Claimant

Guide for Requesting Your Reemployment Assistance Benefits for Pandemic Unemployment Assistance (PUA)
Step by Step Guide to Requesting Your Benefit Payments for Pandemic Unemployment Assistance (PUA):

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I. Overview

Once your application has been submitted and processed you are scheduled to return to the CONNECT system every two weeks to request benefits. You will be able to request your benefit payment for each week available. You will also be prompted to answer a series of questions and enter your work searches for each applicable week. Completing this process submits your request for payment during your weeks of unemployment, even if your claim is pending for review.
II. How to Request your Benefit Payments for Pandemic Unemployment Assistance (PUA)

On the left side of CONNECT, you can click the “Request Benefit Payment” link or visit the claimant home page and select “Click Here to Request Benefits.” You will then be prompted to answer questions and complete the information for your work searches. After you submit the first week, you will need to repeat this process for any additional weeks. Remember to return to CONNECT every two weeks to claim available weeks.

To request your Benefit Payments for PUA:

1. Log into CONNECT.

2. Select

   a. “Request Benefit Payment” on the left side of the screen in CONNECT, or

   b. “Click Here to request benefits” link provided on the claimant home page.
3. Complete the fraud acknowledgment by checking the box and click “Submit.”

4. Review the payment method information and select ‘Next.’

**Note:** To switch your payment method or to make changes to your banking information, please call 1-866-232-3755.
5. Confirm your address is correct. If your address is correct, select “Confirm.” If your address is not correct, select “Update” and provide your updated address.

<table>
<thead>
<tr>
<th>Address Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following information is what we currently have on file. If any of this information is incorrect or has changed, please click the Update button below to make the required changes. The required changes. Otherwise click on the Confirm button to confirm the information is correct.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mailing Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 1:</td>
</tr>
<tr>
<td>Address Line 2:</td>
</tr>
<tr>
<td>City: Naples</td>
</tr>
<tr>
<td>State: Florida</td>
</tr>
<tr>
<td>Zip: 34116</td>
</tr>
<tr>
<td>Country: United States Of America</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Residential Address:</th>
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<tbody>
<tr>
<td>Address Line 1:</td>
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</tr>
<tr>
<td>Zip: 34116</td>
</tr>
<tr>
<td>County: Collier</td>
</tr>
<tr>
<td>Country: United States Of America</td>
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</tbody>
</table>

6. You will be prompted to answer the initial questions and once complete, select “Next.”

Note: If you are performing service or activities for the purpose of resuming self-employment, you will not be prompted to provide work search contacts.

<table>
<thead>
<tr>
<th>Please answer the following questions for the week of Sunday, 05/09/2021 through Saturday, 05/15/2021.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Questions - Pandemic Unemployment Assistance</strong></td>
</tr>
<tr>
<td>1. Did you look for work? If so, select Yes or No.</td>
</tr>
<tr>
<td>2. Did you make an in-person contact at a CareerSource Center?</td>
</tr>
<tr>
<td>3. Are you performing services or activities for the purpose of resuming self-employment?</td>
</tr>
<tr>
<td>4. Were you able and available to work if work had been offered?</td>
</tr>
<tr>
<td>5. Did you refuse any offer of work or refuse to work?</td>
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<tr>
<td>6. Did you work or earn any money?</td>
</tr>
<tr>
<td>7. Did you receive, or apply for income from any other sources that you have not previously reported to us?</td>
</tr>
<tr>
<td>8. Are you still unemployed as a direct result of COVID-19?</td>
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You may be asked additional questions depending on your response to the initial questions and may be prompted to complete a work search log. Based on the answers provided for the “Did you look for work?” question, you will be guided through one of two possible paths:

**Path 1** – If you answer “Yes,” continue on path 1 of this guide.

**Path 2** – If you answer “No,” go to page 9 of this guide.

### Path 1:

7. If you selected “yes” and indicated you searched for work, review the work search requirements. Acknowledge you have read the requirements by checking the box and select “Next.”

#### Work Search Requirements

You are required to make a systematic and sustained effort to find suitable work for each week for which you are claiming benefits. Based on the population of your residential county, Florida law requires you to submit a minimum of five (5) work search contacts or details of a single CareerSource Center visit for each week.

You must provide the following information about each employer you contact:

1. Date of contact
2. Method of contact
3. Employer/Agency/Website/Contact Name
4. Based on Method and Type of Contact:
   - Location address
   - Website address (URL)
   - Email address
   - Telephone number/Fax number
   - Person Contacted
5. Type of work sought
6. Position Name or Reference Number related to position for which you applied
7. Result of Contact

You must provide the following information about a CareerSource Center visit:

1. Date of visit
2. Name of CareerSource Center
3. Address of CareerSource Center
4. Method of contact
5. Type of work sought
6. Type of reemployment services received

The following guidelines describe the types of activities that may constitute a productive work search contact. Productive work search contacts include, but are not limited to:

- Registering for work and reemployment services with a local CareerSource Center.
- Completing a job application in person or online with employers who may reasonably be expected to have openings for suitable work.
- Mailing a job application and/or resume, as instructed in a public job notice.
- Making in person visits with employers who may reasonably be expected to have openings.
- Interviewing with potential employers in person or by telephone.
- Registering for work with private employment agencies or placement services.
- Using the employment resources available at CareerSource Centers that may lead directly to obtaining employment, such as:
  - Participating in skills assessments for occupation matching;
  - Participating in instructional workshops;
  - Obtaining and following up on job referrals from the CareerSource Center.
- Using online job matching systems, including Internet-based system of the Florida CareerSource Employment System, to submit applications/resumes, search for matches or request referrals, and/or apply for jobs.
- Reporting to the Union Hall daily, if this is your primary work search method.
- Using other job search activities such as reviewing job listings on the internet, newspapers, or professional journals, contacting professional associations, networking with colleagues or friends which may subsequently lead to a productive work search contact.

