



Florida's Unemployment Compensation Claims Services

ENGLISH :

This document contains important information, dates, or eligibility status regarding your Unemployment Compensation claim. It is important for you to understand this document. If you do not read or understand English, call 1-800-204-2418 for free translation assistance regarding your Unemployment Compensation claim.

FRENCH :

Ce document contient des renseignements importants, des dates, ou un statut de droit quant à votre réclamation d'Indemnité Chômage. Il est important que vous compreniez ce document. Si vous ne lisez pas ou ne comprenez pas l'anglais, téléphonez au 1-800-681-8102 pour une assistance gratuite de traduction quant à votre réclamation d'Indemnité Chômage.

SPANISH :

Este documento contiene información y fechas importantes, así como el estado de elegibilidad respecto a su reclamo de Compensación por Desempleo. Es importante que usted comprenda este documento. Si usted no lee o no entiende inglés, llame al 1-800-204-2418 para obtener asistencia gratuita con la traducción respecto a su reclamo de Compensación por Desempleo.

ITALIAN :

Il presente documento contiene informazioni importanti, dati e condizioni di ammissibilità in relazione alla Sua istanza di Indennità di disoccupazione. È essenziale che Lei comprenda il presente documento. Se non legge o non comprende l'inglese, telefoni al numero 1-800-681-8102 per ottenere l'assistenza nella traduzione in relazione alla Sua istanza di indennità di disoccupazione.

GERMAN :

Dieses Dokument enthält wichtige Informationen, Daten oder Ihren Befähigungsstatus hinsichtlich Ihres Antrages auf Arbeitslosenunterstützung. Es ist wichtig, dass Sie dieses Dokument verstehen. Wenn Sie die englische Sprache nicht lesen oder verstehen können, rufen Sie bitte die Telefonnummer 1-800-681-8102 für kostenlosen Übersetzungsbeistand hinsichtlich Ihres Antrages auf Arbeitslosenunterstützung an.

SERBO-CROATIAN :

Ovaj dokument sadržava važne informacije, datume, ili kvalifikacioni status vezano za vaš zahtjev za kompenzaciju za nezaposlenost. Važno je da razumijete ovaj dokument. Ako ne znate čitati ili ne razumijete engleski, nazovite na 1-800-681-8102 da dobijete besplatnu prevodilačku pomoć vezano za vaš zahtjev za kompenzaciju za nezaposlenost.

BOSNIAN :

Ovaj dokument sadrži važne informacije, datume, ili status kvalificiranosti vezano za vaše potraživanje nadoknade za nezaposlenost. Važno je da razumijete ovaj dokument. Ako ne čitate ili ne razumijete engleski, nazovite 1-800-681-8102 da bi dobili besplatnu prevodilačku pomoć vezano za vaše potraživanje nadoknade za nezaposlenost.

HAITIAN CREOLE :

Dokiman sa reteni enfòmasyon enpòtan, dat, oubyen stati kote ou elijib apwopo de reklamasyon kompanyasyon sou chomaj ou. Li trè enpòtan pou komprann dokiman sa. Si you pa ka li oubyen komprann Anglè, rele 1-800-681-8102 pou asistans tradiksyon gratis apwopo de reklamasyon kompanyasyon sou chomaj ou an.

CHINESE TRADITIONAL :

本文件包含有關您的失業補助申請的日期或資格審查等方面的重要資訊。請務必理解本文件的內容。如果您無法閱讀或理解英語，請電洽1-800-681-8102 請求獲得有關失業補助申請的免費翻譯服務。

CHINESE SIMPLIFIED :

本文件包含有关您的失业补助申请的日期或资格审查等方面的重要信息。请务必理解本文件的内容。如果您无法阅读或理解英语，请电洽1-800-681-8102 请求获得有关失业补助申请的免费翻译服务。

JAPANESE :

この書類は、あなたの失業補償手当請求に関する重要な情報や日付、受給資格について説明します。この書類の内容について、充分にご確認ください。英語が読めない、または理解しない場合は、あなたの失業補償手当請求について無料の翻訳アシスタントをご用意することができます。電話番号 1-800-681-8102 までご連絡ください。

VIETNAMESE :

Taøi lieäu naøy cou caùc döõ kieän quan troïng, ngaøy thaùng, hoaëc tinh traïng hoäi ñuü ñieäu kieän lieän quan töü vieäc quyü vô xin Tröi Caáp Thaät Nghieäp. Nieäu quan troïng laø quyü vô caän hieäu noäi dung cuüa taøi lieäu naøy. Neäu quyü vô khoäng bieät ñoïc hoaëc hieäu tieäng Anh, xin goüi 1-800-681-8102 ñeä nhaän döch vuü thoäng döch mieän phí cho tröðong höïp xin Tröi Caáp Thaät Nghieäp cuüa quyü vô.

