



UI Support  
1-502-564-2900  
(5) (6)

### Unemployment Insurance Claims Filing Options:

**\*File your Claim by Internet** from Anywhere: No more long waits to file your unemployment claim. You can file your Kentucky Unemployment Insurance Claim using the Internet. If you have all the necessary information, you can file your claim for Unemployment Insurance at any location with Internet access. To file via the Internet go to <http://www.kewes.ky.gov> or <http://kcc.ky.gov>. You are required to register for work after you file your Kentucky Unemployment Claim. The website is <https://focuscareer.ky.gov>.

**\*Electronic filing from our office:** If you choose to file your Unemployment Insurance claim from our Kentucky Career Center, customer service representatives are here to help you. You can receive assistance as you file your claim electronically in our resource room.

**\*Filing by Telephone:** If you have all the necessary information and a touch tone telephone, you can also file your Unemployment Insurance Claim by Telephone between 7:30 a.m. – 5:30 p.m. Eastern Time. The number is [502-875-0442](tel:502-875-0442). This is not a toll free number.

There is never a charge or fee for filing or requesting benefits at our ky.gov websites. Beware of predatory websites that charge a fee – they are not affiliated with the Kentucky Unemployment Insurance Division.

### How Do I Claim My Weekly Benefits

You can claim your weekly benefits via the internet at [www.kewes.ky.gov](http://www.kewes.ky.gov) or by calling the toll free number 1-(877) 3MY-KYUI or 1-(877) 369-5984. When claiming via the internet be sure to select the option "Request a Benefit Check" Both options are available Monday through Friday from 7:00 a.m. until 7:00 p.m. and Sunday from 10:00 a.m. until 9:00 p.m. (Eastern Time Zone).

For all initial claims there is now, by law, a ONE WEEK WAITING PERIOD.

You will order both weeks-one and two, after filing your initial claim but will only be paid for week two. This occurs once in your benefit year.

- The waiting week is the first payable week of an initial claim for benefits
- No more than one waiting week is required in any benefit year
- There are still 26 weeks of benefits available

When you filed your claim you were given information about when you should request your first benefit payment and each following payment. It is very important to remember those dates.

Write them here:

Request first payment \_\_\_\_\_ (16 days after you filed your claim)

Request next payment \_\_\_\_\_ and EVERY 14 days thereafter.

Payments can be requested every 14 days. If you fail to request your check on the 14th day, you have until Friday of the next week to request your payment and avoid disruption of benefits.

You will receive a pay order form in the mail. Do not mail this form unless otherwise instructed to do so.

\*Option 1 – Week Claiming (order check).

\*Option 2 - Last Week Claimed Inquiry. You must wait until the next day to use this option.

\*\*Unemployment weeks are Sunday through Saturday.

\*\*YOU MUST USE A TOUCH-TONE TELEPHONE, NOT PULSE\*\*

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\*\*If USING YOUR CELL PHONE, MAKE SURE YOU HAVE A GOOD CONNECTION. A dropped call could delay your benefits.

### WORK SEARCH REQUIREMENTS WHILE CLAIMING UNEMPLOYMENT INSURANCE BENEFITS

By law (KRS 341.350(2), "an unemployed worker must be registered for work with respect to such week in accordance with regulations prescribed by the secretary". In addition subsection (4) states: be available for suitable full-time work and making such reasonable effort to obtain work as might be expected of a prudent person under like circumstances" while claiming UI benefits. To satisfy this requirement, you must:

- be able and available to work
- register for work with the Kentucky Career Center (KCC) and complete full registration (Focus Career) according to the state rules and regulations. To achieve full registration you must include:
  - minimum of last three employers (if applicable) or,
  - 10 years of work experience (if applicable), and
  - all required fields in each section must be completed in work registration (Focus Career).
- respond in a timely manner when KCC contacts you about job openings,
- accept referrals from KCC to suitable employment,
- report for job interviews to which referred,
- report for follow-up contacts with KCC as instructed,
- participate in other reemployment services and case management to which you are referred,
- seek employment on your own, and
- accept suitable employment when offered.

