

How long does it take to process a new claim?

It takes approximately three to four weeks to process a new claim. If you are determined to be eligible for UI benefits, you will receive payments for the weeks that you are eligible, except for the first week, which is a waiting period required by Massachusetts Law.

How to request your weekly benefit payment:

Beginning on the Sunday after you apply for benefits, you must request your benefit payment (sign or certify your eligibility for UI benefits) weekly. A payment will be made to you for the previous week, after you request the benefit payment and we have determined that you are eligible. To request benefit payment:

1. Go to www.mass.gov/dua, select **UI Online for Claimants**. Then log in to your account using your SSN and password that you created. Select **Request Benefit Payment** and answer the questions.
2. Call the automated TeleCert service at 617-626-6338. Follow the voice prompts and answer the questions using the keypad on your phone. TeleCert is available in English and Spanish.

How to apply for benefits from out of state:

If you worked in Massachusetts and have moved to another state, you may still be eligible for benefits. This type of claim is known as an interstate claim. Interstate claims are subject to Massachusetts Law as if you were still living in the Commonwealth. You can apply for your interstate unemployment claim using UI Online or by calling the TeleClaim Center.



Need help?

If you have any questions concerning your eligibility or need assistance applying for unemployment benefits, please review the frequently asked questions on our website, www.mass.gov/dua or call the TeleClaim Center.

This pamphlet includes important information how to apply for Unemployment Insurance benefits.

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Este folleto contiene información importante sobre cómo solicitar los beneficios del Seguro de Desempleo.

Este panfleto contém informações importantes sobre como registrar-se para receber benefícios de subsídio de desemprego.

Данный проспект содержит важную информацию о процессе подачи заявления на получение Страхового пособия по безработице.

Livrè sa gen enfòmasyon enpòtan sou fason pou aplike pou Benefis Asirans Chomaj yo.

Il presente opuscolo contiene importanti informazioni riguardanti la modalità di richiesta per l'indennità di disoccupazione.

Cette brochure comporte d'importants renseignements sur la façon de demander des prestations d'assurance-chômage.

សៀវភៅផ្សព្វផ្សាយនេះមានរួមជាមួយនឹងព័ត៌មានសំខាន់ៗ អំពីរបៀបដាក់ពាក្យសុំប្រាក់អត្ថប្រយោជន៍ការងារសម្រាប់អ្នកគ្មានការងារ។

Cuốn sách mỏng này bao gồm thông tin quan trọng về cách nộp đơn xin bảo hiểm thất nghiệp

ແຜ່ນເຈ້ຍນີ້ມີຂໍ້ມູນກ່ຽວກັບວິທີການຂໍເອົາເງິນຜົນປະໂຫຍດປະກັນໄພຫວ່າງງານ.

这本小册子包括如何申请失业保险金的重要信息.

이 팜플렛에는 실업 보험 급여의 신청 방법에 대한 중요한 정보가 들어 있습니다.

يحتوي هذا الكتيب على معلومات هامة حول كيفية التقديم للحصول على منافع تأمين البطالة.



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities. For hearing-impaired relay services, call 711

www.mass.gov/dua

Form 0590-A Rev. 6-13



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

To Massachusetts Workers:

How to Apply for Unemployment Insurance Benefits

To Massachusetts Employers:

Under the state's Employment and Training Law, you are required to give a copy of this pamphlet to each of your employees who is separated from work, permanently or temporarily. Please complete the information below:

Technical Needs North, Inc.

Employer Name

80-71960-0

DUA Employer Account Number (EAN)

02-0485740

Federal Employer ID Number (optional)

18 Pelham Road, Salem, NH 03079

Address (to which DUA should mail request for separation and wage information)

What is Unemployment Insurance?

Unemployment Insurance (UI) is a temporary income protection program for workers who have lost their jobs through no fault of their own, but are able to work, available for work, and looking for work. Funding for UI benefits comes from quarterly contributions paid by the state's employers to the Department of Unemployment Assistance (DUA); no deductions are made from employees' pay.

