



# Unemployment Insurance Benefits How to Apply



## How to Apply for Unemployment Insurance Benefits

### ***Application Process***

Applicants can apply for Unemployment Insurance (UI) Benefits online at [www.AZUI.com](http://www.AZUI.com) anytime between 12:00am on Sunday through 6:00pm on Friday. Individuals without an internet connection can call 1 (877) 600-2722 to submit an application telephonically.

Hard copies of the applications are also available in the documents center (UB-105 Arizona Initial Claim for Unemployment Insurance) at [www.azdes.gov](http://www.azdes.gov).

Individuals should apply as soon as possible after the last day of work.

[www.AZUI.com](http://www.AZUI.com) contains detailed information about various steps in the application process, information needed, frequently asked questions, and requirements to receive benefits.

### ***Information Needed***

When submitting an application for an initial claim, individuals will need to provide their Social Security Number, mailing address, county of residence and, if available, their Driver License or state-issued ID number. In addition, they will need the following information about their employment history:

- The names, addresses, and phone numbers of all employers for the last 18 months including the correct mailing address and telephone number for the most recent employer
- The last day worked immediately prior to filing the UI claim
- Amount (before deductions) and date of any payment for severance, vacation, holiday or unused sick pay
- The name and local number of your union hall, if applicable
- Alien Registration Number, if applicable
- Copy # 4 of DD Form 214 if released from the military in the last 18 months
- SF 8 or SF 50 if employed in Federal Civilian service in the last 18 months
- Start date and monthly benefit amount of any pension (other than Social Security)

It is very important applicants are prepared with this information as they begin to file the claim.

As applicants move through the process, any eligibility issues will be identified. An individual can know his or her application is successfully submitted when reaching the end of the application, certifying the statements made on the application are true, and receiving a confirmation number.

More information about how to apply can be found in the following videos:

- [How To File An Unemployment Insurance Claim video](#)
- [How to Apply for Unemployment Benefits video](#)

**NOTE:** The requirement to actively seek work (“work search”) has been temporarily suspended. You will not be able to enter information regarding these questions in the online system. The answers to these queries will not be used to determine your eligibility.

### ***For Individuals Impacted by COVID-19***

Applicants who have been impacted by COVID-19 can use this [Question and Answer sheet](#) to assist in answering the application questions.

### ***After the Application***

Within approximately one week of filing your initial claim, applicants will receive the following information from DES in the mail:

- [A Guide to Arizona Benefits](#) UIB-1240
- [Wage Statement](#) UB-107
- [Certificate of Understanding \(Eng/Span\)](#) UB-99Y

Please print, sign, and return the Certificate of Understanding to the address or fax number listed on the form. If we need more information to process your claim, we will mail you a questionnaire to complete and send back.

### ***Payments***

DES is doing everything possible to get Arizonans benefits as soon as possible. However, DES is experiencing an influx of claims due to COVID-19 and processing times may vary. Additionally, if there are issues with the claim, such as incomplete information, processing the claim may be delayed.

Direct deposit is available at [www.AZUI.com](http://www.AZUI.com). Applicants may also receive an Electronic Payment Card (EPC) issued by Bank of America (applicants who have received UI within the last 3 years or are currently receiving child support, will not receive a new EPC card). The EPC card will have a zero balance until the applicant’s first benefit payment has been processed.

### ***Maintaining Benefits and Other Information***

To maintain benefits, applicants are required to file weekly claims confirming they continue to meet the requirements to receive Unemployment Insurance. Applicants must file a claim every week he or she is unemployed, or underemployed, by visiting our online claims system at [www.AZUI.com](http://www.AZUI.com). The benefit week starts on a Sunday and ends on Saturday.

DES is analyzing changing state and federal guidance and updating its eligibility requirements accordingly. These requirements may continue to change as the government response to COVID-19 evolves.

Applicants are also automatically registered with Arizona's largest jobs database, Arizona Job Connection ([www.AZJobConnection.gov](http://www.AZJobConnection.gov)). By completing their registration, job seekers can create a digital resume, search for jobs, and get matched with hiring employers.

### ***Additional Information and Resources***

Additional information about Arizona Unemployment Benefits can be found by visiting [www.AZUI.com](http://www.AZUI.com) or in the "[Guide to Arizona Benefits](#)" handbook that is available on DES' website and that applicants receive in the mail.

ARIZONA@WORK staff can provide job seekers with no-cost job assistance to help them get back to work. Learn more about the services available and view a list of jobs with immediate openings by visiting, [www.ARIZONAatWORK.com](http://www.ARIZONAatWORK.com).