Unemployment Insurance Benefit Verification Guide

County Welfare Departments (CWDs) can assist Unemployment Insurance (UI) claimants verify their benefit payment information using the information provided in this guide. This guide is not intended as an exhaustive list of methods to verify UI benefit payment information. CWDs must not limit UI benefit payment verification to these methods. Rather, this guide is informational and intended to support CWDs in assisting claimants complete the CalFresh verification process.

There are various methods in which claimants can access their UI benefit payment information. The various methods include:

- Notice of UIB claim award letter
- Logging into UI online
- Telephone self-service option
- Calling into the Employment Development Department (EDD) and speaking to an EDD representative to request benefit payment information

Notice of UIB Award Letter

When a claim is filed, a *Notice of Unemployment Insurance Award* is mailed to the claimant. The notice provides information about when the claim begins and ends, the claimant's Weekly Benefit Amount (WBA), and the earnings upon which the claim is based.

CLAIMANT'S NAME
CLAIMANT'S ADDRESS
CITY   CA   ZIP CODE

EDD Phone Numbers:
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
TTY (nonvoice)	1-800-815-9387
website:	www.edd.ca.gov

NOTICE OF UNEMPLOYMENT INSURANCE AWARD

This Notice is <u>not</u> a final decision on whether you are eligible to receive Unemployment Insurance (UI) benefits. Review this Notice carefully to ensure your employer and wage information in the table below are accurate. Refer to the back of this Notice for information regarding the several reasons why wages may not be showing in the table below and for additional instructions, including what you should do if you disagree with any of the information in this table or if you think information is missing from the table.

1. Claim Beginning Date: 00/00/0000
2. Claim Ending Date: 00/00/0000
3. Maximum Benefit Amount: $0000
4. Weekly Benefit Amount: $000
5. Total Wages: 00,000.00
6. Highest Quarter Earnings: 0,000.00
7. This item does not apply to your claim. For more information, see item 7 on the reverse.
8. **You must look for full time work each week.** For more information, refer to the handbook, *A Guide to Benefits and Employment Services*, DE 1275A, available online at www.edd.ca.gov/forms/.
9. This item does not apply to your claim.
10. This Claim Award is calculated based on the (Standard or Alternate) Base Period.

11. Employee Name:	12. Employee Wages for the Quarter Ending:				13. Employer Name:
	Month/Year	Month/Year	Month/Year	Month/Year	
Claimant's Name	0,000	0,000	0,000	0,000	ABC CO
14. TOTALS:	0,000	0,000	0,000	0,000	

The maximum benefit amount is the maximum UIB award for the current claim. The WBA is the maximum amount of the claimant's weekly UIB amount. Note: this amount does not include any additional federal stimulus payment automatically added to each week of benefits.

Logging into UI Online

Claimants can view their maximum benefit amount and WBA via the EDD UI Online client portal. UIB claimants can easily provide verification of their WBA and total amount issued, including any additions, by printing or screenshotting the information from their UI Online client portal account.

UI Online Home Page

The UI Online Home page provides a claim summary which includes the last payment issued (amount and date), the claim balance, and the WBA. Claimants can also view and print/screenshot payment activity by clicking on the "History" or "Payments" tab.

Claim History

The Claim History page provides information benefit week ending date, payment status, current authorized amount, and reported earnings.

Claim History

To request a copy of your federal tax form, visit Form 1099G.

You can review your claim history, including transaction details, for previously certified weeks. For more explanation about the information on claim history, select Help at the top-right corner of the page.

Benefit Year Begins	Benefit Week Ending Date	Confirmation Number	Method	Status	Current Authorized Amount	Reported Earnings	Transaction Details	Additional Views (Opens in new window)
03/08/2020	07/11/2020	20200909W	UI Online	Paid	$1,050.00	$0.00	Transactions	Certification
03/08/2020	07/04/2020	20200909W	UI Online	Paid	$1,050.00	$0.00	Transactions	Certification
03/08/2020	06/27/2020	20200706W	UI Online	Fully Employed	$0.00	$997.00		Certification
03/08/2020	06/20/2020	20200706W	UI Online	Fully Employed	$0.00	$997.00		Certification
03/08/2020	06/13/2020	20200701W	UI Online	Paid	$1,050.00	$0.00	Transactions	Certification
03/08/2020	06/06/2020	20200701W	UI Online	Paid	$1,050.00	$0.00	Transactions	Certification

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Note: Payments that are currently pending will display in UI Online as "pending" under the Payment Status column. This is true even if the claimant has already certified and had continued to certify for benefits while an eligibility issue is being addressed.

