

We can send your benefit payments to your prepaid debit card, called the ReliaCard, or to your bank account.



Prepaid Debit Card - You will receive a prepaid debit card, called a ReliaCard, in the mail from U.S. Bank. We automatically send your unemployment payments to your ReliaCard unless you sign up for direct deposit. Make sure you read all the information provided along with the ReliaCard. You will have a separate PIN to use with your ReliaCard.



Direct Deposit - You can request to send your benefit payments to your checking or savings account. You will need your social security number, unemployment PIN (not the banking PIN used with U.S. Bank) and your bank account and routing number. Go to www.coloradoui.gov/directdeposit.



Remember that we can pay you unemployment benefits only if you meet all of the eligibility requirements of the law.

File a Claim for Unemployment Payments

Online at www.coloradoui.gov

Customer Service Center

303-318-9000

1-800-388-5515 (outside Denver-metro area)

Línea en Español

303-318-9333 (área metropolitana de Denver)

1-866-422-0402 (fuera del área metropolitana de Denver)

Telecommunications Device for Deaf (TDD)

303-318-9016 (Denver-metro area)

1-800-894-7730 (outside Denver-metro area)

Requesting Payment

www.coloradoui.gov/myUI

303-813-2800 (Denver-metro area)

1-888-550-2800 (outside Denver-metro area)

Manage your Claim: MyUI Claimant

Check your claim status and benefits eligibility, change your address, review and edit your profile, and view your balances at www.coloradoui.gov/MyUI

U.S. Bank: Prepaid Debit Card Information

855-279-1678

www.usbankreliacard.com

Workforce Centers

You are required to register for work-search and job-seeker services. To register go to connectingcolorado.com or visit your local workforce center. For locations go to coloradoui.gov/workforce.



COLORADO
Department of
Labor and Employment

Helpful Facts About Unemployment Insurance Benefits



WHAT IS UNEMPLOYMENT INSURANCE?

Available to workers who have lost a job through no fault of their own, these biweekly benefit payments help job seekers focus on the path to reemployment and help lessen the negative impact that unemployment has on the economy.

HOW TO SIGN UP FOR UNEMPLOYMENT BENEFITS

File a claim online at coloradoui.gov or call 303-318-9000 or 1-800-388-5515 (outside Denver-metro area).

Be prepared to provide:

- Your social security number.
- Your legal name and any other name you have used in the past 18 months.
- Your address, including the ZIP code and county.
- Information about your jobs during the last 18 months (e.g., the name and address of each employer.
- How much the employer paid you, and why you do not work there any more.
- The gross amount and date received of any additional income you received from an employer, such as vacation pay or severance pay.
- The name, local number, and address of your union hiring hall if you get your work through a union hiring hall.
- A copy of your Form DD-214, Member 4 if you just got out of the military.
- A copy of your Form SF-8, Notice to Federal Employee About Unemployment Insurance or your Form SF-50, Notification of Personnel Action if you worked for the federal government.
- Your valid state driver's license or ID card if you are a U.S. citizen. (You may be asked to send other documentation).
- Your alien permit number if you are not a U.S. citizen.



Check the mail!

After you file a claim, watch the mail for the following over the next 7-10 days:

- **Your Guide to Unemployment Benefits:** This contains all the information you will need to manage your claim. If you signed up to receive it electronically, you can access this guide in English or Spanish at www.coloradoui.gov.
- **ReliaCard®:** This U.S. Bank prepaid debit card allows you to access your unemployment payments when they are awarded (unless you sign up for direct deposit). There may be fees associated with this card.
- **PIN:** Your personal identification number is required in order for you to request payment of unemployment benefits and access services.
- **Statement of Wages & Possible Benefits:** This form shows your earnings but does not guarantee payment.
- **Verification of Personal Information:** This form helps us verify and protect your identity. Please fill out and promptly return.

Depending on your type of claim, we may send you more information.



CLAIM PROCESSING

Processing your claim can take **four to six weeks** to complete.

begin to receive your requested payment(s) if you qualify.

You may also receive a Notice of Decision

explaining why you will or will not receive a payment for each employer for which you worked. You may appeal any decision you disagree with through an appeal process.

After you file your claim, we request separation information from your previous employer(s), evaluate your previous wages, and review any additional income (this may include vacation, severance, retirement pay, or other types of pay). When processing is complete, you will



WHILE YOU WAIT, YOU MUST STAY ELIGIBLE

You must maintain your eligibility, even while you wait for your claim to be processed. In order to pay you any unemployment benefits, you must:

- Request payment every two weeks.
- Actively seek work and record your search on a work-search log.
- Be physically and mentally able to work.
- Be willing to accept suitable work.
- Be available to begin work immediately if a job is offered.
- Tell the truth when requesting benefits.



Report all hours you worked and gross wages you earned each time you request payment. Even if it is one dollar earned or one hour worked, you must report it. You must make a continued and organized effort to look for work and be willing to

accept suitable work throughout your claim. Various factors are considered when determining if work is suitable, including but not limited to rate of pay, prior experience, and length of unemployment.



To begin, you will need to register with a workforce center at

www.connectingcolorado.com or in person at your local workforce center. You will be assigned up to 5 job contacts to make each week. You are required to keep a written record of your contacts because we may request this proof at any time up to two years from the start of your claim.

For every job contact you must keep a verifiable list of:

- What action you took
- How you applied for the position
- The type of work you were looking for
- The person you contacted, and a telephone number, email address or other reliable contact information
- The outcome of the contact (e.g., were you offered a job?)



REQUESTING PAYMENTS

In order to be paid benefits, you must request payment every two weeks and maintain your eligibility. After claim processing, payment may take two to three business days to receive from the time you submit your payment request.

You are responsible for knowing when you are scheduled to request payment. Requesting payment too early or late will result in your claim being closed. If this occurs, you must reopen your claim before future benefits can be paid.

To request payment online and manage your claim, register with MyUI at coloradoui.gov/myUI.



RECEIVING PAYMENT

Payment is issued **after your claim is processed** and it is determined you qualify for unemployment benefits. The first payment you may receive is postponed by one week's worth of payment, called the 'waiting week'. Basically, every claimant who qualifies for unemployment serves an unpaid waiting week that begins the first week they become eligible to receive benefits.