

Arizona Unemployment Basic Information

Unemployment Insurance claims can only be completed on the secure website: www.azui.com select "Click Here to apply for UI Benefits"

AZ Unemployment Insurance Call Center Customer Service

Toll free: 1(877)600-2722 Phoenix: (602)364-2722 Tucson:(520)791-2722

The following information is needed to file a new application (initial claim) for UI benefits:

- Your Social Security Number
- Arizona Driver's License or Arizona State Issued ID (Note: you may still complete your application without these two items)
- Your mailing address, city, state and ZIP code
- If you live in Arizona, know the county where you reside
- The names, addresses, and phone numbers of all your employers for the last 18 months
- The last day you worked immediately prior to filing your UI claim
- If you received severance, vacation, holiday or payment for unused sick pay: give the amount (before deductions) and the date it was paid to you
- The name and local number of your union hall, if applicable
- Alien Registration Number, if applicable
- Copy # 4 of your DD Form 214 if released from the military in the last 18 months
- SF 8 or SF 50 if employed in Federal Civilian service in the last 18 months
- If you are collecting a pension (other than Social Security), you will need the start date of the pension and the monthly benefit amount

Employment Services

To receive Unemployment Insurance benefits in Arizona you must be registered with the State Employment Service on their secure website www.azjobconnection.gov when you file a new Unemployment Insurance claim a basic registration is automatically created. If you need help with re-setting your password call: (602) 542-2460. It is recommended that you go in person to the local employment (One Stop) office to complete a full registration. There are many services and tools available to help you with your search for work. To find a location near you, visit our secure website www.azdes.gov select the "Employment" tab. On the next page select "Employment Service". There will be a link at the bottom of the page for office locations.

Weekly Benefit Amount

Your weekly Unemployment Insurance Benefit Amount (WBA) is calculated on wages you earned from employers who paid Unemployment Tax to the State of Arizona. The WBA is 4% of the wages paid in the highest quarter of your base period. The current maximum WBA is \$240.

Taxes Withheld

Unemployment Insurance is taxable income. An individual who files a claim for benefits has the option to have Federal/State taxes withheld from their unemployment insurance benefits. At the end of each year the Department will send a 1099G showing the total benefits paid and taxes withheld.

Payment Method

Every new claimant will receive a Bank of America Electronic Payment Card in the mail within 10 days after filing a new claim. All benefit payments are deposited onto this card. A customer service line is available for questions regarding the debit card at 1-855-847-2030. Unemployment Insurance benefits may also be deposited into a personal checking or savings account. A direct deposit form is available online at www.azui.com

Waiting Week

This is the first week you file a weekly claim and meet all eligibility requirements. Benefits will not be paid for the waiting week. The waiting week cannot be a week in which earnings were reported that are equal to or greater than the weekly benefit amount, a week for which you are not eligible for any reason, or a week that is prior to the effective date of the claim.

Weekly Claim

It is important that you file a weekly claim beginning the Sunday after you initially apply for benefits (whether or not your application has been approved) but no later than Friday 6:00p.m. (MST) All weekly claims for benefits are for a calendar week beginning Sunday and ending Saturday. To file a weekly claim online, use the secure website www.azui.com under section "Online Services" select, "File Your Weekly Claims".

Work Search Requirements

You must make an active and continuous effort to seek work each week you claim benefits. To meet the work search requirements you must make at least one (1) contact on four (4) different days of the week. If you do not meet that minimum requirements, you will be disqualified until you return to work and earn eight (8) times your weekly benefit amount. You have the option to "Decline to File" for any week that you do not meet the work search requirements.

Reporting Earnings

If you work or earn any money including part-time or temporary work, you must report the total amount you earned before deductions when you file your weekly claim even if you have not been paid at the time you file your weekly claim. You may earn up to \$30.50 in a week without affecting your weekly benefit. If you earn over \$30.50 in a week, we will deduct each dollar in earnings over that amount from your weekly benefit amount. (Weekly benefit amount = \$240; earnings = \$100; unemployment insurance will pay \$170 which is the difference between the weekly benefit amount and earnings plus a \$30 allowance.

Issues

If there are any pending issues on your claim, the Department (ADES) has 21 days in which to resolve the issues, as long as all necessary requested information has been received. You have the right to file an appeal on any determination or decision that denies you benefits