

# Unemployment Insurance Handbook for Claimants



January 2011

Vj g Xkti kpk Go r m{ o gpvEqo o kuukpp \*XGE+cf o kpkvgtu cp wpgor m{ o gpvkpwstcpeg r tqi tco vj cv r tqxkf gur tqvgevkpp ci klpvnuu qhy ci gu vq kpf kxkf wcu y j q dgeqo g wpgor m{ gf vj tqwi j pq hwwvqh vj gkt qy p0 Dgpghku ctg r ckf vj tqwi j vczgu qp go r m{ gtu eqxgtgf wpgt vj g Xkti kpk Wpgor m{ o gpv Eqo r gpucvkpp Cex0 P q r ctvqh vj g go r m{ gt vcz kuf gf wevgf Itqo { qwt gctkpi u0kq qtf gt vq tgegkxg wpgor m{ o gpvdgpghku { qwo wuvo ggvegtvckp tgs wktgo gpw0 [ qwcnuq o wuv hkg { qwt kpkncnr r rckvkkp hqt dgpghku qp vj g kpvgtpgv. cv [www.vec.virginia.gov](http://www.vec.virginia.gov) or by telephone through the VEC's call center at 3/ 88/ 54/4585. qt d{ xkuukpi qpg qh vj g XGE qh hkgu mecvgf ucvgy kf g0[ qwt pco g cpf UUP y kndg etquu/o cvej gf y kj vj g UqekcnUgewtkv{ Cf o kpkvctvkpp vq xgtkh{ { qwt kf gpvk{0

Vj ku j cpf dqmqzr rckpu vj g tgs wktgo gpw hqt qdcklpi wpgor m{ o gpvdgpghku wpgt vj g Xkti kpk Wpgor m{ o gpvEqo r gpucvkpp Cex0 Rrgcug tgc f vj g gpvtg j cpf dqmectghwm{0 Rc { ur gekncwgpvkpp vq { qwt tki j wu cpf tcur qpuktkkkku0 Vj g j cpf dqmqcnuq gzr rckpu vj g dcuku hqt vj g f qmrt co qwpvqh vj g wpgor m{ o gpvdgpghku vj cv { qwo c{ dg gpvkrgf vq tgegkxg cpf vj g tgs wktgo gpw { qwo wuvo ggvgcej y ggmvq hkg { qwt tgs wguvht r c{ o gpvcpf tgegkxg vj qug dgpghku0 Cnj qwi j kvf qgu pqvj cxg vj g ghgevgqh rvy qt tgi wrcvkpp. vj g kphqto cvkpp r tqxkf gf kp vj g j cpf dqmqy kncuukv { qwkp hktpi hqt cpf tgegkxpi dgpghku0

I gpgtencvgi qtkgu qh kphqto cvkpp cpf vj gkt mecvkpp y kj kp vj ku j cpf dqmqctg pqvgf dgruy <

Dgpghku Tki j u and Responsibilities...3
Applying for Benefits...4
Personal Identification Number...8
Filing for and Receiving Weekly Benefits...9
Filing Your Weekly Request for Payment...10
Voice Response System...11
Reemployment Assistance...15
Instructions for Partial Claimants...15
False or Incorrect Statements...16
Overpayment of Benefits...16
Appeal Rights...17
Filing a Complaint...18
Other Unemployment Insurance Programs...18
Job Seeker Services...19
Contacting the VEC...20

*Note: If you believe your unemployment was caused either directly or indirectly by increased foreign imports, please inform the VEC representative when filing your application for benefits.*

## **Our Equal Opportunity/Nondiscrimination Policy**

Kku ci clpuvuj g rny hqt vj g XGE vq f luetlo kpcvg<

- Against any individual kp vj g Wpksgf Ucvgu. qp vj g dcuku qhtceg. eqrt. tgrki kqp. ugz. pcvkqpcn qtki kp. ci g. f kucdkkv{. r qrkscnchhkcckvqp qt dgrkgh=cpf
- Against any beneficiary of programs financially assisted under Title I of the Workforce Kpxguo gpvCevqh3; ; : \*Y IC), on the basis of the beneficiary's citizenship/status as a lawfully cf o kwgf ko o ki tcvpcwj qtki gf vq y qtmkp vj g Wpksgf Ucvgu. qt j ku qt j gt r ctvkr cvkqp kp cp{ Y IC Vkrng Kkpcpekm{ cuukngf r tqi tco qt cevkxkv{0

Vj g XGE o wuvpqvf luetlo kpcvg kp cp{ qh vj g hqmny kpi ctgcu<

- Deciding who will be admitted, or have access, to any WIA Title I/hkpcpekm{ cuukngf r tqi tco qt cevkxkv{=
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- O cnkpi go r mq{ o gpvf gekukqpu kp vj g cf o kpkutcvkqp qh qt kp eqppgevkvqp y kj . uwej c r tqi tco qt cevkxkv{0

Kk {qwdgrkxg vj cv{qwj cxg dggp uwdlgevqf vq f luetlo kpcvkap wpgt c Y IC Vkrng Kkpcpekm{ cuukngf r tqi tco qt cevkxkv{. {qwo c{ hkrng c eqo r rckpvv kj kp 3: 2 f c{ u h tqo vj g f cvg qh vj g cmgi gf xkqrckvqp y kj gkij gt vj g<

XGE Gs wcnQr r qt wpkv{ Qhkrngt.

ROQ0Dqz 357: Tqqo 323

Tlej o qpf. XC 4543: /357:

Qt.

F kt gevqt. EkxknTki j w Egpvgt \*ETE+

WUOF gr ctvo gpvqhNcdqt.

422 Eqpukswkqp Cxgpwg. P Y . Tqqo P /6345.

Y kuj kpi vap. FE 424320

Kk {qwhkrng {qwt eqo r rckpvv kj vj g XGE. {qwo wuvv ckvwpknkij gt vj g XGE kuwgu c y tkwgp P qvleg qh HkpcnCevkqp. qt wvkn; 2 f c{ u j cxg r cuugf \*y j lej gxgt ku uqppgt+ dghqtg hkrpi y kj vj g EkxknTki j w Egpvgt \*ugg c f ftguu cdqxs+0 Kk vj g XGE f qgu p qvi kxg {qwc y tkwgp P qvleg qh HkpcnCevkqp y kj kp ; 2 f c{ u qh vj g f c{ qp y j lej {qwhkrngf {qwt eqo r rckpv. {qwf q p qvj cxg vq y ckvht vj g XGE vq kuwv vj cv P qvleg dghqtg hkrpi c eqo r rckpvv kj ETE0 J qy gxgt. {qwo wuvvkrng {qwt ETE eqo r rckpvv kj kp 52 f c{ u qh vj g ; 2/ f c{ f gcf r kpg \*kp qvj gt y qtf u. y kj kp 342 f c{ u chgt vj g f c{ qp y j lej {qwhkrngf {qwt eqo r rckpvv kj vj g XGE+0

Kk vj g XGE f qgu i kxg {qwc y tkwgp P qvleg qh HkpcnCevkqp qp {qwt eqo r rckpv. dw {qwctg f kuucvkhkrngf y kj vj g f gekukqp qt tguqmwkqp. {qwo c{ hkrng c eqo r rckpvv kj ETE0 [ qwo wuvvkrng {qwt ETE eqo r rckpv y kj kp 52 f c{ u qh vj g f cvg qp y j lej {qwtgexkxgf vj g P qvleg qh HkpcnCevkqp0

## **Auxiliary Aids and Services**

Cwzkrkt{ ckf u cpf ugtxlegu ctg cxckrdrg wr qp tgs wguvq kpf kxkf wcu y kj f kucdkrkkgu0 Cp{ tguqpcdrng ceeqo o qf cvkqp hqt r gtuqpu y kj f kucdkrkkgu o c{ dg tgs wguvqf d{ eqpcevki vj g o cpci gt of the VEC's call center or the XGE Y qtnhtqteg Egpvgt y j gtg {qwctg uggnkpi ugtxlegu0

## Virginia Relay Center

Vj g Xkti kpk Tgr{ Egpvt \*XTE+r tqxkf gu vgrgeqo o wplecvkqpu tgr{ ugtxklegu vj yj g Eqo o qpy gcmj qhXkti kpk0 VgzvVgrgr j qpg \*VV[ +qt Vgrgeqo o wplecvkqpu F gxleg hqt yj g F gch \*VFF +wugtu ecp ceegu vj g XTE d[ ecnkpi 3/: 22/: 4: /3342 qt 9330

**TTY users please note:** Vj hkg y ggm{ tgs wguv hqt r c{ o gpvqh dgpghku d[ r j qpg. VV[ wugtu uj qwf ecmj g Xkti kpk Tgr{ 933 cpf kputwevj g qr gtevt vj f kn3/: 88/463/; ; 9: 0 Qwvqh/ucv VV[ wugtu o c{ wug vj g uco g r tqegf wtg0