ARABIC :

تحتوي هذه الوثيقة معلومات وتواريخ مهمة تتعلق بشأن استحقاق التعويض للبطالة المستحق لك. لذا، انه من المهم جدا أن تفهم محتوى هذه الوثيقة. إذا كنت لم تقرأ أو تفهم اللغة الإنكليزية، اتصل بالرقم: 1-800-681-8102 لكي يتم ترجمة الوثيقة مجاناً عن استحقاق التعويض للبطالة المستحق لك.

FARSI :

این مدرک محتوی اطلاعات، تاریخها مهم و موارد واجد شرایط بودن در رابطه با درخواست حقوق عدم اشتغال است. برای شما بسیار مهم است که این مدرک را به خوبی درک کنید. اگر انگلیسی نمیدانید و انگلیسی نمیخوانید، برای استفاده از خدمات رایگان ترجمه در رابطه با درخواست حقوق عدم اشتغال با شماره تلفن 1-800-681-8102 تماس بگیرید.

RUSSIAN :

В данном документе содержатся важные сведения относительно Вашего заявления на пособие по безработице. Очень важно, чтобы Вы поняли содержание этого документа. Если Вы не читаете и не говорите по-английски, позвоните по телефону 1-800-681-8102, чтобы получить бесплатную помощь по переводу заявления на пособие по безработице.

Florida's Unemployment Compensation Claims Book

This book provides information about how to file for Unemployment Compensation in Florida. It also has information about reemployment services and assistance. Please look here for answers to your questions. If the information you need is not included, call 1-800-204-2418. We will be happy to assist you.

Contents

<u>Information</u>	<u>Page</u>
Finding Work	2
Important Reminders & Suggestions....	3
Starting Your Florida Claim.....	4
Claiming Benefits by Internet	9
How to Contact Us	11
Filing Out-of-State Claims.....	12

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers in this booklet may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

Can I get help finding a job?

YES! Florida provides free reemployment services and assistance to unemployed workers, recent graduates and those entering the job market for the first time.

Our Internet website is linked to many local, state and national employment databases.

To search for work at our website:

<http://www.employflorida.com/>

Job Registration, Reemployment Services and Job Training:

You are automatically registered for work with your local One-Stop Career Center when your claim is filed. You may be referred to job openings and/or contacted for an evaluation of the services you receive. You may also be selected to participate in reemployment assistance services. A statewide network of local One-Stop Career Centers provides job training and employment services to link Florida's job seekers and employers. These career centers offer:

- Job search counseling;
- Testing and assessment;
- Occupational and labor market information;
- Job search workshops;
- Referral to potential employers;
- Job Training Assistance.

Visit the One-Stop Career Center nearest you.

Information about Career Center locations is available on the Internet at <http://www.floridajobs.org/onestop/onestopdir/index.htm>.



Please take time to read and follow the instructions in this book carefully to avoid a delay or denial of Unemployment Compensation benefits.

- Information about filing your claim begins on Page 4. **Beginning August 1, 2011, all claims must be filed by the Internet.**
- It is recommended that you complete the Initial Skills Review as soon as possible after you file your claim. Information about the Review begins on page 10.
- After you file your claim based on work in Florida, read Pages 9 –10 to learn how to:
 - Create your Personal Identification Number (PIN);
 - Get specific information on your claim;
 - Claim benefits.
- Your claim will be effective the Sunday prior to the day it is filed. Credit cannot be given for any weeks prior to the effective date of the claim.
- If your claim is based on work in another state, follow the instructions starting on Page 12. After you submit your application, you will be contacted by that state and given further instructions.

