

Disaster Unemployment Assistance Claimant Frequently Asked Questions (FAQs)



Am I eligible for Disaster Unemployment Assistance (DUA)?

Individuals who live or work in a disaster-declared county and, as a direct result of the disaster, one or more of the following occurred, may be eligible for benefits: you became unemployed, you are not able to reach your place of employment, you cannot work due to an injury, you were scheduled to begin work but no longer have a job, or you became the primary provider due to the death of the head of household.

How do I file a claim?

Individuals can file a claim online at CONNECT.MyFlorida.com or by phone at 1-800-385-3920. You must file for state Reemployment Assistance benefits before filing for Disaster Unemployment Assistance. During the application process, you will be asked whether you were impacted by the disaster. Your completed claim will be reviewed and determined for eligibility. If determined ineligible, or you have exhausted your state Reemployment Assistance benefits, you will then be prompted to file a Disaster Unemployment Assistance application.

What should I keep in mind when filing a claim?

You must report all earnings when requesting benefit payment. If you are paid by your employer during your absence from work or if you return to work, you must report these earnings on your weekly request for benefits payment. Vacation pay must also be reported on your weekly request for benefits payment.

How many weeks of benefits can I receive?

Disaster Unemployment Assistance benefits are typically available for **up to 27 weeks**.

Do I need to provide proof of employment at the time of the disaster?

If you have applied for Disaster Unemployment Assistance, you will need to provide proof within 21 days of filing the application that you were employed prior to the DUA event. This is called "proof of employment". It is recommended that you have your documents available as you will be contacted by the Florida Department of Commerce by phone or email to provide the proof of employment. A complete list of documents accepted as proof can be found at FloridaJobs.org on the Disaster Unemployment Assistance page under the "Providing proof of employment" tab.



FOR OTHER ASSISTANCE
PLEASE VISIT THE

Reemployment Assistance Help Center



Account Login Assistance | Reemployment Assistance Account Navigation | Claimant Correspondence | Tax Documents

Disaster unemployment assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. If you or someone you know has been discriminated against, call Federal Emergency Management Agency toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

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