### BENEFIT RIGHTS AND RESPONSIBILITIES CONCERNING YOUR UNEMPLOYMENT BENEFITS CLAIM

Tgxky {qwt o qpgvt{ f gvtg kpcvkp ectghm{0Ki {qwhggvj g y ci gu uj qy p hqt {qwt dcug r gkqf ctg kpeqtgev. {qwuj qwf ecmj g ecmegpvt cpf r tqxkf g kphqto cvkq vj eqttgevj g y ci gu0 [ qwy kmdg cunf vj Hcz qt o cknrtqqhqeqttevy ci gu \*wej cu Y /4uqt r c{ uwdv+vj yj g pwo dgt qt cfftgur tqxkf gf d{ yj g ecmegpvt0 **Be sure to keep your monetary determination because it shows your base period wage information.**

C hgy f c{ u chgt {qwhkg {qwt cr r rlecvkq hqt dgpghku. **you will be mailed a notice that will provide you with a six-digit personal identification number (PIN).** Vj ku pwo dgt ku ko r qtcpv=kvcnpi y kj {qwt UqeknUgewkv{ pwo dgt y kmdg tgs wktgf gcej vko g {qwecmj g XGE vj kps wktg cdqww {qwt erko cpf y j gp {qwwug vj g kvtgpgvt Xqleg Tgur qpug U{ungo vj hkg {qwt y ggm{ tgs wguv hqt r c{ o gpvqh dgpghku0 Rgcug uchgi wctf {qwt RRP cpf f q pqv i kxg kvq cp{ qpg0 Ki {qwrug qt hqi gv {qwt RRP . qt dgrkxg uqo gpg gng ku wukpi kv. eqpcev vj g ecmegpvt ko o gf kvgn0

Wpgo r m{ o gpvdgpghku ctg erko gf qp c ecnpgf ct y ggmdcu dgi kppki qp Uwpf c{ cpf gpf kpi cv o kf plj vqj yj g hqmj kpi Ucwtf c{0 kq qtf gt vj tgegkxg dgpghku. {qwo wuvo gg vj g hqmj kpi tgs wktgo gpvu f wtkpi gcej y ggmerko gf \*{qwt o ggkpi vj gug tgs wktgo gpvu ku uwdlgev vj xgt klcvkq p<

**30Be unemployed.** [ qwctg wpgo r m{ gf kh {qwctg pqvy qtnkpi cpf ctg pqvgctkpi cp{ o qpg{0 [ qwctg r ctvcm{ wpgo r m{ gf kh {qwctg y qtnkpi rguu vj cp hwmvko g hqt {qwt tgi wct go r m{ gt dgecwug qhc rcmqhy qtmcpf gctkpi rguu vj cp {qwt y ggm{ dgpghkco qwpv0

**40File your application for benefits.** Vj ku o c{ dg f qpg vj tqw j yj g XGE ecmegpvt qt qxgt vj g kvtgpgvvy y y [0XcGo r m{ 0qo.0](#)

**50Report all work (including temporary, part time and self-employment) and money as it is earned** \*pqvy j gp kvur ckf vj {qwhqo cp{ uqwtg hqt cp{ y ggm{ qwhkg c tgs wguv hqt r c{ o gpv0 Gctkpi u kpmf g xcecvkq. ugxgcepeg. cpf j qrf c{ r c{ dghgt vzgu cpf qvj gt go r m{ gt f gf wkvkpu ctg o cf g0 Tgr qtv {qwt tgcup hqt ugr ctvkq hqo cp{ go r m{ gt. gxgp kh kvku vgo r qtct{ go r m{ o gpv0 Ki {qwt y qtmku eqpvkpi . tgr qtvj ku cu y gn0

**60Be able to work and available for work** y kj pq wv vj tguvkvkpu qp {qwt cxckrdk{ hqt y qtn0

**70Register for work through the VEC Workforce Connection website at** [y y y 0XCY E0Kki kpk0 qx0](#) Wprguu cf xkuf qj gty lug. {qwo wuvgti kvgt y kj kp 7 f c{ u qh hki {qwt cr r rlecvkq hqt dgpghku0 Ki {qwf q pqvgti kvgt. {qweqwf dg kprki kdr vj tgegkxg wpgo r m{ o gpv dgpghku0

**80Make an active search for work each week.** Wprguu {qwewuqo ctkn{ qdvk{ y qtmj tqw j c r dqt wkvkq qhy j lej {qwctg c o go dgt kp i qf ucvf kpi . {qwo wuveqpvcevgxgtcngo r m{ gt u gcej y ggmk{ cp ghqtv vj hpf y qtn0 T<sup>2</sup> uo<sup>2</sup> u o c{ dg wugf qpn{ kh kvku vj g wuwncpf ewuqo ct{ o cpgt qh hki kpi y qtmk{ {qwt qeew cvkq p0

**90Report all refusals of job offers** hqo cp{ uqwtg0

: 0File your Weekly Request for Payment of Benefits in a timely manner. Ugg Hkpi [ qwt Y ggmf Tgs wguvht Rc{o gpvqh Dgpghku. cpf Xqlg Tgur qpug U{vgo kputwvqpu kp vj ku j cpf dqm0

## APPLYING FOR BENEFITS

K{qwctg vqcm{ qt rctvcm{ wpg r m{gf cpf y kuj vq cr r n{ hqt dgpghku. ecmvj g XGE ecmegpvt qt eqo r ngv cp qp/npg cr r rlecvkp qp vj g Kpvtpgv0Vj g ecmegpvt vgrj qp pwo dgt ku 3/: 88/: 54/45850Vj g Kpvtpgvcff tguu ku [y y y XcGo r m{Qgo](#) 0Vj g cff tguugu cpf vgrj qp pwo dgtu hqt XGE Y qtnhteg Egpvtu ecp dg hqwpf kp vj g r j qp dqm qt cvvj g XGE y gduk0

[ qwy kmdg cunf vq uwr r n{ vj g pco g. cff tguu cpf vgrj qp pwo dgt qh {qwt nuvgo r m{gt \*cpf. kp uqo g ecugu. r tglqwu go r m{gtu+ {qwt fcvu qhgo r m{o gpv. cpf vj g tgcup {qwctg wpg r m{gf 0

[ qwy kmdg cunf vq ugrgev {qwt grgetqple r c{o gpvo gvj qf hqt tgegr vqh {qwt dgpghku} qwecep ugrvegvkj gt fktgevf gr qukvt c fgdvctf 0Chgt {qwhkg {qwt cr r rlecvkp hqt dgpghku. vj g XGE y km fgef g y j gvj gt {qwo ggvj tgg ugr ctcvg tgs wktgo gpw<O qpgvt { grk kdkk}. Ugr ctcvkp s wcthlecvkp. cpf Y ggmf grk kdkk{0

## Monetary Eligibility

Kp qtf gt vq s wcth{ hqt dgpghku. {qwo wuvj cxg gctpgf gpqwi j y ci gu kp eqxgtgf go r m{o gpvf wtkpi vj g dcug r gtlkf 0 Vj g co qwpvqh y ci gu {qwgctpgf y kmf gvto kpg {qwt y ggmf dgpghkco qwpvcf vj g o czko wo pwo dgt qhy ggm \*34 vq 48 y ggm+ vq y j lej {qwy kmdg gpvrgf 0 Dgpghkveqo r wcvkpd vdrug ctg cxckrdng qp vj g XGE y gduk0 [ qwy kntgegkxg c O qpgvt { F gvto kpcvkp vj cveqvcvku {qwt dcug r gtlkf gctpki u. y ggmf dgpghkco qwpvcf vj g o czko wo pwo dgt qhy ggm {qwo c{ tgegkxg dgpghku} O qpgvt { gpvrgo gpvrcuu qp {gct0

Tgxky {qwt o qpgvt { f gvto kpcvkp ectghwm{0 K{qwhggvj g y ci gu uj qy p hqt {qwt dcug r gtlkf ctg kpeqtgev. {qwo c{ ecmvj g XGE ecmegpvt cv3/: 88/: 54/4585 cpf r tqxkf g kphqto cvkpp vq eqttgevj g y ci gu [ qwy kmdg cunf vq hcz qt o cknr tqqh qheqttgevj y ci gu \*Y /4u. r c{ uwdu+ vq vj g pwo dgt qt cff tguu r tqxkf gf d{ vj g ecmegpvt 0 Dg uwg vq ngr {qwt o qpgvt { f gvto kpcvkp dgecvug kvj qy u {qwt dcug r gtlkf kphqto cvkpp 0

### Q: How do I know if I have enough wages to qualify?

C<Y j gp {qwhkg {qwt cr r rlecvkp hqt dgpghku vj tqwi j vj g ecmegpvt. {qwt y ci gu y kmdg f luewugf y kj {qwo Tgi ctf rguu qh j qy {qwhkg {qwt cr r rlecvkp hqt dgpghku. {qwy kmdg o ckrf c o qpgvt { f gvto kpcvkp vj cveqvcvku vj g y ci gu {qwgctpgf kp eqxgtgf go r m{o gpvf wtkpi vj g dcug r gtlkf 0 [ qw o wuvj cxg dggp r ckl c o kpo wo ur gekkf co qwpvkp vq eqo dkgf s wctvgtu qh {qwt dcug r gtlkf 0

