

STEPS & RESPONSIBILITIES TO FILE AN UNEMPLOYMENT INSURANCE CLAIM



YOUR CLAIM IS EFFECTIVE SUNDAY OF THE WEEK IN WHICH IT IS FILED.

HAVE THE FOLLOWING TO GET STARTED:

- Social Security Number
- Full legal name(s) and SSN of any dependent, up to a maximum of four
- Complete mailing address, zip code and apartment or lot number.
- Telephone number
- Your email address
- Name of most recent employer as it appears on your paystubs or W-2 forms.
- Your start and end dates with your most recent employer
- Your reason for leaving your last employer

NOTE: Identity Verification is completed through ID.me during the application process. You will need a current driver's license or government-issued ID.

For more information: <https://workforce.iowa.gov/verify>



CONTACT INFORMATION

UI Customer Service

- Phone: 866-239-0843
- Email: uiclaimshelp@iwd.iowa.gov
- Hours: Monday through Friday, 8:00 am to 4:30 pm
(Excluding State Holidays)

Please note, in summer 2024, IWD will be modernizing its UI system. Monitor our website for updates: <https://workforce.iowa.gov>



HOW TO APPLY FOR BENEFITS (INITIAL CLAIM)

You may file your application on Saturday or Sunday from 6:00 AM to 11:30 PM or Monday to Friday from 6:00 AM to 6:30 PM.

- Online at <https://workforce.iowa.gov>
- At any IowaWORKS Center
- Print the confirmation page for your records.



CREATE YOUR IOWAWORKS ACCOUNT

Claimants not returning to their current employer or on a layoff longer than 4 weeks must conduct 4 reemployment activities each week, 3 of which need to be job applications. Reemployment activities must be entered online at <https://iowaworks.gov> during the week you are unemployed and claiming. The reemployment activities then need to be certified the following week and a weekly claim filed.



FILE WEEKLY CLAIM

You must start filing your weekly claim while your eligibility is being determined. Filing a weekly claim online is a requirement of continued eligibility for unemployment insurance. If you do not file your weekly claim, you will not receive a payment for that week. **NO EXCEPTIONS.** You may file your weekly claim on Sunday from 8:00 AM to 11:30 PM or Monday to Friday from 8:00 AM to 5:30 PM. There is no weekly reporting available on Saturday.



UNEMPLOYMENT INSURANCE BENEFITS HANDBOOK

The handbook answers most questions about claiming UI benefits and its use helps avoid problems, delays or improper payments.



BENEFIT PAYMENT

The first payment is issued approximately three weeks after an application for UI benefits is processed, if all the eligibility requirements are met. Payments may be delayed until all outstanding issues are resolved.



METHOD OF PAYMENT

All benefit payments made by IWD will be deposited to the IWD Debit Card or your Checking or Savings account. You may select which option you prefer to be paid.