When should you apply for UI benefits?

If you have been separated from work, or your work schedule has been reduced, you should apply for UI benefits during your first week of total or partial unemployment. Your claim will begin on the Sunday of the calendar week in which your claim is filed. This date is known as your effective claim date. Waiting more than a full week to request benefits will delay the beginning of your claim and benefits may not be paid for the week(s) of unemployment that occurred prior to the week of filing.

How to apply for UI benefits:

We are committed to providing you with prompt and courteous service. Our goal is to ensure that you can apply for benefits quickly and efficiently. Simply follow these steps:

Be ready with the following information:

- Social Security Number
- Date of birth (month, day, year)
- Home address, telephone number, and email address (if available)
- Whether you have filed a UI claim in Massachusetts, or in any other state during the past 12 months
- The names and addresses of all employers you have worked for during the past 15 months, and the dates you worked for each employer. If you are reopening a claim, be prepared to provide the same information for any employment you have had since your claim was last active.
- Your Military discharge papers – form DD-214, member 4 (if you were separated from Military service with any branch of the U.S. armed forces within the past 18 months)
- If you were employed by the federal government within the past 18 months, the SF-8 and/or SF-50 form given to you by your government employer at the time of your separation
- The reason why you are no longer working or why your hours have been reduced

- Last day of employment
- The names, dates of birth, and Social Security Numbers of any dependent children that you plan to claim as a dependent
- Alien registration number or verification that you were legally eligible to work in the United States, and that you are currently eligible to begin a new job

Select the method that is most convenient for you:

There are two ways you can apply for benefits.



Apply using UI Online:

UI Online is a safe, secure, easy-to-use, self-service system. If you choose to use UI Online, you will complete the information online and submit your application using a computer with Internet access. If you do not have access to a computer, visit your local library or One-Stop Career Center to use free, publicly-available computers.

To apply using UI Online (5:00 a.m. to 10:00 p.m. daily):

1. Go to www.mass.gov/dua and select **UI Online for Claimants**.
2. Then select **Apply for Benefits**. When you apply for benefits using UI Online for the first time, you will be asked to enter your Social Security Number (SSN), create a password, and select a security question and answer. It is important for you to remember your password and security question and answer. You will use your SSN and password to access UI Online each week to request your benefit payment. If you forget your password, you can reset it by clicking **Forgot Password**, answering the security question, and selecting a new password.
3. Complete all information requested. You will receive a confirmation message after you submit your application. If your application is interrupted, you can go back and complete it before 10:00 p.m. on Saturday of the same week.

Tip: Be sure to provide your telephone number and email address – it will make it easier for us to contact you if there are questions about your application.



Apply by phone using the TeleClaim Center:

To apply for benefits by phone (8:30 a.m. to 4:30 p.m. Monday through Friday):

1. Call the TeleClaim Center toll-free at 877-626-6800: from area codes 351, 413, 508, 774, and 978; or 617-626-6800 from any other area code.
2. Select English or another language.
3. Press 1 – to apply for benefits. Enter your SSN and the year you were born. You will then be connected to an agent who will take the information necessary to file your claim.

Note: During peak periods from Monday through Thursday, call scheduling may be implemented providing priority for callers based on the last digit of their Social Security number. This helps ensure that everyone can get through to the Teleclaim Center in a timely manner. Please check the schedule below before calling:

If the last digit of your SSN is:	Assigned day to call Teleclaim is:
0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday

How to create or change your Personal Identification Number (PIN) for TeleCert:

When you apply for benefits by telephone for the first time, you will be asked to create your PIN. If you have previously created your PIN and do not remember it, or need to change your PIN, call the PIN Service Line at 617-626-6943. The PIN Service Line is available seven days a week from 5 a.m. to 10 p.m. You will need a touch-tone phone to use the PIN Service Line. Note: Please be aware that smart phones with QWERTY keyboard sometimes do not work when answering the security question. Instead, use a cellular phone or land line.