**\*\*You can register at <https://focuscareer.ky.gov>. Failure to meet the requirements may result in you being disqualified from receiving benefits\*\***

#### ~~ELIGIBILITY REVIEW~~

~~In order to continue requesting unemployment insurance payments, you are required to complete an eligibility review. An eligibility review is our opportunity to review your job contacts and also assist you with job seeker services available to you. You must complete your eligibility review when directed in order to continue requesting benefits.~~

~~You must complete your first ER in-person at the Kentucky Career Center Office. After you have completed your first ER in-person, for all future ER's, you may enter your job search activities online, instead of reporting to the local office. It is recommended that you try your first on-line ER in your Kentucky Career Center, in case you have any questions or encounter any problems.~~

You are required to make at least 1 job contact a week at places you are willing to work. As you look for work please keep track of the information listed below. You will be asked to provide this information during your Eligibility Reviews.

- \*Date of contact
- \*Employer name
- \*Contact method
- \*Name of contact person
- \*Phone number, Internet, Email, or Street address
- \*Position applied for
- \*Result

**The following has been provided for your convenience:**

- \*A script for when you request your benefits.
- \*A form stating required information when filing your unemployment claim.
- \*A summary form for dates, phone number, web-site information, and review information.



**Please have the following information readily available before you claim your weeks by Internet or telephone:**

1. Your social security number
2. Your personal identification number (PIN) (this is a 4-digit number chosen by you when you filed your claim on-line or when you claim your first check by telephone).
3. The date you returned to full-time work, if you have returned to work.
4. The number of hours you worked, if you were paid or will be paid for the work and the gross amount as well as any holiday, vacation, or other pay you received or will receive.
5. You now have the option to have your unemployment payment deposited into your checking or savings account. You will need to log into the Internet Claims system and click the Payment Method link. You will need your 9-digit bank routing number and the 1-17 digit account number to activate this option.

Following is the script you will use if you choose to claim your benefits by telephone. If you claim by Internet, you will answer the same questions (by clicking answers on the screen in place of using the telephone keypad as instructed in the script), so please review this before you claim your first payment regardless of the option you choose.

Answers to all questions must be personally entered by you and must be truthful.

Falsification of information is punishable by fines and/or imprisonment under KRS 341.990.

You will be asked a series of questions that you must answer by pressing one (1) for Yes or two (2) for No. Press the pound key (#) to return to the previous question. Answer all questions and wait for confirmation before hanging up. If you hang up before the Voice Response Unit says your claim has been accepted, your claim for benefits will not be processed.

### **Script of the Interactive Voice Response System**

Additional notes to provide clarification are shown in parenthesis ( ).

Welcome to Kentucky's Voice Response System for Unemployment Insurance. If you are calling from a touch-tone phone, press 1. If you do not have access to a touch-tone telephone, please call back using a touch-tone phone.

To continue in English, press 1. Si usted prefiere Espanol, Empuje dos.  
Please enter your nine (9) digit Social Security Number.

You have entered ..... (the system will repeat your Social Security Number). If this is correct, press 1. Otherwise, press 2..... (now you can re-enter your Social Security Number).

Please enter your four (4) digit Personal Identification Number.

(Your Personal Identification Number or "PIN" are numbers that YOU CHOOSE. It will be used each time you call. The first time you call, the system will repeat the PIN to confirm it. This is the same PIN you will use when logging in via the Internet.)

If you wish to file your bi-weekly claim, press 1. If you wish to inquire about your most recently processed claim, press 2. For information not provided by this system, please contact the local claim office which serves your area.

(If you press 1, you will hear the following message.)

Answers to all questions must be personally entered by you and must be truthful. Falsification of information is punishable by fines and/or imprisonment under KRS 341.990. If you hang up before the Voice Response Unit says your claim has been accepted, your claim for benefits will not be processed. You will be asked a series of questions that you must answer by pressing one for yes and two for no. Press the pound key (#) to return to the previous question. Answer all questions and wait for confirmation before hanging up.

(You will be providing information for your two (2) week benefit claiming period. The following set of questions are for the first week of the benefit period. Once you have completed all the questions for the first week, you will be asked these same questions for the second week. If you are only off for one week the system may ask for one week only, however if the system does ask you about a second week you MUST report your hours and wages in the correct week.)