### Q: What amount of benefits will I receive and for how long?

C<[ qwt o qpgvt { f gvto kpcvkp y kmuj qy vj g co qwpvqh {qwt y ggmf dgpghku cpf vj g pwo dgt qhy ggm {qwo c{ dg grk kldg vq tgegkxg vj g dgpghku} Kvcnuq eqvcvku vj g dgpghk {gct gpf kpi f cvg 0 [ qwt y ggmf dgpghkco qwpvku f gvto kpgf d{ vj g vq s wctvgtu y kj j ki j guvctpki u tgr qtvgf f wtkpi vj g dcug r gtlkf 0 [ qwt vqny ci gu gctpgf cpf tgr qtvgf f wtkpi vj g dcug r gtlkf f gvto kpg vj g o czko wo dgpghkco qwpv 0 Qpeg {qwgucdrkj c erko vj cvtghgevcmgctpki u kp eqxgtgf go r m{o gpvf wtkpi {qwt dcug r gtlkf. vj g co qwpv {qws wcth{ hqt tgo cku vj g uco g hqt qp {gct cpf ku cxckrdng vq {qwpvkn {qwt o czko wo dgpghkco qwpvqt {qwt dgpghk {gct ku gzj cwugf. y j lej gxgt eqo gu hktu 0

### Q: What is the base period?

C<Vj g dcug r gtlkf ku vj g hktvhtqwt qh vj g nuvhkxg eqo r ngvf ecnpgf ct s wctvgtu r tlqt vq vj g ghgevkxg f cvg qh {qwt erko 0Vj g ghgevkxg f cvg qh {qwt erko ku vj g Uwpf c{ qh vj g y ggmkp y j lej {qwhkg {qwt cr r rlecvkp hqt dgpghku 0Vj g ej ctvj cvhqmuj u kmwucvgu vj g dcug r gtlkf kp tgrvkp vq vj g ghgevkxg f cvg qh vj g erko 0

Effective Date of Your Claim	Base Period							
Current Year	Previous Year	Last Year				This Year		
Jan Feb March								
	Oct Nov Dec	Jan Feb Mar	Apr May Jun	Jul Aug Sep				
Apr May Jun								
		Jan Feb Mar	Apr May Jun	Jul Aug Sep	Oct Nov Dec			
Jul Aug Sep								
			Apr May Jun	Jul Aug Sep	Oct Nov Dec	Jan Feb Mar		
Oct Nov Dec								
				Jul Aug Sep	Oct Nov Dec	Jan Feb Mar		

Encko cpw p qv s wrkh{ lpi hqt dpgghku wpf gt vj g ucpf ctf dcug r g tkqf o c{ f q uq wpf gt cp cngt pcvg dcug r g tkqf 0

**Q: What is an alternate base period?**

C<Y j gp { qwt gegkxg { qwt o qpgvt { f gvto kpcvkp. t g xky kvectghwm{ vq ugg kh k< 30Qo ku cp go r m{ gt hqt y j qo { qwy qtngf f wtkpi vj g dcug r g tkqf = 40Qo ku uqo g qh vj g y ci gu { qw gctpgf f wtkpi vj g dcug r g tkqf = 50Nkuu cp { go r m{ gt u hqt y j qo { qwf kf p qvy qtmf wtkpi vj g dcug r g tkqf = 60Nkuu cp { gctplpi u co qwpvkpeqtt gev{ 0

Kic eqtt gevqk ku pgeguact { . tgs wguvc tgf gvto kpcvkp hqo vj g XGE ecme gpvgt 0 Kic cp go r m{ gt qt y ci gu ctg kpeqtt gevqt qo kvgf . { qwo wuvr tqxkf g vj g pco g cpf c f f tguu cpf uqo g g xkf gpeg qh { qwt gctplpi u uwej cu Y /4 hqt u qt r c{ ej gemuwdu 0 Qpeg vj gug y ci gu j cxg dggp xc r kf cvgf . { qwt y ggmm{ dpgghk vco qwpvy kndg cf lwvgf vq tgh gev vj g eqtt gevy ci gu cpf { qwy kndg kuwgf c r c{ o gpnvq eqxgt cp{ co qwpvf wg hqt vj g y ggmu qh dpgghku vj cvj cxg r ckf 0

**Q: What if my wages are correct but insufficient to qualify?**

Kic eqtt gevqk ku pgeguact { . tgs wguvc tgf gvto kpcvkp hqo vj g XGE ecme gpvgt 0 Kic cp go r m{ gt qt y ci gu ctg kpeqtt gevqt qo kvgf . { qwo wuvr tqxkf g vj g pco g cpf c f f tguu cpf uqo g g xkf gpeg qh { qwt gctplpi u uwej cu Y /4 hqt u qt r c{ ej gemuwdu 0 Qpeg vj gug y ci gu j cxg dggp xc r kf cvgf . { qwt y ggmm{ dpgghk vco qwpvy kndg cf lwvgf vq tgh gev vj g eqtt gevy ci gu cpf { qwy kndg kuwgf c r c{ o gpnvq eqxgt cp{ co qwpvf wg hqt vj g y ggmu qh dpgghku vj cvj cxg r ckf 0

**Q: May I use wages earned in other states to establish a claim?**

C<[ gu0 Y ci gu gctpgf kp qvj gt ucvgu ecp dg wugf vq guvcdruj c erko kp qpg qhwy q y c{u0

30[ qwhkrg c erko ci ckpuvj g qvj gt ucvg kh {qwj cxg gctpgf gpqwi j y ci gu kp vj cvucvg vq s wrkh{ hqt dpgghku0 Vj ku ku npqy p cu cp kpvgtucvg Erko =qt.

40[ qwtgs wguvj cvvj g y ci gu gctpgf kp qvj gt ucvgu dg vtcpuhgtgf vq Xkti knia and “combined” to s wrkh{ hqt dpgghku0 Dg uwtg vq vgmj g XGE tgr tgugpvcxg kh {qwj cxg y qtngf kp cpqj gt ucvg0

Qpn{ vj qug qw/qh/ucvg gctpkpi u vj cvj cxg pqvdggp wugf qp c rtkqt erko y kmvcpuhgt vq Xkti kpk0 Y ci gu gctpgf qxgtugcu cnq o c{ dg wugf kh {qwy qtngf hqt c WUDeqo r cp{0 Vj g ucvg y j gtg vj g eqo r cp{ ku j gcf s wctvgtgf ku vj g ucvg vq y j kej vj g y ci gu ctg tgr qtvgf 0

**Q: What is a “double-dip” claim?**

C< K{ qwftgy dpgghku f wtkpi c rtkqt dpgghk {gct cpf j cxg pqvy qtngf cu o cp{ cu 52 f c{u qt 462 j qwtu hqt qpg go r m{gt ulpeg vj g dgi kppkpi qhvj cv{gct. {qwo c{ o qpgvctk{ s wrkh{ hqt c pgy dpgghk {gct. dw {qwy kmpqvdg giki kdrq vq ftcy vj qug dpgghku wvkn {qwj cxg 52 f c{u qt 462 j qwtu qh go r m{gt o gpvcpf ctg uwdugs wgpv{ wpgo r m{gf vj tqwi j pq hcvwqh {qwt qy p0

**Separation Qualification**

Gxgp vj qwi j {qwo c{ j cxg gpqwi j gctpkpi u vj s wrkh{. vj gtg ctg ektevo ucpegu vj cvo c{ r tngxpv {qw htqo tgegkxkpi wpgo r m{gt o gpvdpgghku0 K{ qwctg wpgo r m{gf hqt cp{ tgcuaq qvj gt vj cp nemqhy qtm kv ku pgeguuct { vq i cyj gt vj g hcevu eqpegtkpi {qwt ugr ctvkap htqo go r m{gt o gpv0

**Q: How are these facts gathered?**

C<[ qwi kxg {qwt tgcuaq hqt dgkpi wpgo r m{gf y j gp {qwhkrg {qwt cr r rckvkap hqt dpgghku0 Vj ku kphqto cvkap cnpi y kj c svgunkppcktg ku ugpvvq {qwt htqo gt go r m{gt hqt eqo r ngvkap0 Ky kndg pgeguuct { hqt c f gr w{. uqo gvko gutghgtgf vq cu c j gctkpi qhhtgt. vq vemy kj {qwedqww {qwt ugr ctvkap htqo y qtn0[ qwcpf {qwt go r m{gt y kndg uej gf wrgf hqt c vgrj j qple kvgtxky 0 [ qwj cxg vj g tki j vq npqy cpf eqo o gpvq cp{ kphqto cvkap r tqxkf gf d{ {qwt go r m{gt 0 Vj g f gr w{ y kno cmg c f gekukap y j gvj gt {qwctg s wrkhk{gf vq tgegkxg dpgghku dcugf qp {qwt ugr ctvkap0