**MAINE DEPARTMENT OF LABOR
Bureau of Unemployment Compensation**

FULL AND PART-TIME WORKERS

EMPLOYEES OF THIS FIRM ARE COVERED BY THE MAINE EMPLOYMENT SECURITY LAW

1. HOW TO FILE A CLAIM FOR UNEMPLOYMENT BENEFITS: All new and reactivated claims for unemployment benefits are filed either by telephone, by Internet, or by mail. **Do not delay in filing your claim once you are out of work. CLAIMS CANNOT BE BACKDATED.**

A. BY TELEPHONE: To file a claim for unemployment benefits by telephone, you will need to know your Social Security Number. Also, you should have the names and addresses of all employers for whom you worked, and your dates of employment in the last 18 months. Call this toll free telephone number to connect with the Unemployment Claims Center System:

1-800-593-7660

TTY Users Call Maine Relay 711

LANGUAGE INTERPRETER: We provide language interpreter services in approximately 140 commonly spoken languages. Arrangements will be made to have an interpreter assist you when you call the Unemployment Claims Center.

B. BY INTERNET: A claim can be filed on the Internet. The website is: www.file4ui.com.

If you do not have a phone or computer, you can still file your claim this way, free of charge, at any Department of Labor CareerCenter.

C. BY MAIL: In some cases, your employer will give you a claim form. You can also obtain paper claim forms from any Department of Labor CareerCenter. Mail your initial claim form to the nearest Unemployment Claims Center:

**Maine Department of Labor
Bureau of Unemployment Compensation**

**97 State House Station
Augusta, ME 04333-0097**

**P. O. Box 450
Bangor, ME 04402-0450**

**P. O. Box 1088
Presque Isle, ME 04769-1088**

2. BASIC ELIGIBILITY REQUIREMENTS

A. Earnings During the Base Period: The "base period" is a one-year period that includes four calendar quarters. To establish a claim, an individual must have earned two times the annual average weekly wage in Maine in each of two different calendar quarters, and a total of six times the annual average weekly wage in Maine in the whole base period. In most cases, the Department of Labor has your wage information on file. If it is not on file, the Department will take steps to obtain it.

B. Separation: If you were laid off from your last job due to a lack of work, no additional investigation is required. If you separated from your last job for reasons other than lack of work, you will be scheduled for a fact-finding interview. A determination will then be made regarding your eligibility for benefits.

C. Weekly Requirements: Weekly eligibility requirements include being able to work and being available for work, making an active search for work (unless your work search has been "waived"), not refusing offers of suitable work or referral to suitable job opportunities from the CareerCenters.

D. Aliens: If you are not a U.S. Citizen, your Social Security number and/or your Alien Permit number will be checked with the Department of Homeland Security, Immigration and Naturalization Service.

3. UNEMPLOYMENT BENEFITS ARE TAXABLE: Unemployment benefits are taxable and have to be reported when you file your income tax forms.

4. CHILD SUPPORT: If you owe child support that you pay to the Department of Health and Human Services (DHHS), up to fifty percent (50%) of your unemployment check may be withheld and sent to DHHS.

5. BENEFITS FOR PARTIAL UNEMPLOYMENT: An employer shall issue a properly completed partial unemployment claim form to each employee who is customarily employed full-time and who is given less than full-time hours during a week due to lack of work, and who is not separated from that employer.

CAUTION: This poster is designed to notify individuals of their rights regarding the filing of claims for unemployment benefits. It does not have the force or effect of law. For more information, call 1-800-593-7660 toll free.



**YOU ARE REQUIRED BY
LAW TO POST THIS IN A
CONSPICUOUS PLACE**



UNEMPLOYMENT NOTICE

If you become partially or totally unemployed:

Filing in person

File a claim in person at the office nearest you and register for work.

Example: If your last day of work was a Friday and you worked a full week, visit the office nearest you the following week
Office Hours: 8am - 4:30pm Monday - Friday

Filing over the Internet

File on-line and register for work at www.nh.gov/nhes

Example: If your last day of work was a Friday and you worked a full week, do not open your claim on-line that week. Open your claim the following Sunday - Saturday (before midnight).

