



MARCH 30, 2020

HOW DO I FILE FOR UNEMPLOYMENT INSURANCE?

The fastest and most efficient way to file a new claim is to file online at des.nc.gov. If you don't have access to a computer or need assistance, you may file over the phone by calling the Customer Call Center at 888-737-0259. However, due to the high volume of calls related to COVID-19, you may experience a long wait time. DES will ensure that claimants do not miss out on any weeks of eligibility due to the high call volume. We will begin the claim with the week when they initially attempted to file.

I'M HAVING TROUBLE SIGNING INTO MY ONLINE ACCOUNT.

If you are experiencing issues with the password or PIN for your online account, please email NCDESpaswordhelp@nccommerce.com for assistance.

I HEARD THE FEDERAL GOVERNMENT IS EXPANDING UNEMPLOYMENT INSURANCE BENEFITS. AM I ELIGIBLE?

The Division of Employment Security is awaiting guidance from the U.S. Department of Labor to implement the new assistance programs. Once we receive the final guidance, benefits should start being paid in about two weeks. Anyone who filed a claim due to COVID-19 before this legislation may still be eligible for these benefits. If any benefits are owed for a week previously claimed, payment will be made retroactively.

WHEN WILL I RECEIVE PAYMENT?

After you have filed a claim, it usually takes about 14 days to receive your first payment. The additional \$600 in federal benefits will be for weeks ending April 4 – July 31. DES is awaiting guidance for issuing those payments. Any benefits owed will be paid retroactively.

DO I NEED TO COMPLETE A WEEKLY CERTIFICATION EVERY WEEK TO RECEIVE BENEFITS?

Yes. A Weekly Certification is a series of yes/no questions that helps determine your eligibility for benefits each week. If you do not complete a Weekly Certification, you will not be considered for payment for that week. Sign into your Online Account to complete your weekly certification. If you do not have online access, call 888-372-3453 (Weekly Certifications only).

Note: N.C. [Executive Order 118](#) allows some requirements to be waived for people filing for unemployment due to COVID-19. If you are filing due to COVID-19, you may answer 'yes' to this question on the Weekly Certification: Did you look for work?

ARE INDEPENDENT CONTRACTORS ELIGIBLE FOR UNEMPLOYMENT INSURANCE?

Independent contractors and self-employed workers are not typically eligible for unemployment insurance benefits. However, these individuals may qualify for federal Pandemic Unemployment Assistance available as a result of COVID-19. The Division of Employment Security is awaiting guidance from the federal government to implement the Pandemic Unemployment Assistance program. Check des.nc.gov for updates.