

TOP 10 THINGS YOU SHOULD KNOW...

About Filing Your Claim for Unemployment Benefits

Unemployment Insurance (UI) benefits provide temporary payments to qualified individuals who meet eligibility requirements of state law. Each person who collects UI benefits is legally responsible for making sure they follow the rules.

Keep these key facts in mind when you are filing for UI benefits to ensure correct and quick payment of benefits.

- 1 ACCURATELY REPORT THE REASON YOU ARE UNEMPLOYED.** When you first file your claim for benefits, choose the most accurate reason for separation from your job.
- 2 REPORT ANY WAGES YOU EARN.** If you do any kind of work while getting unemployment benefits, you must report your gross wages for each week you work. Gross wages are the total amount you are paid before taxes and other deductions are taken out. Report the wages for the week that you worked—do NOT wait until you're paid.
- 3 REGISTER TO LOOK FOR WORK.** You must register with your state's job service office. North Carolina residents must register or reactivate their account at [NCWorks.gov](https://www.ncworks.gov). If you do not register at [NCWorks.gov](https://www.ncworks.gov), your benefits may be delayed or denied. Individuals who live outside of North Carolina must register for work with their state's job service office.
- 4 BE AVAILABLE FOR WORK.** You must confirm each week that you are able and available to accept suitable work.
- 5 ACTIVELY LOOK FOR WORK.** You must reach out to at least three job contacts each week and keep a record of your work search. Each week, one of your contacts can be participation in a reemployment activity. You must enter your work searches and job contacts into your MyNCUIBenefits account before you are able to file your weekly certification.
- 6 CREATE A WORK SEARCH PLAN.** Contact your state's job service office for help with your job search. North Carolina residents should use [NCWorks.gov](https://www.ncworks.gov) or visit their [local NCWorks Career Center](#) for help with creating a work search plan.
- 7 AVOID ERRORS AND ENSURE PROPER PAYMENT OF BENEFITS.** Be sure to read all the information given to you. Mistakes can lead to an overpayment of benefits that you would need to repay later.
- 8 AS SOON AS YOU RETURN TO WORK, STOP FILING WEEKLY CERTIFICATIONS.** Stop filing once you start full-time work again. Do not wait until you get your first paycheck.
- 9 FOLLOW THE RULES TO PREVENT YOURSELF FROM COMMITTING FRAUD.** If you collect UI benefits, you are legally responsible for making sure you follow the rules. If you do not follow the rules, there can be serious consequences.
- 10 KNOW YOUR RESPONSIBILITIES, AND ASK FOR HELP.** Navigating the UI system can be confusing. If you have a question, the N.C. Division of Employment Security (DES) is here to help. Contact us by visiting our website at des.nc.gov or calling 888-737-0259.



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