This decision will be included in a Notice of Deputy’s Determination that will be sent to you and your go r m{gt0[ qwy kndg f kus wrkhk{gf kh vj g f gr w{ hkp u vj cv {qwk

30S wkv {qwt lqd qt ctg qp ngcxg qhcdugpeg y kj qwi qaf ecwug=qt  
40Y gtg hktgf qt uwur gpf gf htqo {qwt lqd hqt o kaeqpf wevkp eqppgevkap y kj {qwt y qtn0

**Q: What if I disagree with the Notice of Deputy’s Determination?**

C<K{ qwf luci tgg y kj vj g f gvto kpcvkap. {qwo c{ cr r gcnk0 [ qwt go r m{gt cnq j cu vj g tki j vq cr r gcn0 Hqt c f f kkpknkphqto cvkap qp vj g cr r gcnr tqeguu. tghgt vq vj g ugevkap kp vj ku j cpf dqmeqpegtkpi Crr gcn0

K{ qwf gekf g vq cr r gcnv j g f gvto kpcvkap. y j krg {qwt cr r gcnku r gpf kpi. kvku xgt { ko r qtwpvj cv {qw eqvkapwg vq mqmhqt y qtm tgr qtvj qug eqpvcevu y j gp {qwhkrg {qwt y ggm{ tgs wguvhqt r c{ o gpvqh dpgghku. cpf hrg {qwt tgs wguu hqt r c{ o gpvq vko g0 K{ qwf q pqvkhrg {qwt y ggm{ tgs wguu hqt r c{ o gpv while an appeal is pending, you may be ineligible for benefits for those weeks if the deputy’s f gvto kpcvkap ku qxgtwtpgf 0

**Weekly Eligibility**

Gcej y ggm{qwerko dpgghku. {qwo wuvdg cdrg vq r gthqto y qtm dg cxckcdrg hqt y qtm y j krg r nekpi pq wpf vg tguvkapu qp {qwt cxckcdk{. cpf dg cevxgn{ ugnkpi y qtn0 K{ c f f kkp. {qwo wuvceegr vcm qhhtgu qhuvkcdrg y qtm dg tgi kngtgf hqt y qtm y kj vj g Xkti kpk Y qtnhteg Eqppgevkap \*XY E+ceegr v cp{ XGE tghgttcu vq y qtm tgr qtvvq vj g XGE y j gp f kgevgf vq f q uq. cpf tgr qtvkpego g htqo cp{ uqwtg0

**Q: What is an active search for work?**

C<Cp cevxg ugctej hqt y qtmo gcpu vj cv {qw'bo wuv'bo cng'cv'hcuv'vy q'4+1qd'eqp'cevu gcej y ggmlp {qwt ghqtu'vq' hpf 'y qtn0 [ qwo wuvdg cdrg vq r tqxkf g vj g XGE. y j gp tgs wuguf . y kj lphqto cvkqp cdqwgcej go r m{gt'qt'eqo r cp{ {qw'eqp'cevu

Wp'guu {qwctg kputwv'gf qvj gty kug."{qw'bo wuv'bo cng'cv'hcuv'vy q'4+1qd'eqp'cevu gcej y ggn0[ qwo wuv eqpf we'vcp cevxg y qtmugctej cpf tgr qtv'ld eqp'cevu gxgp y j gp {qwy qtmr ct'v'ko g cpf gctp'guu vj cp {qwt'y ggm{ dpg'ghk'co qwp'0

Ej genkpi pgy ur cr gt y cpvcf u d{ go r m{gtu ku pqv'ceegr v'cdrg0 Cf f k'k'q'pcmf . dgecwug vj g Xki k'pk Wpgo r m{o gpv'Eqo r gpvc'k'qp Cevtgs vkt'gu vj cven'ko cpur r tqxkf g vj g pco g qh go r m{gtu eqp'cevgf hqt y qtm d'k'pf cf u ctg pqv'ceegr v'cdrg0

Egt'v'kp qeew cvk'qpu tgs vkt'g vj g wug qht'2'owo 2 u cu vj g wuv'ncpf ewuqo ct{ o gcpu qh uq'r'ek'k'pi y qtn0 K {qwj cxg qpg qh vj gug qeew cvk'qpu. hcz'k'pi . o c'k'k'pi . cpf G'o c'k'k'pi t'2'owo 2 u vq r tqur gev'xg go r m{gtu y kmdg ceegr v'cdrg k'p r'kgw'qhr gtu'q'pcmf eqp'ce'v'pi go r m{gtu0

K {qwctg c o go dgt qhc w'k'qp vj cvj cu c m'ecnj k'k'pi j cm r'ngcug lphqto vj g XGE tgr t'gug'p'cv'xg y j q v'ngu {qwt cr r'k'ec'v'k'p hqt dpg'ghku0[ qwt y qtmugctej tgs vkt'go gpv' y kmdg g'zr'k'k'p'gf vq {qwc'v'j g v'ko g {qwc'r'r'n' hqt dpg'ghku0

Cu vj g r'pi vj qh w'pgo r m{o gpv'k'p'et'g'cugu. {qwctg g'zr'gev'gf vq g'zr'cpf {qwt o g'j'q'f u qh u'g'gn'k'pi y qtn0 [ qwc'n'q u'j qwf dg y k'k'pi vq k'p'ent'f g q'j'gt qeew cvk'qpu hqt y j lej {qwctg s'w'k'k'p'gf cu c t'gu'w'v'q'hr k'k'p' v'cl'k'pi qt g'zr'g'k'p'eg0

K {qwf q p'qvo cng cp{. qt q'pn' q'pg. lqd eqp'ce'v'f v'k'pi {qwt y ggm{ y qtmugctej . {qwo c{ dg f'gp'k'gf dpg'ghku0K ku ut'q'pi n' t'geqo o g'p'f'gf vj cv {qwn'g'g'r c r gtu'q'pcny t'k'w'p t'ge'q't'f qh {qwt y qtmugctej lqd eqp'cevu vq cu'k'v {qwl'k'v j g p'g'gf ct'k'ugu qt {qwctg c'um'gf d{ vj g XGE vq r tqxkf g vj g lqd eqp'ce'v lphqto cvk'qp hqt y qtmugctej x'g't'k'k'ec'v'k'p0

**Q: Is anybody going to check or verify my work search?**

C<Cmlqd eqp'cevu ctg uwd'ge'v'q x'g't'k'k'ec'v'k'p0 K {qwt lphqto cvk'qp eq'p'eg't'k'pi cp{ lqd eqp'ce'v'ku h'c'ng. {qwe'p dg f'k'us w'k'k'p'gf l't'qo t'ge'g'k'k'pi dpg'ghku hqt cv'g'cuv'q'pg {gct qt m'pi gt k'h vj g dpg'ghku ctg p'qvt'g'r c'k' k'p h'w'0

**Q: What if the VEC refers me to a job?**

C<Rgt'k'f'k'cm{ vj g XGE o c{ t'gh'gt {q'w'v'q c lqd0 K {qwctg t'gh'gt'gf d{ vj g XGE. {qwo wuv'x'k'v'j g go r m{gt vq y j qo {qwctg t'gh'gt'gf 0 [ qwo c{ eq'w'p'v'j g lqd t'gh'gt't'c'ncu q'pg qh {qwt t'gs v'k'gf y qtmugctej lqd eqp'cevu hqt vj g y ggm'k' {q'w'x'k'v'j g go r m{gt vq y j qo {qwy g't'g t'gh'gt'gf 0

**Q: What happens if I refuse a job offer or VEC referral?**

C<K {qwt'gh'w'ug c lqd q'h'gt. {qwy kmdg eqp'ce'v'f d{ vj g XGE vq r tqxkf g cf f'k'k'q'pc'n'k'p'q'to cvk'qp0 Vj g XGE vj gp y k'nf g'v'to k'p'g k'h vj g y q'tmy cu u'w'k'cd'rg. cpf k'h u'q y j g'v'j gt {qwj cf i q'q'f ec'w'ug vq t'gh'w'ug vj g lqd q'h'gt0 K vj g lqd y cu u'w'k'cd'rg cpf {qwf'k'f p'q'v'j cxg i q'q'f ec'w'ug vq t'gh'w'ug k'. {qwo c{ dg f'k'us w'k'k'p'gf l't'qo t'ge'g'k'k'pi dpg'ghku dgi k'p'k'pi y kj vj g U'w'p'f c{ qh vj g y ggm'k'p y j lej u'ej t'gh'w'uc'ne'w't'gf 0

