How do I apply?
The fastest way to file a claim is to file online at des.nc.gov. If you need help, you may file over the phone by calling the DUA Hotline at 919-629-3857.

1. Go to des.nc.gov.
2. Create a MyNCUIBenefits account. View more details: des.nc.gov/create-online-account-english/open.
3. Sign in to file your claim.
4. Click File a **New Unemployment Insurance Claim**. File for state unemployment benefits and DUA during the same claim process.
   - If you are eligible for state benefits, you must exhaust those benefits before you can receive DUA.
   - If you are not eligible for state benefits, DES will determine if you are eligible for DUA benefits.
5. When filing your claim, select **A federally-declared disaster** when asked to give a reason for unemployment.
6. If you are self-employed, a farmer, or a commercial fisher, you must provide proof of employment and income within 21 days of filing your claim.
7. DES notifies you once your eligibility is determined.

Important

If you are self-employed, a farmer, or a commercial fisherman, you **must provide** proof of employment and income within **21 days** of filing your disaster-related claim.

Send documentation, including your Claimant ID by:

- Online through your MyNCUIBenefits account at des.nc.gov.
- Fax: (919) 341-5785

Complete a weekly certification online at des.nc.gov to show that you remain unemployed as a direct result of a federally declared disaster.

CONTACT US

PHONE:

DUA HOTLINE 919-629-3857
EMPLOYER CALL CENTER
(866) 278-3822

WEEKLY CERTIFICATION:

ONLINE AT DES.NC.GOV

DUA FAX: (919) 341-5785
WEBSITE: DES.NC.GOV



UNDERSTANDING DISASTER UNEMPLOYMENT ASSISTANCE (DUA) IN NORTH CAROLINA

How to File a Disaster-Related Claim

North Carolina Division of Employment Security

NC DEPARTMENT of COMMERCE EMPLOYMENT SECURITY

DES.NC.GOV

DISASTER UNEMPLOYMENT ASSISTANCE (DUA)

Disaster Unemployment Assistance (DUA) is a federal program that provides temporary payments to people in a federally declared disaster area whose employment has been lost or interrupted as a direct result of the disaster.

What makes me eligible for DUA?

You are eligible for DUA if you:

- No longer have the job that provided their primary source of income.
- Are unable to reach their place of unemployment.
- Cannot work because of an injury caused by the storm.
- Were unable to begin employment or self-employment due to the storm.
- Have become the major supplier of household income due to a storm-related death of the previous major supplier of household income.

I'm unemployed as a direct result of the disaster. What are my next steps?

1. File a claim for unemployment.
2. Provide disaster-related information when you file your claim.
3. File your weekly certifications each week while waiting for a determination from DES.

How long do I have to apply for DUA?

You have 60 days from the date DES announces that your county is covered by the federal disaster declaration to file for unemployment. Impacted counties and related dates can be found on the DES website at des.nc.gov.

What do I need to apply for DUA?

- Name and address of all employers you worked with within the last 24 months.
- County of residence.
- County of employment.
- Mailing address and ZIP code.
- Valid telephone number.
- Your Social Security number. Non-citizens will also need their Alien Registration number.
- Have proof of employment and income if you're self-employed, a farmer, or a commercial fisher.

How do I get my DUA unemployment benefits once it's determined I'm eligible?

Unemployment benefits are paid weekly by either direct deposit or on an agency-issued debit card.

Are there additional requirements that I must meet to get unemployment?

DES will often review your unemployment claim to make sure you continue to meet eligibility requirements for disaster-related benefits.

What if I'm not eligible for unemployment?

DES will use the disaster-related information you provided during the claims filing process to determine your eligibility for the DUA program.