Failure to apply as explained below may result in a loss in your entitlement to some benefits!

You must file your initial claim within 3 business days of becoming unemployed or no later than the last calendar day of the first week for which you wish to file for benefits. For filing purposes you are considered to be unemployed on the last day you actually work or on the day your work hours are significantly reduced. Your claim is effective the calendar week it is opened.

What should you have available before you file?

- Your social security number
- Information about where you worked in the past 18 months, including company names, addresses and approximate dates you worked there
- Your most recent check stubs, W2's and 1099 forms from the last 18 months
- The amounts of your separation pay, severance, vacation, holiday, sick, bonus pay and wages in lieu of notice you received or expect to receive

Who pays for Unemployment Compensation Taxes?

- Employers pay the tax that is deposited in the Unemployment Compensation Trust Fund from which benefits are paid.

Eligibility for Unemployment Compensation is determined on an individual basis and based on the law. You have to open a claim and then file a claim each week to know if you are eligible.

NH EMPLOYMENT SECURITY OFFICES

Berlin	Claremont	Concord	Conway	Keene	Laconia
Littleton	Manchester	Nashua	Portsmouth	Salem	Somersworth

NHES is a proud member of America's Workforce Network and NH WORKS

NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act.

Auxiliary aids and services are available upon request to individuals with disabilities. TTY/TDD Access: Relay NH 1-800-735-2964

UNEMPLOYMENT INSURANCE

**If you have become unemployed or
your work hours have been reduced,
you may be eligible for
UNEMPLOYMENT BENEFITS**

**Call the
Vermont Department of Labor
1-877-214-3330
(toll free)**

**TTY/Relay Service at 711
TTD services at 802-828-4203**

*Auxiliary aides and services are available upon
request for individuals with disabilities.*

*Interpretive services are also available for
persons with limited English proficiency.*



**For free professional help in finding a job,
an internship or job training opportunities, visit a
Department of Labor Career Resource Center near you!**

BARRE

McFarland State Office Bldg.
5 Perry Street, Suite 200
Barre, VT 05641
Telephone: 802-476-2600

BENNINGTON

200 Veterans Memorial Drive
Suite 2
Bennington, VT 05201
Telephone: 802-442-6376

BRATTLEBORO

State Office Building
178 Linden Street
Brattleboro, VT 05301
Telephone: 802-254-4555

BURLINGTON

63 Pearl Street
Burlington, VT 05401
Telephone: 802-863-7676

MIDDLEBURY

1590 Rte. 7 South, Suite 5
Middlebury, VT 05753
Telephone: 802-388-4921

MORRISVILLE

197 Harrel Street
Morrisville, VT 05661-0429
Telephone: 802-888-4545

NEWPORT

Emory E. Hebard State Office Bldg.
100 Main Street, Suite 210
Newport, VT 05855
Telephone: 802-334-6545

RANDOLPH

50 Randolph Avenue
Randolph, VT 05060
Telephone: 802-476-2600
(By appointment only)

RUTLAND

200 Asa Bloomer Building
88 Merchants Row
Rutland, VT 05701
Telephone: 802-786-5837

SPRINGFIELD

56 Main Street, Suite 101
Springfield, VT 05156
Telephone: 802-885-2167

ST. ALBANS

20 Houghton Street, Rm. 101
St. Albans, VT 05478
Telephone: 802-524-6585

ST. JOHNSBURY

1197 Main Street
Suite 1
St. Johnsbury, VT 05819
Telephone: 802-748-3177

WHITE RIVER JUNCTION

220 Holiday Drive, Suite 28
Gilman Office Center
White River Jct., VT 05001
Telephone: 802-295-8805

 **VERMONT**
VERMONT DEPARTMENT OF LABOR
WWW.LABOR.VERMONT.GOV



To learn more about the
Vermont Department of Labor,
download a QR code app on
your smartphone and scan
this code.