

UNEMPLOYMENT INSURANCE

for DEAF, HARD of HEARING, and SPEECH DISABLED



PHONE SERVICES

In addition to the online Unemployment Insurance (UI) services listed on the reverse side, you may contact an EDD representative using one of the following methods:

→ TTY for deaf, hard of hearing, and speech disabled at

1-800-815-9387

Monday through Friday from **8 a.m. to 5 p.m.** (Pacific Time) except on California state holidays.

→ California Relay Service or a nationwide relay service.

Provide one of the following EDD voice phone numbers to the relay service operator:

English	1-800-300-5616
Spanish	1-800-326-8937
Cantonese	1-800-547-3506
Mandarin	1-866-303-0706
Vietnamese	1-800-547-2058

Monday through Friday from **8 a.m. to 12 noon** (Pacific Time) except on California state holidays.

EDD representatives provide assistance with the following services by phone:

- Filing a new UI claim. (See reverse side for information needed to file a claim.)
- Reopening an existing UI claim.
- UI benefit payment Information.
- Form 1099G federal tax information.
- General information on the UI program.
- Location of the nearest America's Job Center of CaliforniaSM (AJCC) for job search assistance

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Request for services, aids, and/or alternate formats need to be made by calling 1-800-300-5616 or TTY/TDD 1-800-815-9387.

ONLINE SERVICES



UI OnlineSM is the fastest and most convenient way to file and manage your UI Claim:

→ **File a new UI Claim** online with UI Online at: www.edd.ca.gov/UI_Online

You can file your claim with UI Online during the times listed below:

Days of the Week	Available Time
Monday	4 a.m. - 10 p.m.
Tuesday - Friday	2 a.m. - 10 p.m.
Saturday	2 a.m. - 8 p.m.
Sunday	5 a.m. - 8:30 p.m.

→ **Manage your Claim** through UI Online and UI Online Mobile

You may use UI Online to:

- Certify for benefits and report work and wages.
- Get detailed claim and payment information.
- Reopen an Unemployment Insurance Claim.
- Get important notifications.
- View all scheduled appointments.
- Reschedule a phone interview appointment.
- View, print, or request an official copy of Form 1099G tax information for up to the past five years.
- Ask a question about your claim.

→ **General UI Information** and other resources are available at: www.edd.ca.gov/Unemployment

Information Needed to File a Claim:

- » Social Security number
- » Name
- » Date of birth
- » Mailing address including ZIP Code
- » Residence address
- » Phone number
- » Driver license or state issued identification number
- » Last employer information (whether you worked full-time or part-time):
 - Employer name
 - Mailing address including ZIP Code
 - Phone number
 - Date last worked
 - Reason no longer working
 - Supervisor's name
- » Information on all employers you worked for in the last 18 months including:
 - Work outside California.
 - Worked for the federal government, have information from your *Notice To Federal Employees About Unemployment Insurance*, Standard Form 8.
 - Served in the military, have your DD214 Member Copy 4 available.
- » Alien Registration number and expiration date (if you are not a U.S. citizen or national).