Payment Activity

The Payment Activity page provides information the CWD may find informative when verifying UIB payment information such as Payment History. Claimants can also enter a date range to view information about their payments issued during a specified range. Under the "View" column, a "Details" link is provided for each payment issued which contains a breakdown of the payment.

Note: Payments that are currently pending will display in UI Online as "pending" under the "Payment Status" column and show "$0" under the "Payment issued" column. This is true even if the claimant has already certified and had continued to certify for benefits while an eligibility issue is being addressed.

In addition, back payments are attributed to each specific week, but you can identify that it was a lump sum payment by looking at "Payment Issue Date" column. The same payment issue date for multiple weeks means that a lump sum payment was issued.

Transaction Details

The Transaction Details page provides payment information for all processed payments, including a complete breakdown on how each payment was calculated. This includes the WBA, Reductions, Additions, Deductions, and total Payment Issued each week. The Additions include any additional federal stimulus payment automatically added to each week of benefits.

Transaction Details

This page contains information about your payment for the week(s) shown.

To view the details of your transaction, select Details. To view the certification you submitted, select Certification.

Payment Details

Benefit Week Ending Date	Transaction Type	Reductions	Reduced Weekly Amount	Additions	Deductions	Payment Issued	View	
07/04/2020	Original Certification	$0.00	$450.00	$600.00	$0.00	$1,050.00	Details	Certification
07/11/2020	Original Certification	$0.00	$450.00	$600.00	$0.00	$1,050.00	Details	Certification

Transaction Details

Benefit Week Ending Date of 07/04/2020

Weekly Benefit Amount (WBA):	$450.00
Reported Earnings:	$0.00

Reductions
Total Reductions:	$0.00

Reduced Weekly Amount:	$450.00

Additions
FAC Payment:	$600.00
Total Additions:	$600.00

Deductions
Total Deductions:	$0.00

Payment Issued:	$1,050.00

Telephone Self-Service Option

The UIB claimant can access the last payment information (when the last payment was issued) via the Telephone Self-Service Option. However, in order for claimants to access this information they will first have to enter their SSN and WBA to create a PIN.

English (Self-Service Line)   1-866-333-4606
- Get information on your last payment issued.
- Certify for benefits using EDD Tele-Cert[SM].
- Get information on how to file a new UI claim or reopen an existing claim.
- Request copies of your 1099G tax information.
- Find your local America's Job Center of California[SM].

Hours: 24 hours a day, 7 days a week

Speaking to an EDD Representative

The UIB claimant can also call the general EDD UI telephone number and speak to an EDD representative to request payment information to be mailed to them.

English and Español   1-800-300-5616
- Filing Claims
- Payment Information
- Technical Help
- Password Resets
- UI Online Questions
- General Information
- EDD Customer Account Number

Hours: 8 a.m. to 8 p.m. (Pacific time), seven days a week, except on California state holidays.

Claimants can request the following documents to be mailed to them:
- Claim Status and Payment History
- Potential Award Letter
- Third-Party Request

UNEMPLOYMENT INSURANCE CLAIM STATUS AND PAYMENT HISTORY

Name:

Benefit Year Beginning Date: _____   Benefit Year Ending Date: _____

- Maximum Benefit Award Amount: $ _____
- Weekly Benefit Award Amount: $ _____
- Balance $ _____
- Currently Receiving Benefits: _____

☐ Benefits on this claim are exhausted. You may qualify for a new claim when your benefit year ends. Please contact the Department 1-5 days prior to _____ to determine if you are eligible for a later claim.

☐ Benefits not paid due to eligibility still pending.

☐ Benefits reduced or denied for a fixed disqualification period.

☐ Benefits denied due to an indefinite disqualification.

(For additional information, refer to Notice of Determination, DE 1080, previously issued.)

Claim Payment History:
(See explanation of abbreviations and codes on last page.)

Issue Date	Payment for Week Ending Date/Action	Amount of Deductible Earnings	Amount Paid/ Reason Not Paid	Serial Number/ Check Status	Comments: Child Support, Wages, etc

CONFIDENTIALITY NOTICE:

Bank of America Debit Cards

Some UIB claimants are still experiencing debit card issues, e.g., frozen debit cards. EDD staff does not have access to unlock debit cards. Refer to the following webpage for more information: https://edd.ca.gov/about_edd/The_EDD_Debit_Card.htm#FrozenCards.