Getting Started

Before filing your claim on-line, gather the following information to assist you in completing the application:

- ✓ 1. Your Social Security number;
- ✓ 2. The names, addresses, and phone numbers of all your employers during the last 18 months;
- ✓ 3. The dates you worked and total earnings from each employer;
- ✓ 4. Gross earnings for this week since 12:01AM Sunday;
- ✓ 5. Driver's License, State Identification, voter registration number or other type of ID that could verify your identity;
- ✓ 6. The name and local number of your labor union hall, if applicable;
- ✓ 7. If you are not a U.S. citizen, your Alien Registration Number and work permit expiration date;
- ✓ 8. Your DD-214 form (if you were in the military within the last 2 years);
- ✓ 9. Form SF-50 or Form SF-8 and check stubs or W-2 proof of earnings (if you were a federal employee).

Types of Claims

During the last 18 months was all your work in another state, or did you file an unemployment claim in another state?

If yes, follow the instructions on Page 11, "Interstate Claims Procedures." **You are an Out-of-State claimant.** If you worked for a Federal Agency in another state include proof of earnings with your application.

If no, continue to the next question.

During the last 18 months was your work in Florida?

If yes, follow the instructions on Page 6 to file by Internet.

You are a Florida claimant.

If no, continue to the next question.

During the last 18 months did you work in more than one state? (The states do not have to include Florida.)

If yes, you may file with any state where you worked during last 18 months. Contact Information for other states are provided on page 12.

If no, continue to the next question.



During the last 18 months were you in the military?

If yes, follow the instructions on page 6-7 to file online. You must fax or mail a copy of your DD-214 Member 4 form. Your military wages will be assigned to Florida to determine your eligibility for unemployment compensation. **You are a Florida claimant.**

If no, continue to the next question.

During the last 18 months did you work for a Federal Agency, i.e., United States Post Office, Veteran's Hospital, etc., in the State of Florida?

If yes, follow the instructions on page 6-7 to file online. You must fax or mail a copy of your earnings Standard Form 50 (or check stubs or W-2 form) and Standard Form 8 (if you received one at time of separation). **You are a Florida claimant.**

If no, continue to the next question.

During the last 12 months, did you file a claim for Unemployment Compensation benefits in Florida?

If yes, follow the instructions on page 6 to file an additional claim or reopen your claim online. You may be eligible to claim benefits remaining on your claim. **You are a Florida claimant.**

If no, follow the instructions on Page 6 to file an initial claim.

You are a Florida claimant.

Note: Your claim will be effective the Sunday prior to the day it is filed or postmarked. Credit cannot be given for any weeks prior to the effective date of the claim.

Step 1 Filing On-Line



The Internet application is available 24 hours a day, seven days a week. If you do not have access to the Internet at your residence, you may need to use a public computer to file your unemployment claim. You may want to try a public library, college or university library or use a computer at your local One-Stop Career Center.

To File by Internet:

The **One-Stop Career Center** nearest you (locations are available on the Internet at <http://www.floridajobs.org/onestop/onestopdir/index.htm>) may have computer facilities that you can use to file your claim on the Internet. The **One-Stop Career Center** is also your best resource for job placement services in your area.

To file your claim on-line

Go to our website at:

<http://www.floridajobs.org>

Locate the Job Seekers box on the left side of the page and select File an Unemployment Compensation Claim.

Warning! Be sure to enter <http://www.floridajobs.org> directly into the web address field on your computer. Bogus sites may encourage you to enter personal information or may offer to "file" your claim for you. Do not use search engines such as Google or Yahoo to find information on Florida unemployment services.

This site allows Florida's residents and former Florida workers to file claims for unemployment insurance via the Internet. To complete a claim for Unemployment Compensation will take 30 minutes to one hour.

The date your application is completed will determine the date your benefits will begin. If you complete your application **and receive the confirmation number** prior to midnight Saturday, Eastern Time, your claim will begin the previous Sunday. Example: You complete your application on Saturday, June 16 at 10:30 p.m. Eastern Time. Your claim will begin on Sunday, June 10. If you complete your application on Sunday, June 17 at 1:02 a.m. Eastern Time, your claim will begin on June 17.

Step 2

Are you a United States Citizen?

