



## **MARCH 30, 2020**

The federal CARES Act provides for three temporary unemployment compensation programs due to COVID-19:

- Federal Pandemic Unemployment Compensation
- Pandemic Emergency Unemployment Compensation
- Pandemic Unemployment Assistance

The Division of Employment Security is awaiting guidance from the U.S. Department of Labor to implement these programs. Once we receive the final guidance, benefits should start being paid in about two weeks.

Anyone who filed a claim due to COVID-19 before this legislation may still be eligible for these benefits. If any benefits are owed for a week previously claimed, payment will be made retroactively.

Here is a brief summary of each program. We will share more details about eligibility and how to apply for benefits as they become available.

**Federal Pandemic Unemployment Compensation (FPUC):** Provides an additional \$600 in weekly unemployment insurance benefits paid for weeks after March 29, 2020. The program is slated to end July 31, 2020.

**Pandemic Emergency Unemployment Compensation (PEUC):** Provides up to 13 additional weeks of unemployment insurance benefits.

**Pandemic Unemployment Assistance (PUA):** Provides unemployment compensation for individuals not eligible for regular unemployment insurance or any extensions to unemployment insurance. This would provide coverage to eligible self-employed workers and independent contractors who are not typically eligible for unemployment insurance.

**Updates will be posted on the Division of Employment Security website at [des.nc.gov](https://des.nc.gov).**



**MARCH 30, 2020**

### **HOW DO I FILE FOR UNEMPLOYMENT INSURANCE?**

The fastest and most efficient way to file a new claim is to file online at [des.nc.gov](https://des.nc.gov). If you don't have access to a computer or need assistance, you may file over the phone by calling the Customer Call Center at 888-737-0259. However, due to the high volume of calls related to COVID-19, you may experience a long wait time. DES will ensure that claimants do not miss out on any weeks of eligibility due to the high call volume. We will begin the claim with the week when they initially attempted to file.

### **I'M HAVING TROUBLE SIGNING INTO MY ONLINE ACCOUNT.**

If you are experiencing issues with the password or PIN for your online account, please email [NCDESpaswordhelp@nccommerce.com](mailto:NCDESpaswordhelp@nccommerce.com) for assistance.

### **I HEARD THE FEDERAL GOVERNMENT IS EXPANDING UNEMPLOYMENT INSURANCE BENEFITS. AM I ELIGIBLE?**

The Division of Employment Security is awaiting guidance from the U.S. Department of Labor to implement the new assistance programs. Once we receive the final guidance, benefits should start being paid in about two weeks. Anyone who filed a claim due to COVID-19 before this legislation may still be eligible for these benefits. If any benefits are owed for a week previously claimed, payment will be made retroactively.

### **WHEN WILL I RECEIVE PAYMENT?**

After you have filed a claim, it usually takes about 14 days to receive your first payment. The additional \$600 in federal benefits will be for weeks ending April 4 – July 31. DES is awaiting guidance for issuing those payments. Any benefits owed will be paid retroactively.

### **DO I NEED TO COMPLETE A WEEKLY CERTIFICATION EVERY WEEK TO RECEIVE BENEFITS?**

Yes. A Weekly Certification is a series of yes/no questions that helps determine your eligibility for benefits each week. If you do not complete a Weekly Certification, you will not be considered for payment for that week. Sign into your Online Account to complete your weekly certification. If you do not have online access, call 888-372-3453 (Weekly Certifications only).

**Note:** N.C. [Executive Order 118](#) allows some requirements to be waived for people filing for unemployment due to COVID-19. If you are filing due to COVID-19, you may answer 'yes' to this question on the Weekly Certification: Did you look for work?

### **ARE INDEPENDENT CONTRACTORS ELIGIBLE FOR UNEMPLOYMENT INSURANCE?**

Independent contractors and self-employed workers are not typically eligible for unemployment insurance benefits. However, these individuals may qualify for federal Pandemic Unemployment Assistance available as a result of COVID-19. The Division of Employment Security is awaiting guidance from the federal government to implement the Pandemic Unemployment Assistance program. Check [des.nc.gov](https://des.nc.gov) for updates.

# FILING FOR UNEMPLOYMENT INSURANCE BENEFITS DUE TO COVID-19



NC DEPARTMENT  
of COMMERCE  
EMPLOYMENT SECURITY

Updated March 26, 2020

File your claim at  
[des.nc.gov](https://des.nc.gov)

Need Assistance?  
DES Customer Call Center  
888-737-0259

Due to extremely high call volume, you may experience long wait times.

North Carolina  
Division of  
Employment  
Security

## CREATE AN ONLINE ACCOUNT: [DES.NC.GOV](https://des.nc.gov)

- File a claim for unemployment
- Complete your Weekly Certifications
- Check your claim status

## FILE YOUR CLAIM

You will need your Social Security Number, information about your most recent employment and pay, work history for the last two years, and bank routing and account numbers for direct deposit.

**TIP: If you are filing due to COVID-19, select 'coronavirus' as your reason for separation.**

## COMPLETE YOUR WEEKLY CERTIFICATION

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Log into your Online Account to complete your Weekly Certification. If you do not have online access, call 888-372-3453 (Weekly Certifications only).

**TIP: N.C. Executive Order 118 allows some requirements to be waived for people filing for unemployment due to COVID-19. If you are filing due to COVID-19, you may answer 'yes' to this question on the Weekly Certification: Did you look for work?**

## TIMELINE

After you file your claim, your last employer will be given, by law, 10 days to respond to DES. No payment will be released until after this 10-day period.

If there are no issues, individuals typically receive payment within about 14 days of filing their initial claim.

**TIP: Remember—you must complete a Weekly Certification for each week, or you will not receive payment.**