



Rapid Response

Services and Resources

Purpose

- Provide information on unemployment benefits and programs.
- Discuss employment and training assistance programs.
- Connect to other federal, state, and local resources.

Unemployment Insurance Program

- Partial income replacement for employees who lost their jobs or had hours reduced due to no fault of their own.
- Funded by employers at no cost to employees.
- Weekly benefit amounts range from \$40 to \$450 based on earnings.

Unemployment Improvements

- UI OnlineSM is available to certify for benefits, check payment information, reopen an existing claim, and more.
- EDD is improving its systems to verify identities, process claims, prevent fraud, and reduce the backlog of claims.
- New unemployment claimants will need to verify their identity through ID.me before they can file a claim online.

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Apply and Manage Your Claim Online

UI OnlineSM

Want to file for unemployment online? Use UI Online—the fastest and most convenient way to apply and manage your unemployment claim online.

[Create Account](#)[File and Manage Account](#)[Technical Support](#)

To register for **UI Online**, follow these steps:

Create a Benefit Programs Online Account

Before you can use UI Online, you must first create a Benefit Programs Online account.

[Register Now](#)

Important: Once you submit your registration, you are not done yet. You will receive an automated email to confirm your account, which includes a link. Select this link to complete your registration. For security purposes, the link will expire within 48 hours.

If you don't get this message in your inbox, check your spam or junk mail folder.

Register and Create an Account

Creating an account is an important step as soon as you qualify for unemployment benefits.

[Register Now](#)[Log In](#)

Additional Resources

Can't find what you are looking for? View these resources for more information.

- [Quick Links](#)
- [Frequently Asked Questions \(FAQs\)](#)
- [UI Online Videos](#)
- [UI Benefit Calculator](#)
- [UI Forms and Publications](#)
- [California Training Benefits](#)
- [COVID-19 Resources](#)

Unemployment Insurance Basics: File a Claim

- **Online:**

- Create a Benefit Programs Online login to access UI Online.
- Claimants may receive a confirmation email within a few days notifying them a UI Online account has been created for them.
- UI Online technical assistance is available daily from 8 a.m. to 8 p.m. to help with registration and password resets.

- **Phone:**

- Speak to a representative to file a claim: 1-800-300-5616

- **Fax or Mail:**

- Complete the paper application and submit as directed on the form.
 - Allow additional time for processing.

After a Claim is Filed

- Important information you will receive from the EDD by mail:
 - Confirmation that your claim was filed.
 - How your weekly benefit amount was computed.
 - Your EDD Customer Account Number that you can use to create your UI Online account.
- Verify accuracy of your claim and wage information and notify the EDD immediately if the information is incorrect.
- Continue to read, review, and respond to all communication.

SAMPLE, this page for reference only.

EDD Call Center
PO Box
CITY CA ZIP CODE



Mail Date: 00/00/0000

For Office Use Only: 000000000

CLAIMANT'S NAME
CLAIMANT'S ADDRESS
CITY CA ZIP CODE

EDD Phone Numbers:

English 1-800-300-5616
Spanish 1-800-326-8937
Cantonese 1-800-547-3506
Mandarin 1-866-303-0706
Vietnamese 1-800-547-2058
TTY (nonvoice) 1-800-815-9387
website: www.edd.ca.gov

NOTICE OF UNEMPLOYMENT INSURANCE AWARD

This Notice is not a final decision on whether you are eligible to receive Unemployment Insurance (UI) benefits. Review this Notice carefully to ensure your employer and wage information in the table below are accurate. Refer to the back of this Notice for information regarding the several reasons why wages may not be showing in the table below and for additional instructions, including what you should do if you disagree with any of the information in this table or if you think information is missing from the table.

- | | | | |
|----------------------------|------------|------------------------------|------------|
| 1. Claim Beginning Date: | 00/00/0000 | 2. Claim Ending Date: | 00/00/0000 |
| 3. Maximum Benefit Amount: | \$0000 | 4. Weekly Benefit Amount: | \$000 |
| 5. Total Wages: | 00,000.00 | 6. Highest Quarter Earnings: | 0,000.00 |
7. This item does not apply to your claim. For more information, see item 7 on the reverse.
8. **You must look for full time work each week.** For more information, refer to the handbook, *A Guide to Benefits and Employment Services*, DE 1275A, available online at www.edd.ca.gov/forms/.
9. This item does not apply to your claim.
10. This Claim Award is calculated based on the (Standard or Alternate) Base Period.



How to Certify for Benefits

To receive benefits, you must certify for benefits every two weeks by providing eligibility information to the EDD:

- **UI Online : edd.ca.gov/UI_Online**
 - This is the fastest way to certify and get paid. Available 24/7.
 - Must register for an account using your EDD Customer Account Number.
 - Most customers are automatically registered and receive a confirmation email.
 - Automatic email reminders when it's time to certify.
- **EDD Tele-CertSM: Call 1-866-333-4606**
 - Must enter or create a four digit PIN to access the system.
- **Mail:**
 - Allow extra time for mail delivery and processing.

