

****EXAMPLE ONLY****

This is the information sent to employees once the E-claim file is processed.

EDUCATION AND WORKFORCE DEVELOPMENT CABINET
OFFICE OF UNEMPLOYMENT INSURANCE
QUALITY CONTROL BRANCH
500 MERO Street, 4th FLOOR
FRANKFORT, KY 40601
PHONE 502-564-2369
FAX 502-564-4746
UIECLAIMS@KY.GOV

REQUESTING YOUR BENEFITS FROM AN EMPLOYER FILED E-CLAIM

The Division of Unemployment Insurance has two automated systems for your convenience. By using a computer or touch-tone phone you may request benefits.

If you have requested Unemployment Insurance (UI) benefits in the past, the system retains your PIN. If this is your first time receiving UI, the system will randomly set the PIN to either the first 4 digits or the last 4 digits of your SSN.

Your payment method defaults to debit card for your security. If you would like to enroll in direct deposit; do so prior to requesting your benefits.

Request your Benefits

online at <https://uiclaims.des.ky.gov/ebenefit>

or

Call toll-free 1-877-369-5984

BENEFIT WEEK: Sunday, _____ to Saturday _____

Request your benefits between Sunday, (Date) following Benefit Week and Wednesday, (Date).

Hours for requesting benefits are Sunday 10 a.m. - 9 p.m. and Monday-Wednesday 7 a.m. - 7 p.m.

You must read the UI Rights and Responsibilities Pamphlet. If you have questions, please call the UI Assistance line at 502-564-2900 or email uiassistance@ky.gov.

- <https://kcc.ky.gov/career/If-you-are-Unemployed/Pages/default.aspx>

Options Available by Internet

- **Benefit Request & Eligibility Review** – request your Benefits
- **Payment Method** – Allows you to change your payment method. Options are debit card and direct deposit.
- **1099 Tax Document** – Allows users to download 1099 Tax Document.
- **Document Upload** – Allows user to upload documents to their UI claim.
- **Change PIN** – Allows user to change Personal PIN.

Options Available by phone- **You must use a touch-tone telephone, not pulse**

- **Option 1 – File Bi-Weekly Claim (Request Benefits).**
- **Option 2 - Last Week Claimed Inquiry**