

# Top 10 Things You Should Know... About The UI System When Filing Your Claim



Unemployment Insurance (UI) provides temporary financial assistance to qualified individuals who meet eligibility requirements of State law. Each person who collects UI benefits is legally responsible for making sure he or she follows the rules set by state law.

The program is not a right to all who have lost their job.

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

*For more information contact:*

North Carolina  
Department of Commerce  
Division of  
Employment Security  
[des.nc.gov](http://des.nc.gov)

- 1. Accurately Report the Reason You Are Unemployed.** Accurately report your reason for separation from your job when you initially file your claim for benefits.
- 2. Report Any Wages You Are Earning.** If you do any work while receiving UI benefits, you must report your gross wages for each week you work. Report the wages during the week earned, **NOT WHEN PAID**. Report on all earnings – including part-time or temporary work.
- 3. Register for Work.** You must register with your State's job service office. North Carolina residents register for work with NCWorks Online by visiting [NCWorks.gov](http://NCWorks.gov) and creating an online account. If you fail to register for work at [NCWorks.gov](http://NCWorks.gov), your benefits may be delayed or denied.  
Those individuals who live outside of North Carolina must register for work with their state's job service office.
- 4. Be Available for Work.** In order to collect benefits, you must continually verify that you are able, available and willing to accept suitable work.
- 5. Actively Search for Work.** To be eligible for UI benefits, you must make at least **three (3) valid job contacts** with potential employers for **EACH WEEK** claimed. Record your **work search contacts** on Form [NCUI 506E, Work Search Record](#). You will be required to show documentation of your work search efforts while receiving UI benefits.
- 6. Develop an Effective Work Search Plan.** Contact your state's job service office to develop an effective plan. North Carolina residents should contact the NC Division of Workforce Solutions for help with planning an effective work search. The link to find your local [Workforce Office](#) is provided for your convenience.
- 7. Avoid Errors and Ensure Proper Payment of Benefits.** To prevent errors that may result in an overpayment, read all the information provided to you.
- 8. Don't Delay – As Soon As You Begin Working Again, Report Your Return to Work.** As soon as you begin working, notify your state's UI office. Do not wait until you receive your first paycheck.
- 9. Follow the Rules to Prevent Yourself from Committing Fraud.** Anyone who collects UI benefits is legally responsible for following the rules. Failure to follow the rules can have serious consequences.

**10. Know Your Responsibilities and Ask for Help.** Navigating through the UI system can be confusing. If you have a question, your state UI office is here to help. You can contact us by visiting our website at [des.nc.gov](http://des.nc.gov) or calling 888.737.0259.