You will be claiming benefits for the week ending <date>. Remember, these questions apply to the seven day calendar week beginning on Sunday <date> and ending at midnight on Saturday <date>.

Did you return to full time work between <date> and <date>? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to...) Please enter the date you returned to full time work. Enter the 2 digit month, 2 digit day, and 2 digit year. For example, if February 14, 2015 was your return to work date, enter 0 2 1 4 1 5.

(If you answered No, you will be asked...) During this week, did you perform any work for which you were paid or will be paid, or receive any income including wages and tips, odd jobs, self employment, commission pay, National Guard Duty Pay, Holiday Pay, or Vacation Pay? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked a series of questions.)

Was any portion of these earnings from holiday pay? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to...) Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of \$107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(Enter the total amount you earned before any deductions were made, NOT your hourly pay rate. You must enter this amount under holiday pay, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Was any portion of these earnings from vacation pay? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked...) Do you have a definite date to return to work with this employer within 6 weeks? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to...) Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of \$107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(Enter the total amount you earned before any deductions were made, NOT your hourly pay rate. You must enter this amount under vacation pay, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Was any portion of these earnings from odd jobs, self employment, commission pay, or National Guard Duty? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to...) Please enter the number of hours you worked followed by the pound key (#). You entered <hours> as the number of hours worked. If this is correct, press 1. Otherwise, press 2.



Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of \$107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(You must enter this amount under "other" category, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Was any portion of these earnings from wages or tips? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to...) Please enter the number of hours you worked followed by the pound key (#).

You entered <hours> as the number of hours worked. If this is correct, press 1. Otherwise, press 2.

Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of \$107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(This is the ONLY time you will enter your amount of earnings under wages and tips. This is if you had regular earnings, not vacation pay, holiday pay, odd jobs, self-employment, commission pay, or National Guard Duty pay.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Are these wages from your most recent employer? If this is correct, press 1. Otherwise, press 2.

Did you refuse work during this week? Press 1 for yes, otherwise press 2 for no.

Did you quit a job or were you fired from a job after <filing> date? Press 1 for yes, otherwise, press 2 for no.

Did you begin receiving or did you have a change in the amount of your retirement benefits, excluding social security benefits? Press 1 for yes, otherwise press 2 for no.

Were you physically and mentally able to work each day? Press 1 for yes, otherwise press 2 for no.

Were you available for permanent, full time work each day? Press 1 for yes, otherwise press 2 for no.

Were you actively seeking permanent, full time work? Press 1 for yes, otherwise press 2 for no.

(Now, you will be asked the same questions for the second week (in some instances the system will not inquire about the second week). Remember if you returned to work you must report your wages (including holiday pay & vacation pay).

By law, penalties are imposed for falsification of or failure to disclose a material fact in order to obtain benefits. Do you certify that your answers are complete and truthful? Press 1 for yes, otherwise press 2 for no.

Your claim has been accepted and is being processed.

(PLEASE HOLD ON... Your Claim is being processed. Do not hang up before you hear the following message.)

Thank you for calling the Kentucky Voice Response System. Good-bye.

(If you claim by Internet, the final screen will advise you that your claim is being processed. Make sure you see this message before you log off.)

A. DO NOT call the system back to claim your weeks unless there was a system problem and you were advised by the computer to call back later. If during your telephone call via IVR the system tells you to contact your local office, you must do so. Calling the system again will not issue a payment.

B. Answers to all questions must be personally entered by you and must be truthful. Falsification of information is punishable by fines and/or imprisonment under KRS 341.990.

C. If you hang up the phone before the IVR system tells you to, your claim for benefits will not be processed. If you are using a cell phone and lose your signal this is the same as hanging up. Please follow the system's instructions very carefully.

D. If you do not receive your payment within 10 days after making your call you may then contact your local office. You can also use the Interactive Voice Response (IVR) system to find out when your payment was mailed. You can use this system regardless of the option you chose for claiming benefits.

E. You may view the Rights and Responsibilities information at <http://kcc.ky.gov>. Click on the following: Unemployment Services, Are you unemployed, Overview, and under Other useful links you will find the Rights and Responsibilities pdf.

Office of Employment & Training  
138 College Street  
Pikeville, KY 41501  
606-433-7721