K {qwh'c'k' y kj q'wi q'q'f ec'w'ug. vq cr r'n' hqt u'w'k'cd'rg y q'tmy j gp t'gh'gt'gf d{ vj g XGE. {qwo c{ dg f'k'us w'k'k'p'gf u'ct'v'pi y kj vj g U'w'p'f c{ qh vj g y ggm'k'p y j lej t'gh'w'uc'ne'w't'gf 0 Vj g XGE f'g'v'to k'p'gu y j g'v'j gt vj g t'gh'gt't'eny cu vq u'w'k'cd'rg y q'tn0

**Q: What is suitable work?**

C<O cp{ h'ev'q'tu ctg v'c'ng'p k'p'v' eq'p'k'f g't'c'v'k'p k'p f'g'v'to k'p'k'pi y j g'v'j gt y q'tm'ku u'w'k'cd'rg. u'ej cu {qwt r't'g'x'k'w' y q'tm'g'z'r g't'k'p'eg. r'j {u'k'c'nc'p'f o g'p'v'c'n'h'k'p'g'u'u. t'k'um'v' {qwt j g'c'n'j . u'c'h'v'f . qt o q't'c'u. cpf vj g f'k'nc'p'eg l't'qo {qwt j qo g vq vj g lqd u'k'g0 [ qwo wuv't'g'r q't'v'c'm'lqd q'h'gtu vj cv {qwf gen'k'p'g y j gp {qwl'k'v {qwt y ggm{ t'gs w'g'u'h'qt r c{o g'p'v'q'h dpg'ghku0

**Q: How much can I earn and still receive benefits?**

C<Kij g i tquu. not pgv. y ci gu {qwgctpgf ctg rguu yj cp {qwt y ggmf dpgghk/co qwpv. {qwo c{ tgegkxg wpgo r m{ o gpvdgpgghku0 J qy gxgt. yj g co qwpvqhi tquu y ci gu yj cvku qxgt &72 y kmdg f gf wevgf ltqo {qwt y ggmf dpgghk/co qwpv0Kij {qwt y ggmf i tquu gctpkpi u ctg gs wcnvq qt o qtg yj cp {qwt y ggmf dpgghk co qwpv. {qwy kmpqvdg r ckl cp{ wpgo r m{ o gpvdgpgghku hqt yj cvy ggm0

**Q: What if I receive severance pay, vacation pay, sickness and accident benefits, or holiday pay?**

C<Ugxgtcepeg. xcecvkqp. ulenpguu cpf ceekf gpvdgpgghku. qt j qikf c{ r c{ yj cv {qwtgegkxg o c{ dg f gf wevgf ltqo {qwt y ggmf dpgghk/co qwpvlp yj g uco g o cpggt cu ceewngctpkpi u kp cp{ y ggmhqt y j lej kvku r c{ cdr0 [ qwy kmdg pqvklgf kh yj gug dpgghku qt r c{ chgey {qwt y ggmf dpgghk/co qwpv0

**Q: What if I receive a pension, retirement, social security, etc.?**

C<[ qwt dpgghku o c{ dg tgf wegf d{ yj g y ggmf co qwpvqhc{ r gpukqp. tgvkgo gpv. UqeknUgewtkf. gve0 yj cv {qwtgegkxg ltqo {qwt o quvtgegpvgo r m{ gt qh52 f c{ u qt 462 j qwtu qt o qtg qt ltqo cp{ go r m{ gt kp yj g dcug r gkqf qh {qwt erko 0 [ qwy kmdg cunxf vq r tqxkf g yj g co qwpvcpf uqwtg qh cp{ r gpukqp y j gp {qwr r n{ hqt dpgghku0Hckwtg vq tgr qtvcp{ ej cpi gu kp {qwt r gpukqp. uwej cu equvqh r kxkpi kpetgcugu qt yj g uctvqh UqeknUgewtkf dpgghku. qp {qwt y ggmf tgs wguvhqt r c{ o gpvqh dpgghku o c{ tguwvlp cp qxgtr c{ o gpvqh dpgghku yj cv {qwy qwf dg r kcdrg vq tgr c{ 0

Kpf kxkf wcm tgegkxkpi c UqeknUgewtkf r gpukqp y kmj cxg qpnf 72 r gtegpvqh yj g y ggmf Uqekn Ugewtkf r gpukqp co qwpvf gf wevgf ltqo yj gkt WKy ggmf dpgghk/co qwpv0 Hqt gzco r rg. c erko cpv tgegkxkpi &422 c y ggmf UqeknUgewtkf r gpukqp y kmj cxg &322 f gf wevgf ltqo j ku WKy ggmf dpgghk co qwpv0

**Q: What if I attend school or a training program?**

C<O cng uwtg {qwtgr qtvcp{ ercuugu {qwtg wcnkpi f wtkpi y ggmf erko gf 0 [ qwo c{ tgegkxg dpgghku y j kg cwpgf kpi uej qanf gr gpf kpi wr qp yj g eqwtug qh uwf { cpf yj g tgs wktgf cwpgf cpeg gcej y ggm0 Kij {qwt y kuj vq cwpgf uej qanqt c vclpkpi r tqi tco vq ko r tqxg {qwt go r m{ o gpvr quukdkkku. {qwpggf vq tgs wguv cr r tqxenkp cf xcepeg ltqo yj g XGE0Vj g XGE f gyto kpgu kh {qwt vclpkpi ku cr r tqxgf cpf y kmcf xlug {qwt qh {qwt y qtmugtej tgs wktgo gpw y j kg {qwtg kp uej qanqt vclpkpi 0

**Q: What if there is a question about my weekly eligibility?**

C<[ qwy kmdg pqvklgf vq ecm yj g XGE hqt cp kvgtxky 0 Kij {qwtg j grf kprki kdrq hqt dpgghku {qwy km receive a Notice of Deputy’s Determination explaining why. If you disagree with the determination, you o wv hkg cp cr r gend{ yj g fcv g uj qy p qp yj g pqvleg0 Tghgt vq yj g ugevkqp gpvkrgf Cr r gcn Tki j w – Hkpi cp Cr r gcn \*r ci gu 39 /3: +kp yj ku j cpf dqan0 Kij ku xgt { ko r qtvcpv yj cv {qweqpvkpwg vq mqm hqt y qtm vq tgr qtv yj qug eqpvcey y j gp hki {qwt y ggmf tgs wguv\* u+ hqt r c{ o gpvqh dpgghku. cpf vq hkg {qwt y ggmf tgs wguv hqt r c{ o gpvqp vko g y j kg yj g cr r gcn ku r gpf kpi 0 Hckwtg vq f q uq o c{ tguwvlp c f gplcnqh dpgghku0

**Q: If I receive a letter or telephone call to call or report to the VEC, what should I do?**

C<Ecmqt tgr qtv y j gp {qwtg uej gf wrgf vq f q uq0 Kij {qwf p qv. {qwo c{ pqv d g r ckl wpgo r m{ o gpv dpgghku hqt yj g y ggmf {qwtg uej gf wrgf vq ecmqt tgr qtv0 Kij {qweppqvcecmqt tgr qtv hqt cp{ tgcuaq. ecm cj gcf qh yj g uej gf wrgf vko g vq g z r r klp yj g ekteu wcepegu0

**PERSONAL IDENTIFICATION NUMBER (PIN)**

C hgy f c{ u chgt {qwr r n{ hqt dpgghku. {qwy kmdg o clrgf c pqvleg eqpvclpkpi c ulz/ f ki kvr gtuqpcn kf gpvklcvcqp pwo dgt \*RIP #0 Vj ku pwo dgt ku ko r qtvcpv=kvcmppi y kj {qwt UqeknUgewtkf pwo dgt y kmdg tgs wktgf gxgt { vko g {qwecm yj g XGE ecmegpvgt hqt kphqto cvkqp cdqww {qwt erko . cpf gxgt { vko g {qwt wug yj g Xqleg Tgur qpug U{ uvg o qt yj g kvgtpgv vq hkg {qwt y ggmf tgs wguvhqt r c{ o gpvqh dpgghku0 Rngcu uchgi wctf {qwt RIP cpf f q p qvi kxg kvv cp{ qp g0 Kij {qwmug qt hqti gv {qwt RIP . qt dgrkxg uqo gqpg gnuq ku wukpi kv. eqpvcey yj g XGE ecmegpvgt ko o gf kvgn0

## **FILING FOR AND RECEIVING WEEKLY BENEFITS**

Unemployment benefits are claimed on a calendar week basis beginning on Sunday and ending at midnight on the following Saturday. In order to receive unemployment benefits, you must meet the following requirements during each week claimed (your meeting these requirements is subject to verification).

