ELIGIBILITY

You may be eligible for unemployment assistance if you have lost work or are working reduced hours as a direct result of COVID-19, regardless of the below criteria

- ✓ Unemployed due to no fault of your own
  - ⇒ *This is determination made by DES based off information provided by you and last employer)*
- ✓ Considered monetarily eligible
  - ⇒ *You must have earned wages for at least half of the past year totaling at least $5818.50*
- ✓ Physically able, available, and actively seeking employment
- ✓ Create an account and register for work at www.NCworks.gov

PREPARING TO APPLY

All Individuals
- ✓ Social Security Number
- ✓ Details from most recent employer about severance & other payments
- ✓ Details about retirement pay
- ✓ Bank account and routing number if would like direct deposit
- ✓ Work history for past two years

Non-citizens
- ✓ Alien number and expiration date

Former Federal Employees
- ✓ SF-50 form, SF-8 form, pay stub(s) or W2

Former Military Personnel
- ✓ DD124, Member 4 copy

CONTACT INFORMATION

North Carolina Division of Employment Security

Mailing address:
P.O. Box 25903
Raleigh, NC 27611-5903

DES Central Office Location:
700 Wade Avenue
Raleigh, NC 27605

APPLYING FOR UNEMPLOYMENT IN NORTH CAROLINA

INFORMATION FOR RECEIVING COVID-19 BENEFITS

NORTH CAROLINA
DEPARTMENT of
COMMERCE

APPLYING

CREATE AN ONLINE ACCOUNT AT DES.NC.GOV

- **This account will allow you to:**
  - File a claim for unemployment
  - Complete Weekly Certifications
  - Check your claim status
- **To create your account:**
  - Click on 'Create an Online Account' on the DES Homepage
  - Enter your Social Security Number twice
  - Select 'Next.' on the 'User Account Creation' page:
  - Create a User Name
  - Enter a valid email address twice
  - Create a PIN number (used for telephone weekly certifications only)
  - Enter your contact phone number
  - Create a Password
  - Select 'Create Account'
  - Sign into your E-Mail to confirm your account
  - You may now Sign In at des.nc.gov. Make sure to remember your User Name, Password, and PIN

COMPLETE YOUR APPLICATION

- **'Sign In' at des.nc.gov to begin your application**
  - If you do not have a computer, there are computers available for your use at your local NCWorks Career Center. You may also call the Customer Call Center toll free at 888-737-0259
- **Click 'File a New Unemployment Insurance Claim'**
  - Read the 'Before You Begin' information page carefully before completing your unemployment application
- **Fill in your unemployment application truthfully and according to your personal circumstances**
  - **TIP: If you are applying for unemployment benefits because of the COVID-19 pandemic, select 'coronavirus' as the reason for your separation from employment**
- **When you arrive at the 'Summary' Page, click 'Next' to arrive at the 'Submit' Page**
  - Read this page and make sure to accept the 'Terms & Conditions' at the bottom of the page
  - Click 'Continue'
- **If there were any errors in your application or responses that would disqualify you for unemployment benefits, you will be redirected to the page(s) with errors so that you may correct any mistakes**
  - Otherwise, you will receive a confirmation number and you may print this page by clicking 'Print' at the bottom of the webpage
  - After your claim is filed, your employer will have 10 days to respond.

RECEIVING BENEFITS

- **Maintaining unemployment eligibility**
  - You must submit a Weekly Certification each week to maintain eligibility
  - **You do not have to conduct a work search while filing for unemployment while North Carolina is under a State of Emergency for COVID-19**
  - You must make three job contacts with potential employers
  - For each search, maintain a detailed & verifiable record by filling out the Work Search Record form found at *bit.ly/ncworksearchrecord*
- **File Weekly Certifications**
  - Sign in to your account at des.nc.gov
  - Click "File Weekly Certification" link
  - Answer the series of yes/no questions that determine your eligibility for benefits each week
  - **If you are filing due to COVID-19, you may answer 'yes' to this question on the Weekly Certification: Did you look for work?**
  - Once at the Confirmation page, select "I Wish to Certify"