

# A STEP-BY-STEP GUIDE TO FILING FOR UNEMPLOYMENT IN NORTH CAROLINA



**Local 600**  
International Cinematographers Guild

- ➔ IN WHICH STATE SHOULD I FILE FOR UNEMPLOYMENT ?
- ➔ IF I LIVE IN NORTH CAROLINA, HOW DO I FILE AN INTERSTATE CLAIM?
- ➔ WHAT IS THE MAXIMUM WEEKLY CLAIM I CAN RECEIVE IN NORTH CAROLINA?
- ➔ IF I LIVE IN ANOTHER STATE WHERE I DO NOT HAVE WAGES, BUT HAVE QUALIFYING WAGES IN NORTH CAROLINA, MAY I FILE AN INTERSTATE CLAIM?
- ➔ THE CARES ACT, FILING FOR UNEMPLOYMENT INSURANCE DUE TO COVID-19?
- ➔ WHAT ARE THE REQUIREMENTS FOR FILING A VALID CLAIM



**Q.** In which State should I file for Unemployment?

**A.** You should apply for benefits in the State where your base period wages were reported. If you have your base period wages in multiple states, you may choose the state in which you file for benefits.



**Q.** What is the maximum weekly benefit amount I can receive in North Carolina?

**A.** You may receive the maximum amount of \$350 per week. Your weekly benefit amount is based on the last two completed quarters in your base period divided by 52 and rounded down to the next whole dollar.



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**Q.**

**If I live in North Carolina, how do I file an interstate claim (claim against another state)**

**A.**

If you live in North Carolina, but do not have wages in North Carolina, you can file an interstate claim in the state where you have wages. You must contact the agency responsible for IU claims in that state and follow its instructions for filing your claim.



**Q.**

If I live in another state where I do not have wages, but have qualifying wages in North Carolina, may I file an interstate claim?

**A.**

Yes. If you have no wages in the state where you live, but have qualifying wages in North Carolina, you may file an interstate claim in North Carolina. You can file your claim online on the DES website, or by telephone at 888-733-0259.



**Q.** What are the requirements for filing a valid claim?

**A.** You must have worked in employment subject to UI tax ( known as covered employment) and received wages in at least two (2) quarters of your base period. You must also have been paid wages totaling at least six (6) times the average weekly insured wage during your base period. The exact amount of benefits cannot be determined until you actually file your claim for benefits.



**COVID-19:  
NORTH CAROLINA  
Unemployment  
Insurance Information**

## **UNEMPLOYMENT INSURANCE CHANGES**

On March 17<sup>th</sup>, 2020 Governor Cooper issued Executive Order 118 announcing changes to unemployment insurance benefits for individuals who are out of work as a result of COVID-19.

The order pertains to individuals who are separated from employment, who have had their work hours reduced, or who are prevented from working due to medical condition caused by COVID-19 or due to communicable disease control measures.

# FILING FOR UNEMPLOYMENT INSURANCE DUE TO COVID-19?



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## ► **Complete your Weekly Certification.**

► 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.

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

► **TIP:** N.C. Executive order 118 allows some requirements to be waived for people filing for unemployment 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 prior to the end of this 10 day period. If there are no issues, individuals typically receive payment within about 14 days of filing their initial claim.



# FILING FOR UNEMPLOYMENT INSURANCE DUE TO COVID-19?



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- ▶ **Create an Online Account: [des.nc.gov](https://des.nc.gov)**
- ▶ File a claim for unemployment
- ▶ Complete your Weekly Certifications
- ▶ Check your claim status
  
- ▶ **To 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
- ▶ Bank routing and account numbers for Direct Deposit.
  
- ▶ **TIP:** If you are filing due to COVID-19, select “coronavirus” as your reason for separation.

# QUESTIONS RELATED TO COVID-19



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**Q. When will I receive payment?**

**A.** After you filed a claim, it usually takes about 14 days to receive your first payment. The additional \$600.00 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.

**Q. The Federal Government is expanding unemployment insurance benefits. Am I eligible?**

**A.** 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 able for these benefits. If any benefits are owed for a week previously claimed, payment will be made retroactively.

## **REGISTER:** Filing for Unemployment Benefits

The fastest and most efficient way to file a new claim is to create an online account

If you're temporarily out of work or your working hours have been reduced due to COVID-19, choose 'coronavirus' as your reason for separation when filing your claim.

### FILING FOR UNEMPLOYMENT INSURANCE BENEFITS DUE TO COVID-19

Updated March 26, 2020



**NC DEPARTMENT  
of COMMERCE**  
EMPLOYMENT SECURITY

**File your claim at  
des.nc.gov**

**Need Assistance?**  
**DES Customer Call Center**  
**888-737-0259**  
Due to extremely high call volume, you may experience long wait times.

#### **CREATE AN ONLINE ACCOUNT: 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.**



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## Creating an account for claimants



Division of Employment  
Security  
Creating an Online  
Account for Claimants

**If you have questions or need assistance,  
contact the DES Customer Call Center at  
888-737-0259.**

## CREATE YOUR ONLINE ACCOUNT

Select Sign Up on the DES webpage  
Enter your Social Security Number twice.  
Select 'Next.'

You will then reach the 'Account Creation' page. Here you will:

- Create a user name.
- Enter your email address twice.
- Create a pin number.
- Enter your contact phone number.
- Create a password.
- Select 'Create Account.'

After your new account is created, an email will be sent to the email address you provided during your account creation. Select the link in the email to activate the account. The link is only valid for one hour. You can now Sign In to the website using your user name and password.



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# HOW TO FILE AN UNEMPLOYMENT CLAIM AND COMPLETE A DYNAMIC FACT FINDING (VIDEO)

Division of Employment  
Security

How to File an  
Unemployment Claim  
and Complete a  
Dynamic Fact Finding



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**NC DEPARTMENT**  
**of COMMERCE**  
**EMPLOYMENT SECURITY**

## CONTACT INFORMATION

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### **North Carolina Division of Employment Security**

#### **Mailing address:**

P.O. Box 25903  
Raleigh, NC 27611-5903

#### **DES Central Office Location:**

700 Wade Avenue  
Raleigh, NC 27605

**Please note that this is a secure facility.  
Customers needing assistance with their  
unemployment insurance claim should  
contact us via phone or email only.**

