EDD- Unemployment Insurance Fact Sheet

Unemployment Insurance Claims (UI), not for Disability Claims

Please have applicants indicate they are impacted by the Disaster, Coronavirus

Main Website: https://www.edd.ca.gov/unemployment/

Website to File a Claim Online: https://www.edd.ca.gov/unemployment/Filing_a_Claim.htm

-If filing a claim online, please have applicants carefully annotate their usernames or passwords. This system has high security levels and they will need this information in the future to track their new claim and possibly certify for benefits online.

To File a Claim on the Phone:

English: 1-800-300-5616

Spanish: 1-800-326-8937

There are also instructional videos available on YouTube to help applicants through the application process and submitting Certification Forms (Certifying for Benefits).

The one-week Mandatory Waiting Period is currently being Waived due to the state of emergency.

In order to file a claim, applicants need:

- Valid SSN
- Qualifying Wages in the last 18 Months
- Date of Birth
- Personal Info: Phone Number, Mailing Address, Residential Address, California ID or Driver's License, if U.S. Resident: Residency Information such as Residency Card or A#.
    o Indicate if they have previously used other names
- Employer Info: Name of Last Employer, Mailing Address, Phone Number, Last Day Worked
    o Union Information (if applicable)
    o Having Wage Information is also helpful

After filing a new claim:

- Applicants will receive a Confirmation Number (if filing online), not over the phone.
- Expect all documents regarding the New Claim to arrive at the Mailing Address provided in approximately 5-7 business days.
- Certify for Benefits every 15 Days, via paper-mail forms, online or Tele-Cert Phone Line.
    o Tele-Cert Phone Line: 866-333-4606
- Most Applicants will get paid via a Bank of America EDD Debit Card. The Debit card will automatically get issued after the first payment is authorized. It will be mailed to the Mailing Address on file and arrive 5-10 business days after a valid payment is authorized.
    o Bank of America EDD Card: 866-692-9374

For any help, please contact EDD via the phone line or through the Online portal.