Get Paid – Debit Card

A Bank of America Debit Card is mailed once the first payment is made:

- Allow five business days for mail delivery from Bank of America.
 - Due to unprecedented volume of claims, the card may take a few extra days to arrive.
- The card is valid for three years from the date of issue and used for Disability Insurance (DI), Paid Family Leave (PFL), and Unemployment Insurance (UI) benefits.
- Contact Bank of America for replacement card (online or phone) and customer service.
- Get cash at ATMs or merchants with cash back options.
- Use the card anywhere Visa is accepted.
- Set up automatic transfers to any financial institution.
- Set alerts whenever a deposit is made or when you have a low balance.

Get Paid – Debit Card

Dedicated Bank of America customer service available 24/7 at:

- Online: visaprepaidprocessing.com/eddcard
- Phone: **1-866-692-9374**



Get Paid – Debit Card

Important:

- Do **not** contact Bank of America EDD Debit Card Customer Service under for questions about your claim.
- Additionally, Bank of America branch offices cannot assist with debit card inquiries except for ATM and teller withdrawals.

Tips to Receive Your Benefits Faster

- Certify for benefits using UI Online or EDD Tele-Cert.
- Bookmark the Benefit Programs Online login screen for easy access.
 - Set alerts through Bank of America to notify you when an EDD payment posts to your debit card.
- Read and respond promptly, if requested, to all EDD communication.
- Prepare for possible phone interviews to resolve claim issues.
- Access helpful webpages and educational videos on the EDD website.

Get Connected 24/7

EDD website: edd.ca.gov

- Information on all EDD programs.

UI Online: edd.ca.gov/UI_Online

- File a new claim*.
- Certify for benefits.
- Get payment information.
- Ask a question about your claim.
- Update your contact information.

UI Self-Service Phone Line: 1-866-333-4606

- Certify for benefits using EDD Tele-Cert.
- Get payment information for your last payment made.
- Hear general information about the UI program.

* Some late night and early morning hours are not available due to scheduled maintenance.

Unemployment Insurance Phone Numbers

UI Customer Service: Daily from 8 a.m. to 8 p.m.

- **English and Spanish:** 1-800-300-5616
- **Cantonese:** 1-800-547-3506
- **Mandarin:** 1-866-303-0706
- **Vietnamese:** 1-800-547-2058
- **Deaf and Hard of Hearing:** Dial the California Relay Service at 711 and request one of the numbers listed above.

Help with UI Online: 1-833-978-2511. Daily from 8 a.m. to 8 p.m.

UI Self-Service Line: 1-866-333-4606 available 24/7.

America's Job Center of CaliforniaSM

- The America's Job Center of California (AJCC) offers a variety of services that bring employers with job openings and qualified job seekers together at no cost.
- There are several types of services available at an AJCC:
 - Workforce Innovation and Opportunity Act (WIOA).
 - Trade Adjustment Assistance (TAA) program information.

America's Job Center of California

- Career planning.
- Skills assessment.
- Workshops.
- Labor market information.
- Job fairs and other job matching services.
- Marketing workers to area employers.
- Occupational training.

America's Job Center of California

- Special services for veterans and youth.
- Job clubs.
- Employer recruitments.
- Training and other resources.
- CalJOBSSM: **caljobs.ca.gov**
 - Access to thousands of job openings statewide.
 - Access 24 hours a day, 7 days a week.
 - No fee to use.

careeronestop.org



careeronestop

your source for career exploration, training & jobs

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Toolkit ▼

Resources For ▼



▲
COVID-19
Unemployment
Insurance Info

▲
Explore Careers

▲
Find Training

▲
Find Local Help

Labor Market Information Division

- The Labor Market Information Division (LMID) regularly collects, analyzes, and publishes information about California's labor market.
 - Also provides economic development and planning information.
- Types of information available:
 - Occupational profiles and occupation comparisons.
 - Projections of employment for occupations and industries by county.
 - Growth and decline industries in all counties in California.
- Find additional information on the EDD website:
labormarketinfo.edd.ca.gov

State Disability Insurance Program

- Disability Insurance (DI) is a partial wage replacement for eligible California workers.
- Paid Family Leave.
- Cannot collect DI at the same time as UI.
- Find additional information on the EDD website:
edd.ca.gov/disability

Covered California

- No cost service that connects Californians with brand-name health insurance.
- Financial help when you buy health insurance from well-known companies.
- May qualify for a discount on a health plan or get insurance through Medi-Cal.

coveredca.com



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The American Rescue Plan will provide new financial help to millions.

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Medi-Cal




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US Department of Labor

- Consolidated Omnibus Budget Reconciliation Act (COBRA).
- Health Insurance Portability and Accountability Act (HIPPA).
- Employee Retirement Income Security Act (ERISA).
- Affordable Care Act (ACA).
- Find additional information on the DOL website: **dol.gov**.
- US Department of Labor's Employment Benefits Security Administration: **1-866-444-3272**.



Questions?



The EDD is an equal opportunity employer/program.
Auxiliary aids and services are available upon request
to individuals with disabilities.