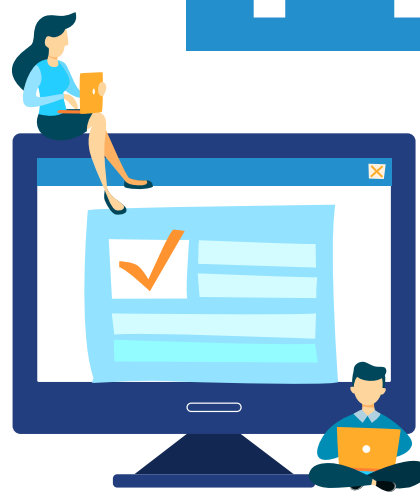


UNEMPLOYMENT COMPENSATION PROCESS



YOU WILL FILE AN INITIAL CLAIM

If you file online, you'll receive a confirmation page at the end of the online application AND a confirmation email that includes the date that you will file your "continued claim" or "biweekly claim."

No matter which day you submit your claim (Sunday through Saturday) it will be effective on Sunday and will remain active for one year with anywhere between 18 and 26 full weeks of benefit payments available.

YOU WILL RECEIVE YOUR CLAIM CONFIRMATION LETTER IN THE MAIL

Keep this letter in a safe place!

It will have your four-digit Personal Identification Number (PIN) that you will need to access your account AND file your biweekly claims.

Claim Confirmation Letters are typically received within 7-10 business days via U.S. Postal Service.



FILE YOUR BIWEEKLY CLAIM

Similar to working for two weeks and getting a paycheck a couple weeks later, UC is similar.

AFTER THE TWO WEEKS ARE OVER

you file your biweekly claim to tell us that you were unemployed so that we can provide your temporary financial support.

YOU'LL FILE ONLINE OR USING THE PENNSYLVANIA TELECLAIMS (888-255-4728) AND YOU HAVE ALL WEEK (SUNDAY THROUGH FRIDAY) TO COMPLETE IT.



FOR YOUR FIRST, BIWEEKLY FILING AND CLAIM, IT CAN TAKE UP TO FOUR TO SIX WEEKS TO RECEIVE PAYMENT

Moving forward, you'll receive payment within two to three days after filing your biweekly. If you file your biweekly claim on:



✓ = FILED \$ = FUNDS AVAILABLE

! DON'T FORGET TO FILE YOUR BIWEEKLY CLAIM OR YOU COULD LOSE YOUR BENEFITS!

SUN	MON	TUES	WED	THURS	FRI	SAT
✓	✓		\$			
		✓		\$		
			✓		\$	
				✓		\$
					✓	
	\$					

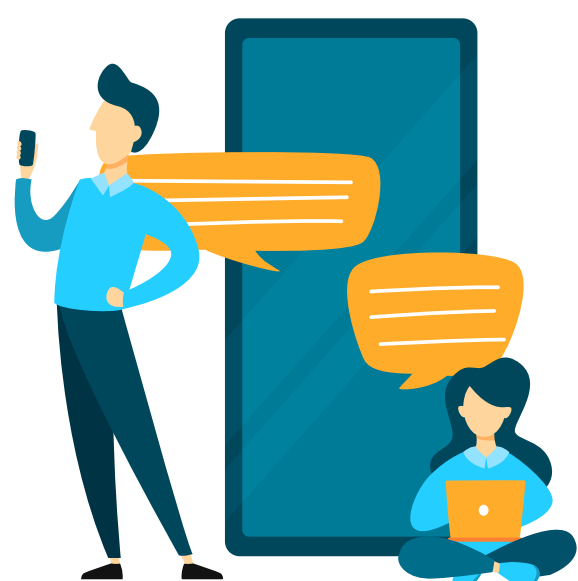
YOU WILL RECEIVE YOUR FINANCIAL DETERMINATION LETTER IN THE MAIL

Keep this letter in a safe place! It states your financial eligibility.

Financial Determination Letters are typically received within 10-15 business days via U.S. Postal Service.

YOUR FINANCIAL DETERMINATION LETTER WILL TELL YOU:

- ✓ Your application for benefits date (AB date) AND the date your claim expires.
- ✓ Your weekly benefit amount and eligible weeks AND how they were calculated.
- ✓ How much you will receive if you are totally unemployed and how to estimate your partial benefits for part-time work.



IF YOU HAVE CLAIM ISSUES

If there is an issue with your claim, you will be asked to contact our team by the system; however, **please due so via email at uchelp@pa.gov and send only one email to prevent delays.**

For specific questions about your claim, provide your full name (as it appears on your claim, including any suffix used) and the last four digits of your Social Security Number.