If no, you will need to be prepared to provide your alien identification number. If your authorization to work in the United States cannot be immediately validated you will be requested to provide a copy (front and back) of your alien identification documents issued to you or any documents issued to you by the United States Customs and Immigration Service . You will need to fax this documentation to our claims unit. **Please refer to the map on the next page to determine which region to fax your documentation.**

Step 3

Fax or mail supporting documentation

Now that you have completed the Internet application for Unemployment Compensation benefits, you will need to fax **or** mail any supporting documentation (DD-214, SF-8, SF-50, Alien ID, etc.) to us. **Please refer to the map on the next page to determine which region to fax or mail any supporting documentation to. If you fax your forms, keep the original forms for your records, do not mail them to us.**

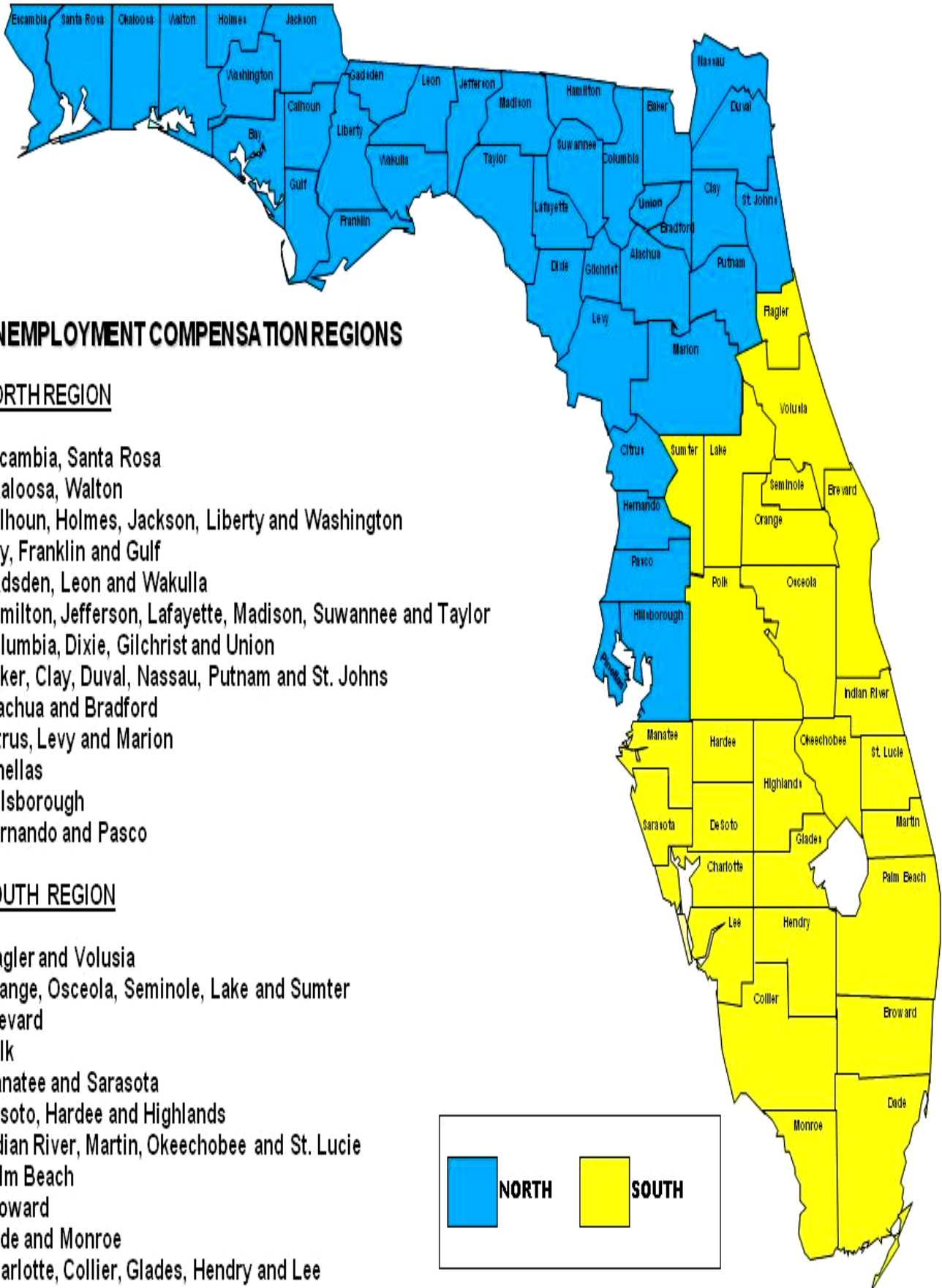
<p>To Fax or Mail documentation to <u>North Region</u></p> <p>Fax number: (850) 921-3554</p> <p>Or</p> <p>Department of Economic Opportunity P.O. Box 5300 Tallahassee, FL 32314-5300</p>	<p>To Fax or Mail documentation to <u>South Region</u></p> <p>Fax number: (954) 730-2640</p> <p>Or</p> <p>Department of Economic Opportunity P.O. Box 5608 Ft. Lauderdale, FL 33310-5608</p>
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Important: Please fax or mail any supporting documentation immediately to your correct region. The region locations are illustrated in the map on page 8. Please be sure to include identifying information for the documentation including your full name and last 4 digits of your social security number (SSN), telephone number, and email address (if you have one), with any correspondence provided to the Department. Including this information will help to ensure the documentation is added to your file and we can reach you for additional information if necessary.

