

What You Need to Know about the NC Unemployment Insurance Benefits Process

Unemployment Insurance (UI) benefits provide temporary financial assistance to qualified people. Each person who collects UI benefits is legally responsible for making sure they follow the rules set by state law.

To be eligible for UI benefits, you must:

1. Have lost your job through no fault of your own.
2. Have earned enough wages.
3. Be able and available to work.
4. Actively look for a new job.

Keep these key facts in mind when you are filing for UI benefits to ensure accurate and quick payment of benefits.

Questions?



Visit des.nc.gov



Call
888-737-0259

After submitting your claim, you must do the following five things to be considered for unemployment insurance (UI) benefits:

1 Register with [NCWorks.gov](https://ncworks.gov).

- NCWorks is the state entity that provides career services to people looking for a job. It is a separate organization from the N.C. Division of Employment Security.
- If you don't register at [NCWorks.gov](https://ncworks.gov), you cannot get UI benefits.
- If you live outside North Carolina, sign up with your state's Job Service Office/Career Center.

2 Actively look for a job each week.

- Each week, contact at least three employers about a job. One of those contacts can be replaced by attending a qualified reemployment activity through NCWorks.
- You must keep a record of your work search(es) and accurately report these contacts, if asked.

3 File your weekly certification online each week.

- You must file a weekly certification within 14 days after a week ends (Saturdays), or you won't get paid for that week.
- File your weekly certification online at des.nc.gov. If you are having issues, contact the N.C. Division of Employment Security (DES) Customer Call Center: 888-737-0259.

4 Report any wages you earn.

- If you do any work while receiving UI benefits, you must report the wages you earn on a weekly basis in your certification, even if you are not paid weekly.
- This means you must report wages you earn during the week it is earned, even if that is before you are paid.
- If you don't report income and get more UI benefits than you should, you will have to pay the extra benefits back to DES and could face prosecution.

5 Know your responsibilities and answer questions accurately.

- Any errors you make in your claim and weekly certifications can delay or deny the UI benefits you get and may lead to legal prosecution.
- Be sure to:
 - Report the reason your job ended.
 - File your weekly certifications accurately.
 - Keep a record of your work search.
 - Make sure that the wages you report to DES are correct.



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