Claimant

Guide for Understanding Your Reemployment Assistance Weekly Benefit Payment Status
1- Visit FloridaJobs.org and select “Claimants” in the top right hand corner or click here to access the CONNECT homepage.

2- Read the Claimant Warning Notice and select "I acknowledge I have read the above." And then click “Next.”

3- Enter your Social Security Number or Claimant ID and PIN. Then select “Log-in.”
4- Once you have successfully logged-in to your CONNECT account, you will notice that you can view a record of all payments made towards your Reemployment Assistance claim. To view this, click on “View and Maintain Account Information,” then navigate to the “Payment History” page to review your weekly benefit payment history for your Reemployment Assistance claim.

5- The “Payment History” page lists the date your claim was processed, the benefit amount issued towards your Reemployment Assistance claim and the selected method of payment, such as Direct Deposit or Way-2-Go Debit Card. Please note, on this page, CONNECT will only show you what you have been paid for state Reemployment Assistance, Pandemic Unemployment Assistance (PUA), and Pandemic Emergency Unemployment Compensation (PEUC).
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6 - You can also view your Federal Pandemic Unemployment Compensation (FPUC) and Lost Wages Assistance (LWA) payment history by clicking on the “FPUC or LWA Payment Summary” link under the “View and Maintain Account Information” tab.

7 - By clicking the “FPUC or LWA Payment Summary” link you can view the weeks you have received you’re (A) $600 FPUC payments and/or your (B) $300 LWA payments the selected method of payment, such as Direct Deposit or paper check. (C) The screen also includes information at the bottom regarding the “Payment Method” and other important information about these payments.

* Please note: Only eligible Floridians will receive LWA payments. You can view eligibility requirements here.
8 – The “Payment History” page will only display the weeks that have been paid toward your Reemployment Assistance claim. If you would like to see details about the status for each week you have requested, click on “View and Maintain Account Information” then select “Weekly Benefit Details.”
The following are the state and federal Reemployment Assistance Weekly Benefit Payment statuses and what they mean:

**Waiting Week** – The first week of your Reemployment Assistance claim for which you would have been eligible for payment is an unpaid week, according to state law. However, Governor DeSantis has waived the requirement to wait a week to receive Reemployment Assistance benefits beginning March 29, 2020 until February 27, 2021. Claims filed during this time are eligible to receive payment during this week. Claims filed from March 29, 2020 through the week ending July 25, 2020 are also eligible to receive a Federal Pandemic Unemployment Compensation payment for the waiting week. CONNECT will not reflect you have been paid for the waiting week; however, all claimants who are eligible for Reemployment Assistance will be paid the waiting week.

**Disqualified** – This means you have been determined ineligible to receive Reemployment Assistance benefits for that week. You should check your non-monetary determinations in your inbox to find out the reason for disqualification. If you believe your weeks have been deemed “disqualified” in error, please contact the Reemployment Assistance Customer Service Center.
Monetary Ineligible – This means you did not earn enough money in the base period to be eligible to receive Reemployment Assistance benefits. This could be due to earning money that cannot be considered for purposes of Reemployment Assistance benefits or that the Department did not receive your base period wage information during the wage verification process. If you feel this status is incorrect, you should contact the Reemployment Assistance Customer Service Center.

Excess Reductions – During the request for benefits payment process, you indicated that you earned more money than your weekly Reemployment Assistance benefit claim amount for that week. If you feel this status is incorrect, you should contact the Reemployment Assistance Customer Service Center.
**Hold** – This means Reemployment Assistance benefit payments are being held until the claim has been reviewed by the Reemployment Assistance team. This may be for a variety of reasons. If this is the case for you, we recommend you call the Reemployment Assistance Customer Service Center.

**Pending Monetary** – A monetary determination is pending on your Reemployment Assistance claim. You should continue to request your benefit payments and check your CONNECT Inbox to see if any additional information is needed to assist the Reemployment Assistance team in processing your claim.

**Pending** – The Reemployment Assistance team is reviewing your Reemployment Assistance claim. You should continue to request your benefit payments and check your CONNECT Inbox to see if any additional information is needed to assist the Reemployment Assistance team in processing your claim.
Payable – You are due to receive your Reemployment Assistance benefits for that week, and payment should be available in whichever payment method has been chosen. We encourage all claimants to check their CONNECT account to ensure all contact information is accurate and up to date. You should continue to request your benefit payments bi-weekly.

It’s always important to remember to check messages in your CONNECT Inbox frequently. This will keep you informed on your claim status, notice of events and other available actions that need your attention. You should also continue to request your benefit payments regardless of your claim status.

If you have any questions, please visit FloridaJobs.org to watch a video on how to understand your Reemployment Assistance claim status or call our Reemployment Assistance Customer Service Center at 1-833-FL-APPLY (1-833-352-7759) to learn more.