Step 4

Claim Benefits

Read Page 9 to learn how to claim your unemployment benefits.



How do I claim benefits?

After filing your initial claim, you must report every two weeks by Internet to claim weeks of unemployment and receive your Unemployment Compensation payments. If all requirements are met, it normally takes three to four weeks after filing your new claim to receive your first payment. Florida Law requires every person to serve one waiting week for which no benefits are paid. The waiting week will be the first week that you claim and meet all eligibility requirements.

You should receive an "Information Notice" within 18 days of filing your claim advising when to claim weeks. You will need to certify for weeks of unemployment using the Internet every two weeks. No payments can be made on your claim unless you certify every two weeks. Claim weeks begin on Sunday and end on Saturday.

Remember: You cannot be paid benefits if you do not claim weeks as scheduled. The system will provide you with each scheduled report date when certifying for benefits.

Work Search

Effective August 1, 2011, you are required on a weekly basis to make contact with five prospective employers and provide this information during your bi-weekly certification for benefits on the Internet. A quick, efficient way to contact employers is by using the Employ Florida Marketplace at <http://www.employflorida.com>, the state's online job matching system where you can search thousands of job postings and apply for jobs.

If you are not able to make at least five employer contacts, meeting with a representative at a local One-Stop Career Center for reemployment services will satisfy this requirement for that week.

Skills Review

If you are filing a new unemployment claim on or after August 1, 2011, you must complete an initial online skills review unless you can demonstrate that you are unable to complete such a review due to illiteracy or a language impediment. Payments will be delayed or denied if the Initial Skills Review is not completed.

Additional Internet Claim Information

Before going to the Internet to file your claim, be sure you know your Social Security number and, if you worked, the gross amount of any wages you earned during the weeks being claimed. If you have not done so previously, you will first need to create your own Personal Identification Number (PIN) that you must not share with anyone. You will use the same PIN when accessing the system. The online system is only available to claim weeks Monday through Saturday from 6:30 a.m. to 8:00 p.m. and Sunday from 6:30 a.m. to 6:00 p.m., Eastern Time. You have the option of creating your PIN at the time you file your first Internet claim or when you certify for benefits for the first time.

To claim weeks, change your PIN or get claim and payment information:

Go to www.floridajobs.org, and locate the Job Seekers & Community Services box in the main navigation menu at the top of the page. Place your cursor over the Job Seekers & Community Services link in the main navigation menu, and the mega-menu will appear with many options for job seekers. Locate the Unemployment Compensation Benefits Center section located in the right side of the mega-menu. Select Manage Your Benefits from the mega-menu and follow the instructions.



You can contact us several ways.

Telephone

If you need to contact us by telephone, you may do so by calling 1-800-204-2418. This is the only number you need.

Internet

<http://www.floridajobs.org>

Mail

If you need to contact us by mail (include your full name and last four digits of your Social Security number on all pages), you may do so to the following address:

(Please refer to the map on page 8 to determine which region to mail your documentation.)

North Region

Department of Economic
Opportunity
P.O. Box 5300
Tallahassee, FL 32314-5300

South Region

Department of Economic
Opportunity
P.O. Box 5608
Ft. Lauderdale, FL 33310-5608

Fax

If you need to contact us by fax (include your full name and last four digits of your Social Security number on all pages), you may do so to the following number:

North Region

(850) 921 -3554

South Region

(954) 730-2640

You may file your claim against another state if:

- You live in another state and during the last 18 months you worked in that state only.
- You live in another state and during the last 18 months you worked in more than one state.

To file a claim against another state while living out of that state you must call the number or visit the website indicated in step 1 below.

Step 1 Internet/Telephone States

If you have worked or filed a claim in Canada or the following states, you must call the number or visit the website listed below. They will not accept mail claims. Most states take out of state claims by phone, internet or both.

