

## **NORTH CAROLINA**

### **General Information about the Unemployment Insurance Program:**

<https://des.nc.gov/apply-unemployment>

### **To file a UI claim online:**

<https://fed.des.nc.gov/ofis/citizen/pages/public/Login.aspx>

### **To file a claim by telephone number:**

1-888-737-0259

**Coronavirus update:** North Carolina is providing updates on Unemployment Insurance changes related to COVID-19 here:

<https://des.nc.gov/need-help/covid-19-information>

### **Qualify**

- 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.

### **How to Apply**

- Apply online here [des.nc.gov](https://des.nc.gov)
- Apply by phone by calling 888-737-0259
- DES will ensure that claimants do not miss out on any weeks of eligibility due to the high call volume. We will begin the week when they initially attempted to file. **TIP:** If you are filing due to COVID-19, select 'coronavirus' as your reason for separation.

### **Details**

- [https://files.nc.gov/des/documents/Downloads/filing-for-unemployment-due-to-covid-19-tip-sheet\\_mar26.pdf](https://files.nc.gov/des/documents/Downloads/filing-for-unemployment-due-to-covid-19-tip-sheet_mar26.pdf)
- Individuals filing for benefits as a direct result of COVID-19 will automatically have their waiting week for benefits waived; however, your last employer will be given 10 days from the time you file your initial claim to provide separation information to DES. No payments will be released until after that 10-day period.
- Individuals currently filing for unemployment insurance benefits who have to quarantine due to COVID-19 will be considered able and available to work as long as the individual has not removed themselves from the labor market.
- If you are out of work as a result of COVID-19, you do not have to conduct a work search while filing for unemployment.
- If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a result of COVID-19, you may be able to receive unemployment benefits. In order to determine eligibility, you must first apply for unemployment. If you're temporarily out of work or working reduced hours due to COVID-19, select one of those two separation reasons when filing your claim.

### **Process for Continued Benefits**

- Benefits remain at a maximum of \$350.00/week for 12 weeks.
- 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 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?