

N E W S R E L E A S E

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More Than 500,000 Use EDD's Online, Mobile Unemployment Benefits Services in the First Year

SACRAMENTO – The California Employment Development Department (EDD) today announced that more than 500,000 customers have used its UI OnlineSM and UI Online MobileSM services to access claim information and manage their Unemployment Insurance (UI) claims. EDD launched the secure online and mobile services one year ago, and is encouraging Californians to join the more than a third of current UI customers now choosing to certify for their continuing unemployment benefits online.

“We’ve made great strides in customer usage and satisfaction during the first year of offering our new online and mobile unemployment services,” said EDD Director Patrick W. Henning, Jr. “More than half a million Californians have chosen to use these new tools at their time of need because the services are fast, easy and secure.”

EDD’s UI Online and UI Online Mobile are available in English and Spanish, 24 hours a day and seven days a week. Individuals using the system can:

- Certify for unemployment benefits and report work and wages;
- Resume claiming benefits by reopening an existing claim;
- Get detailed payment information;
- Update contact information;
- View all scheduled appointments and change phone interviews; and
- Obtain copies of benefit tax information (Form 1099G) for tax filing purposes.

The online system helps customers avoid delays in UI payments by eliminating common errors made on paper forms that would require follow up paperwork and phone appointments. The added online convenience allows customers to focus on re-entering the workforce.

(more)

Since April 2015, UI Online and UI Online Mobile have saved EDD's UI customers paperwork, time and postage by providing them with:

- Immediate access to payment history and answers to the question, "Where's my payment?" – **52 percent** of all UI claimants got their payment information immediately online rather than going through EDD's email or call centers;
- Faster claim processing – **45 percent** of all UI customers certified earlier in their bi-weekly eligibility period with the help of email reminders; and
- Immediate confirmation when certifications have been successfully submitted.
- After one year, **90 percent** of the more than 250,000 claimants surveyed rated their experiences with the new services as "excellent" or "good." Usage information and customer responses are included in a [UI Online One Year Anniversary](#) page on the EDD website.

Claimants are able to access UI services on their schedule, around-the-clock. EDD offers several UI Online resources, including:

- UI Online home page, which includes step-by-step instructions to register, and tips and tools to help customers manage their claim and to avoid common mistakes that can delay their payment.
www.edd.ca.gov/unemployment/UI_Online.htm
www.edd.ca.gov/unemployment/UI_Online_Espanol.htm
- Educational videos in English, Spanish, Cantonese, Mandarin and Vietnamese.
www.edd.ca.gov/unemployment/UI_Online.htm
- Frequently asked questions in English and Spanish.
www.edd.ca.gov/unemployment/FAQ_-_UI_Online.htm
www.edd.ca.gov/unemployment/FAQ_-_UI_Online_Espanol.htm

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