ALABAMA	www.dir.alabama.gov	1-866-234-5382
ALASKA	www.labor.state.ak.us	1-888-252-2557
ARKANSAS.....	www.ezarc.adws.arkansas.gov ...	1-800-461-9941
ARIZONA	www.azui.com	1-877-600-2722
CALIFORNIA.....	www.edd.ca.gov	1-800-300-5616
CANADA.....	www.servicecanada.gc.ca	1-877-486-1650
COLORADO	www.coloradoworkforce.com ..	1-800-388-5515
CONNECTICUT	www.ctdol.state.ct.us	1-800-942-6653
DISTRICT OF COLUMBIA....	www.dcnetworks.org	1-877-319-7346
GEORGIA.....	www.dol.state.ga.us	(404)232-3090
HAWAII.....		1-877-215-5793

IDAHO.....	www.labor.idaho.gov	(208) 332-3574
ILLINOIS.....	www.ides.state.il.us	1-800-344-5573
INDIANA.....	www.in.gov/dwd	1-800-891-6499
IOWA.....	www.iowaworkforce.org	1-866-239-0843
KANSAS	www.uibenefits.dol.ks.gov	1-800-292-6333
KENTUCKY	www.kewes.ky.gov	(859) 547-3362
LOUISIANA	www.laworks.net	1-866-783-5567
MAINE	www.maine.gov/labor	1-800-593-7660
MARYLAND	www.mdunemployment.com	(410) 334-6800
MICHIGAN.....	Www..michigan.gov/uia	1-866-500-0017
MINNESOTA.....	www.uimn.org	1-877-898-9090
MISSISSIPPI		1-888-844-3577
MISSOURI	www.moclaim.com	1-800-320-2519
MONTANA	http://ui4u.mt.gov	(406) 247-1000
NEBRASKA.....	www.nebraskaworkforce.com	1-877-725-9918
NEVADA.....	www.nvdetr.org	1-888-890-8211
NEW HAMPSHIRE..	www.nhes.state.nh.us	1-800-266-2252
NEW JERSEY.....	lwd.dol.state.nj.us	1-888-795-6672
NEW MEXICO	www.dws.state.nm.us	(505) 841-0400

NEW YORK	www.labor.state.ny.us	1-877-358-5306
NORTH CAROLINA	www.ncesc.com	1-877-841-9617
NORTH DAKOTA	www.jobsnd.com	(701) 328-4995
OHIO	http://unemployment.ohio.gov	1-877-644-6562
OKLAHOMA	www.unemployment.ok.gov	1-800-555-1554
OREGON	www.workinginoregon.org	1-877-877-9996
PENNSYLVANIA	www.uc.pa.gov	1-888-313-7284
PUERTO RICO		1-787-945-7900
RHODE ISLAND	www.dlt.ri.gov	1-866-557-0001
SOUTH CAROLINA	www.sces.org	1-800-529-8339
SOUTH DAKOTA	www.sd.uiclaims.com	(605) 626-3179
TENNESSEE	ui.tn.gov	1-877-813-0950
TEXAS	www.texasui.org	1-800-939-6631
UTAH	www.jobs.utah.gov	1-888-848-0688
VERMONT		1-877-214-3330
VIRGINIA	www.vec.virginia.gov	1-866-832-2363
WASHINGTON	www.go2ui.com	1-800-318-6022
WEST VIRGINIA	www.wvuc.org	1-800-379-1032
WISCONSIN	www.ucclaim-wi.org	1-800-822-5246
WYOMING	http://wyui.doe.state.wy.us	1-866-729-7799

If your state is not listed above, follow the instructions beginning with Step 2 below to file your claim with Florida by Internet.

Step 2

Instructions for filing your Out-of-State Claim

Unemployment Compensation Programs in the following locations do not accept claims filed from another state by the Internet or Telephone.

DELAWARE

MASSACHUSETTS

VIRGIN ISLANDS

If you need to file a claim with these programs, you must file your initial claim with Florida by Internet. We will file your claim for you with the other state. Once the initial claim is filed, you will communicate directly with that state and all determinations and payments will be issued by that state.

Once your claim has been processed by the Department of Economic Opportunity Office in Florida, you will receive a letter with the address and phone number of your liable state (the state responsible for paying your benefits) office. If you have any questions you need to contact the liable state.

The liable state will forward the necessary information for you to continue your claim. Carefully follow all instructions received from your liable state.

