



Disaster Unemployment Assistance (DUA)

Employer Helpful Hints

What is Disaster Unemployment Assistance (DUA)?

DUA is a federal program that provides temporary payments to people in a federally declared disaster area whose employment has been lost or interrupted as a direct result of a presidential declared major disaster.

Employers are NOT charged for unemployment insurance benefits paid as a direct result of a declared disaster. To ensure your account is not charged:

- Please respond to the Employer Request for Separation Information in a timely manner, once your employee files a claim.
- Respond to all DES requests for additional information.

Alert DES if any of the following has occurred:

- Employees are paid for any lost wages.
- An employee has failed to return to work.
- An employee returns to work, but you believe they continue to file for benefits.

Email: des.tax.customerservice@nccommerce.com

Self-Employed, Farmers and Commercial Fishermen

If you live in or get most of your income from areas affected by the disaster, you may qualify for disaster-related benefits. If you choose to apply, you will need to provide proof of employment AND income within 21 days of filing your claim.

For more information and frequently asked questions visit the DES website at des.nc.gov or call our Employer Call Center at 866.278.3822.