

## STEPS & RESPONSIBILITIES TO FILE AN UNEMPLOYMENT INSURANCE CLAIM



**YOUR CLAIM IS EFFECTIVE SUNDAY OF THE WEEK IN WHICH IT IS FILED.**

### **HAVE THE FOLLOWING TO GET STARTED:**

- Social Security Number
- Full legal name(s) and SSN of any dependent, up to a maximum of four
- Complete mailing address, zip code and apartment or lot number.
- Telephone number
- Your email address (optional)
- Name of most recent employer as it appears on your paystubs or W-2 forms.
- Your start and end dates with your most recent employer
- Your reason for leaving your last employer

**NOTE: Identity Verification is now included in the claim application system. If you're unable to pass the verification process, you will need to provide copies of your Social Security (SS) card and another form of identification. If you do not have a Social Security Card, you will need to provide a copy of an approved document with your SS number and two other approved forms of identification.**

For more information: [iowaworkforcedevelopment.gov/verify](http://iowaworkforcedevelopment.gov/verify)



### **CONTACT INFORMATION**

UI Customer Service

- Phone: 866-239-0843
- Email: [uiclaimshelp@iwd.iowa.gov](mailto:uiclaimshelp@iwd.iowa.gov)
- Hours: Monday through Friday, 8:00 am to 4:30 pm  
(Excluding State Holidays)



## Step 1: APPLY FOR BENEFITS (INITIAL CLAIM)

You may file your application on Saturday or Sunday from 6:00 AM to 11:30 PM or Monday to Friday from 6:00 AM to 6:30 PM.

- Online at [www.iowaworkforcedevelopment.gov](http://www.iowaworkforcedevelopment.gov)
- At any IowaWORKS Center
- Print the confirmation page for your records.

## Step 2: FILE WEEKLY CLAIM

**You must immediately start filing your weekly claim while your eligibility is being determined.** Filing a weekly claim online is a requirement of continued eligibility for unemployment insurance. If you do not file your weekly claim, you will not receive a payment for that week. **NO EXCEPTIONS.** You may file your weekly claim on Sunday from 8:00 AM to 11:30 PM or Monday to Friday from 8:00 AM to 5:30 PM. There is no weekly reporting available on Saturday.



## UNEMPLOYMENT INSURANCE BENEFITS HANDBOOK

The handbook answers most questions about claiming UI benefits and its use helps avoid problems, delays or improper payments.



## BENEFIT PAYMENT

The first payment is issued approximately three weeks after an application for UI benefits is processed, if all the eligibility requirements are met. Payments may be delayed until all outstanding issues are resolved.



## METHOD OF PAYMENT

All benefit payments made by IWD will be deposited to the IWD Debit Card or your Checking or Savings account. You may select which option you prefer to be paid.