

Frequently Asked Questions

What amount of UI benefits can I receive?

Your weekly benefit rate (WBR) will be 4% of wages paid during the highest-paid quarter of your base period. If your WBR is less than \$54, you do not qualify for UI benefits. The maximum WBR is \$370.

To calculate your benefit rate, visit:

dwd.wisconsin.gov/uiben/calculator-wbr.htm

Your maximum benefit amount (MBA) will be 26 times your WBR, or 40% of your total base period wages from all covered employment, whichever is less. To learn more about how UI benefits are calculated, visit:

dwd.wisconsin.gov/uiben/qualifying-wages.htm

I am a student. Will I be eligible?

You must tell us if you are a student when you file for UI benefits. An investigation will be conducted to determine whether you are available for work. You may not have to be available for work and may qualify for a work search waiver while attending a course of study that is considered “approved training.”

Examples of approved training are:

- Programs administered by the Trade Adjustment Assistance Program.
- Workforce Innovation and Opportunity Act Program.
- DWD Job Service Programs.
- Apprenticeship.
- Vocational Rehabilitation programs.

Will my retirement pay affect my benefits?

You must tell us if you have applied for or are receiving retirement payments. For more information, visit:

dwd.wisconsin.gov/uiben/reductions.htm

Need Internet Access?

Visit one of our Job Centers

Job Centers of Wisconsin provide the following services:

- Access to a computer and internet.
- Career planning.
- Job search assistance.
- Virtual and in-person workshops on resume writing, interviewing, job search tips and more.

To find your closest Job Center, visit:

wisconsinjobcenter.org/directory

Visit your local public library

To locate a library near you, visit:

wisconsinjobcenter.org/libraries/lawds.htm

Call the DWD Help Center

If you...

- Need help using online services.
- Are unable to go online to apply.
- Have a disability and require filing assistance.
- Do not speak English or Spanish and require language assistance.

Contact a claims specialist at (414) 435-7069 or toll-free at (844) 910-3661.

Help Center Business Hours

Wednesday - Friday	6:15 AM – 5:30 PM
Saturday	7:00 AM – 1:30 PM
Monday - Tuesday *	6:15 AM – 5:30 PM

* Mondays and Tuesdays are our busiest days.

To reduce your wait time, call on other days of the week.

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Unemployment Insurance Division at (414) 435-7069 or toll-free at (844) 910-3661 to request information in an alternate format, including translated to another language.

For more information about unemployment benefits, visit: dwd.wisconsin.gov/uiben



Department of Workforce Development

How to Apply for Unemployment Insurance Benefits

Unemployment Insurance (UI) is a program designed to provide temporary income to eligible workers who lost their job.

The UI program provides weekly benefits to eligible unemployed workers.

Apply **ONLINE** at

my.unemployment.wisconsin.gov

or scan here with your phone's camera.



When Should I Apply?

You should apply for UI if...

- You are totally unemployed,
- Your weekly earnings are reduced, or
- You expect to be laid off within the next 13 weeks.

IMPORTANT: You must file an initial claim application within seven days of the end of the calendar week in which you want to receive a UI benefit payment.

Who is Eligible for Unemployment Insurance (UI)?

UI Eligibility Criteria

DWD will review your initial claim application to determine if you are eligible for UI. We look at three criteria:

- Your wages in the 12 to 18 months before filing an initial claim application.
- The reason you are no longer working for your past employer(s).
- Your ability and availability to work.

For more information about UI eligibility, visit:

dwd.wisconsin.gov/uiben/handbook/eligibility.htm

Unsure if you qualify? Apply to find out if you are eligible. Only DWD can determine if you will qualify.

What Do I Need to Apply?

Personal Information

- A username and password (for filing online).
- A valid email address or mobile phone number.
- Your current address.
- Your social security number.
- Your Wisconsin driver's license or identification number (if you have one).

Employer Information

Your work history for the last 18 months, including:

- Employers' business names.
- Employers' addresses (including ZIP code).
- Employers' phone number.
- First and last dates of work with each employer.
- Reason for no longer working with each employer.

Other Information

- If you are not a U.S. citizen, your alien registration number, document number and expiration date.
- If you served in the military in the last 18 months, Form DD-214.
- If you are a federal civilian employee, Form SF-50 or SF-8.
- If you are a union member, the name and local number of your union hall.
- If you want UI benefit payments by direct deposit, your bank's routing number and your account number.

How Do I Apply?

Apply Online!

- Quickest way to file is online! No wait times.
- Available in English and Spanish.
- Screen reader compatibility.

Steps to apply online:

1. Go to my.unemployment.wisconsin.gov or scan the QR code on the front of this brochure.
2. Read and accept terms and conditions.
3. Create a username and password.
Note: When you authorize to use online services, you may be mailed an identity verification letter with a code that **must** be entered within seven days.
4. Log on to access your claimant portal.
5. Complete your initial claim application.

Apply online during these times:

Sunday	9:00 AM – Midnight
Monday – Friday	Available 24 Hours
Saturday	Midnight – 3:00 PM

Read the Claimant Handbook

The Handbook has important information about UI and your legal rights, including:

- How to apply for benefits.
- How your eligibility for benefits is determined.
- What you must do each week to receive a benefit payment.

Visit: dwd.wisconsin.gov/uiben/handbook

What Happens After I Apply?

Maintain UI Eligibility

1. **Register with Job Service** - You will be notified if you are required to register with Wisconsin Job Service. If required, go to JobCenterofWisconsin.com/ui; log on; register for services; submit a resume and activate it. This should be done within 14 days after completing your UI benefits application.
2. **Search for Work** - You will also be notified if you are required to search for work. If required, perform at least 4 work search actions EACH WEEK. Examples of valid work search actions include submitting a job application to an employer or participating in a job interview.
3. **File a Weekly Claim EACH WEEK** - You must wait until Sunday or later to file a weekly claim for the previous week. A UI week runs from Sunday through Saturday.

Note: Continue to perform your work search actions and file your weekly claim certifications even if:

- Payments are on hold while DWD investigates your eligibility and/or;
- You or your employer appeal an eligibility determination and the appeal is pending.

Report Earnings

- Even if you are working part-time, you may be eligible for benefits. For details on how part-time work affects your benefits, visit: dwd.wisconsin.gov/uiben/reductions.htm
- You must report earnings in the week they were earned, even if you have not yet been paid.
- Vacation and dismissal pay must be reported for the week it is assigned, even if you receive the pay in a later week. Call your employer if you are uncertain whether these types of pay have been assigned.