Printable Weekly Work Search Form for your record keeping

You must have Adobe Acrobat Reader installed to open your application files. If you do not have Adobe Acrobat Reader click here to download.
8. You will be asked to provide information regarding the work search you completed. Once the information is entered, select “Next.”

9. On the following screen, you will see the “Work Search Log.” Here, you can edit or remove work search information provided. Select “Add” to continue entering all your required work searches for the week.
10. Once you have entered all your work searches for the week or provided information about visiting your local CareerSource center, select “Submit.” If you selected the “Submit” button without providing enough work searches or attending an appointment with a CareerSource center for a service, you will be prompted to answer additional questions (Path 2).
11. After entering your weekly work searches, you will be provided with a summary screen. You will have the ability to modify the information you provided when entering your search information. Review the summary and if everything is accurate, check the box to certify the information is correct and select “Submit.”

12. Next, you will receive a confirmation that you have submitted a payment request. If additional weeks are available, select “Request Benefits” to request additional weeks of Reemployment Assistance benefits.
13. If you select “No” to “Did you look for work?” or failed to enter the required number of work searches, depending on your county’s population, or an appointment with your local CareerSource center, you will be prompted to provide additional responses. You will need to add information in the required fields to proceed to the next screen. Once completed, select “Submit”.

Path 2:

This screen will time out after 30 minutes of inactivity. Please select “Save” if unable to complete within this time frame.

The following information is needed to determine your eligibility to receive unemployment benefits. You must respond to this information by 6/15/2021. You may also log into your account at http://www.floridajobs.org to respond to this fact finding online. Failure to respond by the specified deadline will result in a disqualification being issued with the available information.

Your availability for work is in question because you failed to provide information to show that you contacted the required number of prospective employers for your work search area or contacted your Career Source Florida center to receive reemployment services for the period shown below. Failure to respond by the specified deadline will result in a disqualification being issued with the available information.

**Period beginning**: (mm/dd/yyyy) to (mm/dd/yyyy)

### Section 1 Work Search Efforts

1. Did you attempt to submit the required contacts for the period in question?  
   - Yes
   - No

<table>
<thead>
<tr>
<th>BUSINESS NAME, WEBSITE NAME/UI, OR E-MAIL ADDRESS</th>
<th>METHOD OF CONTACT</th>
<th>TYPE OF WORK SOUGHT</th>
<th>RESULTS OF YOUR SEARCH</th>
</tr>
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2. Did you contact your local CareerSource Florida center representative to discuss reemployment services?  
   - Yes
   - No

   If yes, please enter the contact information below:

   - 2a. Date of contact
   - 2b. Name of CareerSource Florida center
   - 2c. Address of CareerSource Florida center
   - 2d. Name of Person Contacted
   - 2e. Services offered

### Section 2 Availability to Work

If you did not contact the required number of prospective employers or contact your local CareerSource Florida center representative, please give the reason below.

Check all that apply to you:

- I did not make my recommended work search:

- I did not look for work from (mm/dd/yyyy) to (mm/dd/yyyy)

- I did not have transportation. (Explain below. Give usual methods of transportation, alternatives, ability to get a job.)

- I did not have child care from (mm/dd/yyyy) to (mm/dd/yyyy)

- I was out of the area from (mm/dd/yyyy) to (mm/dd/yyyy)

- I was incarcerated from (mm/dd/yyyy) to (mm/dd/yyyy)

- Other (Explain)

   Explain the efforts you made to remove the restriction affecting your availability for work. (Failure to remove this restriction may affect your eligibility for benefits.)
## Section 3
Please provide any information about this issue that you would like to add below:

Is there any additional documentation that you would like to send?  
[ ] Yes  [x] No*  

If yes, a cover sheet will be provided to you either by mail or online based upon your previously selected correspondence preference.

Please describe the documents:

Name of the person completing this request:

Telephone number of the person completing this request:

[ ] I certify the above information is true and correct.*

### Upload Attachments
If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a .xls or .xlsx file, these types cannot be larger than 1 MB.

No attachments

<table>
<thead>
<tr>
<th>Browse</th>
<th>Add</th>
<th>Remove</th>
<th>Previous</th>
<th>Save</th>
<th>Submit</th>
</tr>
</thead>
</table>

* Required field
14. After completing the claimant questionnaire, you will be provided with a summary screen. Review the summary and if everything is accurate, check the box to certify the information is correct and select “Submit.”

15. Next, you will receive a confirmation that you have submitted a payment request. If additional weeks are available, select “Request Benefits” to request additional weeks of Reemployment Assistance benefits.