

## **INTRODUCTION**

The Employment Development Department introduces Unemployment Insurance claim filing by telephone. You no longer need to report in person to file a claim.

## **INFORMATION**

IF YOU ARE CURRENTLY RECEIVING CALIFORNIA UNEMPLOYMENT BENEFITS YOU **DO NOT** NEED TO CALL.

- If you need to file or reopen a California unemployment claim call between 8 a.m. and 5 p.m. Pacific Standard/Daylight Time.
- You must call before the end of the week to receive credit for the week. **CALL ON WEDNESDAY OR THURSDAY FOR FASTEST SERVICE.** Refer to the Claim Filing Instructions inside.
- Bilingual customer service representatives are available.

## **SERVICES**

You may receive the following services:

- Check information. Refer to the Check Information Instructions inside.
- Recorded General Unemployment Insurance information.\*
- Recorded California Job Service information.\*

\*Recorded information about the UI and JS programs is available 24 hours a day.



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-800-300-5616 (voice), or TTY 1-800-815-9387.

# **UNEMPLOYMENT INSURANCE**



## **NEW TOLL FREE PHONE NUMBERS:**

**English ..... 1-800-300-5616**

**Spanish ..... 1-800-326-8937**

**Cantonese ..... 1-800-547-3506**

**Mandarin ..... 1-866-303-0706**

**Vietnamese ..... 1-800-547-2058**

**TTY (Non-Voice).. 1-800-815-9387**

File Claims  
Check Information  
General Information

**Bilingual Representatives Available**

**EDD** Employment  
Development  
Department  
State of California

## GENERAL INSTRUCTIONS

This brochure provides step by step instructions for the following services:

- Claim Filing.
- Check Information.

When you call, recorded messages will guide you to the services you need.

**You must have your Social Security number available when calling for claim information.**

**When filing or reopening a claim have the following:**

- Social Security number.
- Alien Registration number.  
(If you are not a U.S. Citizen.)
- NAME of your very **last** employer.  
(whether you worked full time or part time):  
\_\_\_\_\_
- PHONE NUMBER, mailing address and zip code of your very last employer:  
\_\_\_\_\_
- If you worked outside California during the past 24 months, have all employers names, phone numbers and complete mailing addresses.
- If you were in the Military during the last 24 months, have your DD 214 Member 4 available.
- For Federal claims please have wage and separation information available, from your Standard Form 8, Notice To Federal Employees About Unemployment.

## CLAIM FILING INSTRUCTIONS

When you call to file a claim have the information, listed on the left side of this guide, available. Make the following selections during the recorded messages:

LANGUAGE PREFERENCE (Choice):

- Press 1 To hear this recording in English.  
or  
Press 2 Para escuchar este mensaje en español.

*NEXT*

- Press 2 For information about Unemployment Insurance.

*NEXT*

- Press 1 For information about filing a claim.

*NEXT*

- Press 1 If all your work and earnings were in California during the past 24 months.

or

- Press 2 If you worked for the military, federal government or outside of California during the past 24 months.

NOTES \_\_\_\_\_  
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For your security and security of your claim, you will be asked specific information.  
**DO NOT**  
write your **Social Security**  
number on this guide.

## CHECK INFORMATION INSTRUCTIONS

Information about your most recent UI benefit check is available Monday through Saturday from 6 a.m. to midnight, and on Sunday from 6 a.m. to 9 p.m. UI benefit check information is updated daily, and reflect the claim activity which occurred on the previous business day. Make the following selections from the recorded messages:

LANGUAGE PREFERENCE (Choice):

- Press 1 For English.  
or  
Press 2 Para escuchar este mensaje en español.

*NEXT*

- Press 1 For information regarding your unemployment insurance check.

*NEXT*

Please enter your Social Security number.

*NEXT*

- Press 1 If this is correct.  
Press 2 To cancel it.

*NEXT*

When asked, enter specific information by using your telephone key pad followed by the # sign. Press the “#” key, located to the right of “0”, after making your entry. You will hear a recorded voice which says:

“Your last check was paid on [date]. It paid [amount] for the period ending [date]. Please allow up to five days for mail delivery.”