1. Be unemployed. You are unemployed if you are not working and are not earning any money. You also are considered unemployed during any week that you work less than full time and earn less than your weekly benefit amount. You are considered partially unemployed during any week that you work for your regular employer and earn less than your weekly benefit amount if your hours were reduced because of a lack of work.
2. File your claim for benefits on the VEC web site (<http://www.VaEmploy.Com>) or over the telephone with the VEC call center. You also must call the VEC as directed regarding your claim.
3. Report all work (including self-employment) and money as it is earned (not when it is paid to you) from any source for the week you claim benefits. Earnings include vacation, severance, and holiday pay. Report the total amount of the gross earnings/wages before taxes and other employer deductions are made. Do not report net earnings/wages. Do not report the receipt of Virginia unemployment benefits. Report your reason for separation from any employer, even if it is temporary employment. If your work is continuing, report this as well.
4. Be able to work and available for work with no undue restrictions on your availability for work.
5. Register for work through the VEC Workforce Connection website at <http://www.vawc.virginia.gov/www.VAWC.Virginia.gov> , or in person at any VEC workforce center. Unless advised otherwise, you must register *within 5 days* of filing your application for benefits. If you do not register, you could be ineligible to receive unemployment benefits.
6. Make an active search for work each week. Unless you customarily obtain work through a labor union of which you are a member in good standing, you must personally apply for work with several prospective employers each week. Résumés may be used only if it is the usual and customary manner of finding work in your occupation.

You must provide the full name of each employer you contact when filing your weekly request for payment of benefits.

Additionally, because your work search is subject to verification, you must maintain a record of your work search contacts as follows:

- Month, day, and year you contacted the employer/company;
- Complete name of the employer or company contacted;
- Complete mailing address of the employer or company contacted, including the street, P.O. Box number, state, and zip code or email address, where your resume or application was submitted;
- First and last name and title of the individual for the employer or company with whom you talked;
- Telephone number of the employer or company;
- Type of work or position for which you applied; and
- Results of the contact.

The Virginia Unemployment Compensation Act requires that claimants provide the name of the employers contacted for work; therefore blind ads cannot be accepted.

7. Report any refusal of job offers.

8. File your weekly request for payment of benefits in a timely manner. See Filing Your Weekly Request for Payment of Benefits, and the Voice Response System instructions.

## **FILING YOUR WEEKLY REQUEST FOR PAYMENT OF BENEFITS**

You will file your weekly request for payment of benefits over the Internet at [www.VaEmploy.com](http://www.VaEmploy.com) or telephonically using the Voice Response System (VRS) at 1-800-897-5630. You will be given or mailed instructions on how to use the VRS when you apply for benefits. Follow the instructions very carefully. The instructions below apply to both Internet weekly requests for payment and VRS weekly requests for payment.

File your weekly request for payment of benefits correctly and accurately, as soon as the week has passed. You will not be paid benefits, even if you are qualified and eligible to receive them, if you fail to file your weekly request for payment.

Your first weekly request for payment of benefits must be filed with the VEC after the week in which you file your application for benefits ends, but no later than 28 days after the date you filed your application. For example, if you filed your application for benefits on June 1, the VEC must receive your first weekly request for payment no later than June 29.

***Note: If the 28-day period for timely filing of your first weekly request for payment ends on a date the VEC is closed, the last day for timely reporting is extended to the next day the VEC is open for business.***

Subsequent weekly requests for payment must be filed when the claim week ends. In order to be filed in a timely manner, each weekly request for payment must be filed no later than 28 days from the Friday of the prior week claimed. For example, if the last weekly request for payment was the week ending Saturday, June 18, we must receive your next weekly request for payment by Monday, July 18. (The 28th day falls on Saturday when the VEC is closed, and the deadline is extended to the next business day.)

You will file your weekly requests for payment of benefits until you report that you have returned to work, your benefits have run out, or your benefit year ends, unless you fail to file your weekly request within 28 days of the prior claim week's Saturday. If you fail to file your weekly request on time, the claim series is broken and you will not be able to file your weekly request. You must call the VEC call center.

You will lose benefit eligibility for all weeks between the last week filed in a timely manner and the week you call to restart your claim series unless you can show that you had good cause for late filing.

### **Q: Is there a waiting period before I can receive benefits?**

A: Yes, you must serve a one-week waiting period in each benefit year. You must file a weekly request for payment of benefits and meet all the eligibility requirements to receive benefits before you get credit for serving a waiting period. You will not be paid benefits for the one-week waiting period.

### **Q: What happens if I file my weekly request for payment late or early?**

A: : If you attempt to file your weekly request for payment after 28 days, the VRS and Internet systems will not offer you a week for which to file a payment request. You will be told to call 1-866-832-2363 for assistance. If you attempt to file a request for payment before the week has ended, you will not be offered the week by the VRS or the Internet.

### **Q: What if I change my address?**

A: Notify either the VEC call center immediately by telephone. You will be asked for your Social Security number and the last 4-digits of your PIN. You also may notify us by letter.

If you notify us by letter, include your Social Security number. If there is an appeal pending, you should give notice of an address change even if you are not receiving benefits when the change occurs. Even if you are no longer claiming benefits, you should notify the VEC of address changes so we can send your 1099-G statement (mailed each January) that is required for income tax purposes.

**Q: What if I leave the area?**

A: If you plan to be away temporarily, there is no need for you to contact the VEC. If you plan to leave permanently, you should call or report to the nearest VEC Workforce Center (or workforce services center if in another state) and register for work in your new area. Be sure to take with you all documents pertaining to your claim. If you move to another state, you need to notify the VEC call center of your change of address immediately.

**Q: What if I am sick, injured, or out of town during a claim week?**

A: You should indicate that you were not ready, willing and able to work each day during that week when you file your weekly request for payment of benefits.

**Q: When can I expect my first payment?**

A: You should receive your payment within 14 calendar days after you file your weekly request for payment of benefits. You may not receive your payment on the same day of the week each time you file your request for payment. However, no payment will be issued if you have a separation or able and available issue on your claim, until those issues have been addressed and appropriate action taken on them.

**Q: What should I do if I don't receive a payment?**

A. You should contact the VEC call center. However, you should wait at least 5 days after you file your request for payment before notifying us. Be sure to have your Social Security number and personal identification number (PIN) ready when you make the call. Make a record of your call, noting the date and time of the call, the name of the VEC representative with whom you spoke, and the information you were given. If your request for payment was not processed, you will have to refile the request for payment. You should keep a record of your work search contacts in case you need to refile the request.

**Q: What should I do if the Voice Response System or Internet will not allow me to file a request for payment of benefits?**

A: Call the VEC call center if you are unable to file your weekly request for payment. You will need to have your Social Security number and PIN available.

**Q: If I file my weekly request for payment of benefits over the Internet what questions will I be asked to respond to?**

A: The questions are the same as those asked by the VRS.

**THE VOICE RESPONSE SYSTEM (VRS) FOR FILING WEEKLY REQUESTS FOR PAYMENT OF BENEFITS AND UNEMPLOYMENT INSURANCE INFORMATION**



File your weekly request for payment of unemployment benefits;



Obtain specific information about your benefit account;



Acquire information about an appeal to which you are a party;



Find the location and phone number of the nearest VEC Workforce Center;



Get general information about unemployment benefit claims.

This service is available only by using a touchtone phone. Cellular phones are not recommended.

<b>Sunday</b>	<b>9:00 am – Midnight</b>
<b>Monday</b>	<b>4:30 am – 7:30 pm</b>
<b>Tuesday</b>	<b>7:30 am – 7:30 pm</b>
<b>Wednesday</b>	<b>7:30 am – 5:30 pm</b>
<b>Thursday</b>	<b>7:30 am – 7:30 pm</b>
<b>Friday</b>	<b>7:30 am – 5:30 pm</b>
<b>Saturday and Holidays</b>	<b>9:30 am – 4:30 pm</b>

**BEFORE CALLING TO FILE YOUR WEEKLY REQUEST FOR PAYMENT OF BENEFITS, be sure to have your Social Security number, PIN, and job contact records available. File your weekly request for payment of benefits telephonically using the VRS at: [1-800-897-5630](tel:1-800-897-5630).**

**To hear instructions in English,**

Press **1**

**To hear instructions in Spanish,**

Press **2**

**To reach claims and benefits,**

Press **1**

**To file your weekly request for payment of benefits,**

Press **2**

Enter your Social Security number

Enter your 6-digit PIN

You will be asked to answer the following questions and provide the requested information for the week that you are requesting payment.

**Were you able and available to work during the week?**

Press **1 Yes 9 No**

**Were you actively seeking work as directed by the Commission during the week?**

Press **1 Yes 9 No**

Enter the number of contacts you made for work followed by the # key. **For example**, if you made three job contacts,

Enter **3 #**

If you made contacts for work, you may be asked to say the names of the employers you contacted. Speak clearly. **For example**, for 3 contacts, say....

