to receive your money. If you file your UC application online, there will be a section to enter your bank information. In your initial mailings from our office you will receive a direct deposit form for you to complete and return. To apply for direct deposit, you will need:

- Bank name, street address, city, state and ZIP code
- Bank telephone number
- Bank account number
- Bank account routing number

**If you received benefits within the last two years via direct deposit and you are using a different bank account, you will need to update your direct deposit information. If you do not enter direct deposit information and you do not have a valid direct deposit on file, you will receive a ReliaCard Debit Card from US Bank.

Online Services

www.uc.pa.gov

Check my Claim Status

- ✓ To see if your payment has been issued, check online at View Benefit Payments (available Sunday, 6 a.m. to 11 p.m. Monday through Friday, 6 a.m. to 9 p.m.).
- ✓ "Under review" – If your claim status appears as "under review," there is an issue with your claim that must be addressed in order to determine your benefit eligibility. If we need more information from you a representative will contact you.
- ✓ "Your Claim has been processed" – If your claim status appears as "processed," the issues with your claim have been addressed and you will receive notification of your benefit eligibility in the mail.

File your Bi-Weekly Claim Sunday through Friday

- ✓ File your bi-weekly claims online or by calling PAT, 888-255-4728.
- ✓ You must file your claim timely to stay in an active claim status.
- ✓ Available Sunday, 6 a.m. to 11 p.m. Monday through Friday, 6 a.m. to 9 p.m.
- ✓ No bi-weekly claims can be filed on Saturdays.

View Benefit Payments

- ✓ View your benefit payments information.
- ✓ The Payment Issue Date is not the date the payment goes into your account; this may take an additional two days.

Change my Personal Information

- ✓ Change your address
- ✓ Turn on/off federal withholding
- ✓ Change your four-digit PIN

For more Information

- ✓ If you have questions, our website provides a list of Frequently Asked Questions (FAQs). Visit us at www.uc.pa.gov/unemployment-benefits/pages/self-service for self-service instructions.

Online is Quick and Easy

www.uc.pa.gov



JobGateway®

