

## UNEMPLOYMENT INSURANCE

### How do I apply for unemployment insurance?

You can apply online by going to <http://uiclaims.hawaii.gov> . You must follow all instructions on the confirmation page at the end. You must apply online during the times below:

Monday-Friday	6:30 am to 11:00 pm
Saturday, Sunday & Holidays	9:00 am to 11:00 pm

If you require assistance, contact the Honolulu Claims Office at 830 Punchbowl St. Rm 110 or contact by phone (808) 586-8970 or email [dlir.ui.oahu@hawaii.gov](mailto:dlir.ui.oahu@hawaii.gov)

### When does my claim start?

Your claim begins from the Sunday of the week in which you apply. If you delay and do not apply immediately, you will not receive credit for past weeks. Your claim will start only from the week in which you file.

### What information do I need when I apply?

- Your social security number.
- If you are not a U.S. citizen, you need your alien registration number.
- Your employment information for the past 18 months, including employer's name, address, zip code, phone number, dates of employment, and reason for separation.
- If you were separated from active duty military, you need your DD-214 member 4 copy. Do not delay your filing if you do not have your DD-214. You can provide this documentation at a later date. If you do not have a copy of your Form DD-214, request a copy online at [www.archives.gov/veterans/military-service-records/](http://www.archives.gov/veterans/military-service-records/).
- Your bank account number and your bank's routing number. Use your bank routing number and account information on your personal check. To deposit to a savings account, contact your financial institution to obtain the correct routing and account information.

### How much do I qualify for and how long can I collect?

Your weekly benefit amount is calculated by dividing the wages in the highest quarter of your base period by 21. However, your weekly benefit amount (WBA) cannot be more than the maximum weekly benefit amount, which is determined each year by law. 2020 maximum weekly benefit amount is \$648. The minimum weekly benefit amount is set by law at \$5 a week.

Your claim is good for one year from the effective date of the claim; however, you can be paid for only 26 weeks of total unemployment during the one-year period that your claim is effective.

### How do I get paid?

You must submit your weekly or bi-weekly claim certifications on time and meet all eligibility requirements to be paid. The weekly claim certifications are due within 7 days

after the week ending date. The bi-weekly claim certifications are due within 7 days after the second week ending date.

File your claim certifications online. Go to <http://uiclaims.hawaii.gov>. Payment is by Direct Deposit.

**How do I sign-up for Direct Deposit?**

You must have an online UI account in order to enroll in direct deposit. Create a new account or access your existing account by going to [uiclaims.hawaii.gov](http://uiclaims.hawaii.gov) and completing the online application. To ensure the account number and financial institution's routing number are correct, it is recommended you utilize the bank routing number and account information on your personal check. If you wish to have benefits deposited to a savings account, contact your financial institution to obtain the correct routing and account information. Your Direct Deposit information only needs to be submitted once per claim, unless your bank information changes.

**What are the eligibility requirements?**

Eligibility for Unemployment benefits is determined by the Unemployment Insurance Claims Office, not by your employer.

**What is partial unemployment?**

If you are still employed but not working or working less than your customary full-time hours and earning less than your weekly benefit amount, you may qualify for Unemployment benefits. Once your claim is processed, your employer will complete the electronic form UC-348, Verification of Partial Employment Status, within 5 working days from the request. They will also submit "Weekly Report of Low Earnings" online to verify your earning and eligibility for each week claimed. You must not refuse any suitable available work during the week in question.

**Where can I find more information?**

Go to <http://labor.hawaii.gov/ui/fag/>