“ABC Company, Food Shopping Warehouse, and Video Electronics”

**Did you refuse any work or any offers of work during the week?**

Press **1 Yes 9 No**

**Did you fail to obtain work due to a positive drug test?**

Press **1 Yes 9 No**

**Did you enter or discontinue school or a training program during the week?**

Press **1 Yes 9 No**

**Did you begin receiving or change the amount of any type of pension (including disability pensions) during the week?**

Press **1 Yes 9 No**

**Did you receive holiday, vacation, or Worker’s Compensation during the week?**

Press **1 Yes 9 No**

**Did you begin receiving or change the amount of any severance pay during the week?**

Press **1 Yes 9 No**

**Did you do any work (including self-employment) during the week?**

Press **1 Yes 9 No**

If your response is **1 Yes**, you will be asked to enter the amount you earned before deductions were made in dollars and cents, followed by the # key. You must enter cents, even if zeros. **For example**, to report earnings of \$135.00,

Enter **1 3 5 0 0 #**

**During the week, did you return to full-time employment?**

Press **1 Yes 9 No**

If your response is **1 Yes**, then you will be asked to enter the date you started working. **For example**, if you returned to work on July 1, 2009,

Enter **0 7 0 1 2 0 0 9**

After you answer all questions, you will be told if your request for payment can be processed. If an answer to any of the questions results in an issue, no payment will be made until the issue is resolved. You will be contacted in the near future concerning the issue by the VEC.

***Important: Stay on the line until the VRS tells you it is okay to hang up.  
If you have any problems or questions, please contact the VEC call center or Workforce Center.***



**If you wish to obtain specific benefit account information,**

Press **1**

Enter your Social Security number

Enter your 6-digit PIN



**For details about an appeal to which you are a party,**

Press **3**

Enter your Social Security number

Enter the Appeal Docket Number (found on your Notice of Appeal)



**To locate the nearest VEC Workforce Center,**

Press **4**

Enter your 5-digit Zip Code.



**For general information about unemployment benefits,**

Press **5**

**Q: What if I return to full-time work?**

A: Report your return to work when you file your weekly request for payment of benefits for the week in which you returned to work. Report the date you started work, and any earnings before deductions for the week you started. Be sure to let us know your earnings, even if your employer does not pay you right away, or you may receive benefits that you will have to repay.

You may be eligible for reduced benefits the first week you return to work depending on how much you earn. If you report a return to work date when you file your weekly request for payment and for some reason you do not start work, you must contact the VEC call center for further instruction. If you do return to work for an employer and become unemployed again, contact the VEC immediately upon separation to renew or reopen your claim for benefits.

**Q: Suppose I decide not to claim benefits after I filed my application for benefits?**

A: If you wish to cancel your claim and not file weekly requests for payment of benefits, your cancellation request must be made in writing within 30 days of the date your application was filed. The final date for cancellation is the same as the final date for appeal on your monetary determination.

*Note: your claim cannot be cancelled if you have been paid any benefits or if a non-monetary determination has been rendered.*

**Q: How can I get information about the status of my claim or my weekly request for payment of benefits?**

A: You may call the Voice Response System at 1-800-897-5630 and select the menu item to obtain specific benefit account information. You may contact the VEC call center after providing your Social Security number and PIN, obtain information about your benefits.

## **REEMPLOYMENT ASSISTANCE**

In order to comply with federal law, the VEC will review your claim for benefits to determine if you may need special reemployment assistance to make a successful transition to new employment. If you meet the federally mandated criteria, you will be referred to reemployment services, such as job search assistance. If you are referred, you will be required to attend as a condition of eligibility to receive weekly benefits. If you either refuse to attend or do not attend without justifiable cause, you may be denied unemployment benefits.

**Q: What types of reemployment services are offered?**

A: Reemployment services may include the following: an orientation session advising you of the availability and benefit of reemployment services; an individual assessment of your needs with which an individually tailored reemployment services plan can be developed; and job search assistance such as counseling, testing, occupational and labor market information, job search workshops, job clubs, referrals to employers, and other similar services.

**Q: What if I am referred for reemployment services and do not attend?**

A: When you are notified that you have been selected for reemployment services, the letter will include a statement that failure to participate in such services may result in the denial of benefits. If you do not participate, a deputy's determination will be issued and you will be ineligible to receive unemployment benefits if you do not have justifiable cause, have not completed such services recently, or you are not attending similar services.

## **INSTRUCTIONS FOR PARTIAL CLAIMANTS**

A partially unemployed person is one who, during a calendar week, was employed by a regular employer and had earnings that were less than his weekly benefit amount and who worked less than his normal customary full-time hours because of a lack of full-time work. A person who does not work, but is paid holiday or "show up" pay in a week, is not considered a partially unemployed person. Each person who files for partial benefits must be aware of the following:

1. Your employer will be sent a notice that you have applied for partial benefits and your weekly benefit amount. During any week you earn less than your weekly benefit amount because of a lack of work, your employer is required to give you a Statement of Partial Unemployment, Form VEC-B-31, stating your wages for the week. In order to obtain your partial benefits, you must complete your portion of the form, sign it, and return it to the VEC address contained on the form within 14 days from the date the employer gives it to you.
2. Failure to forward each Statement of Partial Unemployment to the VEC address contained therein may result in a loss of benefits for the week(s) shown on the statement.

3. It is your responsibility to obtain the Statement of Partial Unemployment from your employer. If you are partially unemployed during the week and the employer does not give you a Statement of Partial Unemployment, you must contact the VEC by Friday of that week.
4. You must work all available hours. You must not miss work in order to report on your claim. If you do not work the hours offered to you, you may be held ineligible to receive benefits for that week.
5. If your employer does not have work for you during the week, you must file a Total Claim for benefits during the week you have no work.
6. You must report all earnings from your regular employer and from any other employers for whom you worked during each week claimed.
7. You must report any offers of employment.
8. Depending on your situation, you may not be required to seek other employment. The VEC representative will advise you of the requirements.

### **FALSE OR INCORRECT STATEMENTS**

Always provide complete information and answer all questions truthfully. Do not make any false statements in order to obtain or increase payment of benefits. If you do, you will be violating the law and may be prosecuted. You will be required to repay any benefits fraudulently obtained. Furthermore, you may be disqualified to receive future unemployment benefits. Please see the section on overpayments.

**Q: What if I make a false statement on my claim? What if I make a mistake?**

A: If you knowingly make a false statement or misrepresentation or have knowingly failed to disclose a material fact to obtain or increase benefits, you may be subject to a fine and/or imprisonment and be prevented from receiving future benefits for 52 weeks. In addition, you will be required to repay any benefits that you were not entitled to receive. Claims are reviewed periodically to make sure benefits were properly paid. If you make a mistake when filing your weekly request for payment of benefits, you should notify the VEC call center as soon as possible to correct the error.

### **OVERPAYMENT OF BENEFITS**

*If you receive benefits to which you are not entitled, you will be required to repay them, along with any costs, fees, and interest associated with collection.*

**Q: What is an overpayment?**

A: An overpayment means unemployment benefits paid to and received by you to which you were not entitled. This includes amounts paid while an appeal by your former employer is pending prior to a decision being rendered against you, and amounts paid because you did not notify us of information that would have reduced or eliminated your benefit payment. You also are required to repay any benefits that are paid to you in error.

**Q: How do I repay an overpayment?**

A: Repayment must be made in full. If you are unable to repay the full amount in one payment, you immediately must contact the Benefit Payment Control Unit, (804) 786-8593, to arrange a repayment installment plan. Repayment of an overpayment may affect the amount of benefits on which you are required to pay taxes. See the Internal Revenue Service for further instructions and information.

**Q: What if I fail to repay the overpayment?**

A: If the overpayment is not repaid in full before you claim future benefits, a deduction (offset) will be made from those future benefits. The VEC also will use other methods to collect the money owed, including collection agencies, the Credit Bureau, wage garnishment, attachment of bank accounts, seizing

of income tax refunds, and levy and sale of personal property. The costs of collection, including administrative costs, attorney's fees, late penalty, and interest can also be charged to you.

## **APPEAL RIGHTS – FILING AN APPEAL**

Any time it is determined you are ineligible for or disqualified from receiving benefits, you will receive a written determination. You should read the determination carefully. If you feel the written determination is incorrect, you may file an appeal. The determination provides the instructions for filing an appeal, explains your rights, and states the final date for appeal.

Your former employer may file an appeal after benefits have already been paid to you. If the employer prevails, you may become liable to pay back some or all of those benefits, even if you have stopped claiming them. Therefore, it is most important that you attend any scheduled appeal hearing and notify the VEC immediately if you have moved, even if you have stopped claiming benefits. Any person needing a language interpreter or any person with a disability who needs a reasonable accommodation should immediately contact the Clerk of the Commission at the telephone number shown on the hearing notice.

If you file your appeal it is very important that you continue to look work and file your weekly requests for payment of benefits on time while the appeal is pending. Failure to do so may result in the denial of benefits.

**Q: If I disagree with the deputy's decision or "Notice of Deputy's Determination," how do I file an appeal?**

A: You may file by mail to:

The Virginia Employment Commission  
Office of First Level Appeals Room 124  
P.O. Box 1358,  
Richmond, VA 23218-1358.

The appeal also may be filed by FAX to (804) 786-8492, or by using the Internet at [www.VaEmploy.com](http://www.VaEmploy.com). Be sure to include your Social Security number. You must be sure your appeal is received in the office or postmarked no later than the final date for appeal. Any change of address must be reported immediately to the VEC. Remember, while your appeal is pending, you must continue to search for work and file your weekly requests for payment of benefits in a timely manner. If you are determined eligible, you may be paid benefits for the period your appeal is pending as long as all eligibility requirements have been satisfied during each week.

**Q: What happens at an appeal hearing?**

A: You and your former employer, if appropriate, will have the opportunity to participate in the hearing, give testimony under oath, and present witnesses and documents to support your case. An attorney may represent you, or someone else authorized to act on your behalf. Any such arrangements for representation are your responsibility. You and your representative have the right to question any witness testifying against you. The appeals examiner records the testimony. The appeals examiner will issue a written decision to all affected parties. If you fail to participate in the hearing or miss a filing deadline because you failed to notify the VEC of an address change, the hearing will not be rescheduled, nor will the filing deadline be extended.

***Note: Written notice to the U.S. Postal Service of your address change does not constitute notice to the VEC.***

**Q: What if I disagree with the Decision of Appeals Examiner?**

A: You may file a Commission Appeal. You must file the appeal within the period of time specified on the appeals examiner's decision. Upon receiving the appeal, the VEC will mail you a Notice of Appeal. Unless you request a hearing within 14 days from the date the Notice of Appeal is mailed, the decision of

the Commission will normally be based upon the information obtained in the appeals examiner's hearing. If you request a hearing, no new testimony or evidence will be taken unless you can show good cause for not presenting it before the appeals examiner.

**Q: What if I disagree with the decision of the Commission's special examiner?**

A: To appeal this decision, you must file a petition for judicial review with the Circuit Court of the county or city in which you were last employed in Virginia. Your petition to the Circuit Court must be filed within the time period specified on the Decision of the Commission.

**Q: What if I have a question concerning my appeal or the appeals process?**

A: If you are uncertain about the appeals procedure, telephone the Clerk of the Commission at the following numbers: for First Level Appeals, call (804) 786-3020; for Commission Appeals, call (804) 786-4140.

**You Need to Know...**

**Q: Are my benefits taxable?**

A: Benefits you receive are subject to federal income tax. At your request, we will withhold federal tax from your unemployment benefits. You will be mailed a statement, Form 1099-G, of benefits paid to you during the year. It is your responsibility to inform the VEC of any changes in your address and to include unemployment benefits received on your annual tax return and pay any tax due. In Virginia, unemployment benefits are not considered taxable income on your state return. Please refer to instructions found in your Form 760 booklet, or check the Virginia Department of Taxation. Benefits you receive that are determined to be overpaid and are repaid may be deductible. Contact the Internal Revenue Service or your tax advisor.

**Q: What is the Eligibility Review Program?**

A: This program offers you assistance in searching for work and enables us to make sure you are still meeting the eligibility requirements of the law. When you receive an Eligibility Review Questionnaire, it is important that you complete the form and the Record of Contacts for Employment and report as scheduled to the VEC. Failure to do so may result in the delay or denial of benefits.

**Q: What is the Quality Control Program?**

A: This program is designed to detect and correct both error and fraud in the Unemployment Insurance Program. It is a review of the records of a sample group of claimants, selected at random each week, to test the accuracy of the payments they received. You will be notified of a telephone interview or mailed a form to complete and return to the VEC if your claim is selected for review. Failure to participate in the interview or complete and return the form may result in the delay or denial of benefits.

**FILING A COMPLAINT - OTHER THAN DISCRIMINATION**

If you have a complaint about the service you receive that cannot be resolved by the VEC call center, you may contact:

The Virginia Employment Commission,  
Customer Service Unit Room 100  
P.O. Box 1358  
Richmond, VA 23218-1358  
(804) 786-4359

Hearing impaired persons may call 1-800-828-1120 or 711.

**OTHER UNEMPLOYMENT INSURANCE PROGRAMS**

The following programs are administered through the VEC. A VEC representative in the call center can provide you with additional information.

## **Disaster Unemployment Assistance (DUA)**

This is a special program that provides benefits to workers who are unemployed as the result of a major disaster in their area. A presidential declaration is required before any DUA benefits become payable.

### **Extended Benefits (EB)**

Unemployment benefits paid to a claimant after regular benefits have been exhausted. This program is in effect only during periods of prescribed high national or state unemployment levels. You will be notified by the VEC if you are eligible to receive these benefits. The notification will be mailed to the address we have on your official record.

### **Unemployment Compensation for Federal Employees (UCFE)**

A benefit program for workers who were employed as federal civilian employees during the base period.

### **Unemployment Compensation for Ex-Service Members (UCX)**

A benefit program for workers who were members of the United States Armed Forces during the base period.

### **Special Federal Programs**

From time to time, the federal government may make special unemployment compensation programs available.

## **JOB SEEKER SERVICES**

Services available to job seekers/workers include job referral and placement, referral to training, and job search skill-building activities. The VEC provides a wide variety of self-help, computer-assisted, as well as printed and video career guidance materials to help in your job search. Computers available in each VEC Workforce Center location allow easy access to information about job opportunities, unemployment insurance, Veterans Services, and labor market conditions across Virginia. Internet access is available through the VEC Home Page, [www.VaEmploy.com](http://www.VaEmploy.com).

### **Some facts about your registration with the VEC:**

- Your registration information is reviewed for your job experience, education, training, and personal interests.
- A computer file search will match your qualifications with employers' job openings listed with the VEC.
- Selection and referral is based on job requirements.
- You may be contacted by mail or phone to inform you of a job opening.
- Failure to respond to a contact may cause your VEC registration to be inactivated. Be sure to contact the VEC on a regular basis to keep your registration activated.
- Failure to respond to a job referral may affect your claim status if you are receiving unemployment benefits.
- Military veterans may talk with a veteran's employment representative on a first-come, first-served basis. Additional job search workshops may be available.

### **To Help in Your Job Search:**

- **Virginia Workforce Connection** – a powerful new job search tool that can be found on the web at: <https://www.vawc.virginia.gov/>.

- **Virginia Jobs** – A listing of Virginia state government jobs available online at: <https://jobs.agencies.virginia.gov/applicants/jsp/shared/frameset/Frameset.jsp?time=1201200592553>
- **Social Services** – VEC staff can make referrals to other assistance agencies such as the Department of Social Services <http://dssiad.dss.state.va.us/EligibilityScreening/> , veterans’ services, etc.
- **Read** – Check out the job listing sections of local, regional, and national newspapers.
- **Network** – Talk with family and friends about your job search.

In addition, the VEC provides the following services to job seekers at most of its offices:

### **Veterans’ Services**

All resources of the VEC are available to assist veterans in job placement/referral, vocational counseling, and case management. The VEC has Disabled Veterans Outreach Program (DVOP) staff and Local Veterans Employment Representatives (LVER) assigned to most of our offices located throughout the state. Additional veterans’ information and assistance is available on line at: <http://www.vec.virginia.gov/vecportal/seeker/veteransvcs.cfm>, or by contacting the State Veterans Services Coordinator at (804) 786-1245.

### **Rural Services**

This program is responsible for processing temporary and seasonal agricultural (H-2A) job orders, prevailing wage and practice determinations for agricultural employment, the employment eligibility verification process for agricultural job referrals and for providing assistance to Farm Labor Contractors and their employees in the registration process. For more information, contact the State Rural Services Manager at (804) 786-8714.

### **Farm Workers**

This program serves migrant and seasonal farm workers (Sews) who are seeking work. Trained and experienced Farm Placement Specialists provide statewide coverage and are located in the VEC Workforce Centers in Bristol, Charlottesville, Danville, Eastern Shore, Tri-Cities, Roanoke, South Hill, Warsaw, and Winchester.

### **Monitor Advocate**

Any complaints relating to the provision of job seeker services may be lodged at any VEC Workforce Center or with the State Monitor Advocate, at (804) 786-6094.

### **Contacting the VEC**

For a complete listing of VEC Workforce Center addresses, phone numbers, and hours of operation, visit the VEC web site at:

[http://www.vec.virginia.gov/vecportal/field/field\\_offices.cfm](http://www.vec.virginia.gov/vecportal/field/field_offices.cfm)

VEC Call Center:  
1-866-832-2363

IVR:  
1-800-897-5630

VEC Administrative Office Location:  
703 East Main Street  
Richmond, VA 23219  
(Corner of North 7th Street & East Main Street)

Correspondence Mailing address:  
Virginia Employment Commission  
P.O. Box 1358  
Richmond, VA 23218-1358.  
1-866-373-6915

Virginia Relay:  
(Telecommunications Relay Service)  
press "711"

Toll free access:  
800-828-1120 (TDD) or, 800-828-1140 (voice)

*The Virginia Employment Commission is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities.*

*Any reasonable accommodation for persons with disabilities may be requested by contacting the manager of the VEC Workforce Center location where you are seeking services.*

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