

How long does it take to process a new claim?

It takes approximately three to four weeks to process a new claim. If you are determined to be eligible for UI benefits, you will receive payments for the weeks that you are eligible, except for the first week, which is a waiting period required by Massachusetts Law.

How to request your weekly benefit payment:

Beginning on the Sunday after you apply for benefits, you must request your benefit payment (sign or certify your eligibility for UI benefits) weekly. A payment will be made to you for the previous week, after you request the benefit payment and we have determined that you are eligible. To request benefit payment:

1. Go to www.mass.gov/dua, select **UI Online for Claimants**. Then log in to your account using your SSN and password that you created. Select **Request Benefit Payment** and answer the questions.
2. Call the automated TeleCert service at 617-626-6338. Follow the voice prompts and answer the questions using the keypad on your phone. TeleCert is available in English and Spanish.

How to apply for benefits from out of state:

If you worked in Massachusetts and have moved to another state, you may still be eligible for benefits. This type of claim is known as an interstate claim. Interstate claims are subject to Massachusetts Law as if you were still living in the Commonwealth. You can apply for your interstate unemployment claim using UI Online or by calling the TeleClaim Center.



Need help?

If you have any questions concerning your eligibility or need assistance applying for unemployment benefits, please review the frequently asked questions on our website, www.mass.gov/dua or call the TeleClaim Center.

This pamphlet includes important information how to apply for Unemployment Insurance benefits.

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Este folleto contiene información importante sobre cómo solicitar los beneficios del Seguro de Desempleo.

Este panfleto contém informações importantes sobre como registrar-se para receber benefícios de subsídio de desemprego.

Данный проспект содержит важную информацию о процессе подачи заявления на получение Страхового пособия по безработице.

Livrè sa gen enfòmasyon enpòtan sou fason pou aplike pou Benefis Asirans Chomaj yo.

Il presente opuscolo contiene importanti informazioni riguardanti la modalità di richiesta per l'indennità di disoccupazione.

Cette brochure comporte d'importants renseignements sur la façon de demander des prestations d'assurance-chômage.

សៀវភៅផ្សព្វផ្សាយនេះមានរួមជាមួយនឹងព័ត៌មានសំខាន់ៗអំពីរបៀបដាក់ពាក្យសុំប្រាក់អន្តរប្រយោជន៍ការធានារ៉ាប់រងការគ្មានការងារ។

Cuốn sách mỏng này bao gồm thông tin quan trọng về cách nộp đơn xin bảo hiểm thất nghiệp

ແຜ່ນເຈ້ຍນີ້ມີຂໍ້ມູນກ່ຽວກັບວິທີການຂໍເອົາເງິນຜົນປະໂຫຍດປະກັນໄພຫວ່າງງານ.

这本小册子包括如何申请失业保险金的重要信息。

이 팜플렛에는 실업 보험 급여의 신청 방법에 대한 중요한 정보가 들어 있습니다.

يحتوي هذا الكتيب على معلومات هامة حول كيفية التقديم للحصول على منافع تأمين البطالة.



**THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE**

Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities. For hearing-impaired relay services, call 711

www.mass.gov/dua

Form 0590-A Rev. 6-13



**THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE**

To Massachusetts Workers:

How to Apply for Unemployment Insurance Benefits

To Massachusetts Employers:

Under the state's Employment and Training Law, you are required to give a copy of this pamphlet to each of your employees who is separated from work, permanently or temporarily. Please complete the information below:

Town of Longmeadow

Employer Name

78-301560

DUA Employer Account Number (EAN)

04-6001204

Federal Employer ID Number (optional)

735 Longmeadow Street, Longmeadow, MA 01106

Address (to which DUA should mail request for separation and wage information)

What is Unemployment Insurance?

Unemployment Insurance (UI) is a temporary income protection program for workers who have lost their jobs through no fault of their own, but are able to work, available for work, and looking for work. Funding for UI benefits comes from quarterly contributions paid by the state's employers to the Department of Unemployment Assistance (DUA); no deductions are made from employees' pay.

When should you apply for UI benefits?

If you have been separated from work, or your work schedule has been reduced, you should apply for UI benefits during your first week of total or partial unemployment. Your claim will begin on the Sunday of the calendar week in which your claim is filed. This date is known as your effective claim date. Waiting more than a full week to request benefits will delay the beginning of your claim and benefits may not be paid for the week(s) of unemployment that occurred prior to the week of filing.

How to apply for UI benefits:

We are committed to providing you with prompt and courteous service. Our goal is to ensure that you can apply for benefits quickly and efficiently. Simply follow these steps:

Be ready with the following information:

- Social Security Number
- Date of birth (month, day, year)
- Home address, telephone number, and email address (if available)
- Whether you have filed a UI claim in Massachusetts, or in any other state during the past 12 months
- The names and addresses of all employers you have worked for during the past 15 months, and the dates you worked for each employer. If you are reopening a claim, be prepared to provide the same information for any employment you have had since your claim was last active.
- Your Military discharge papers – form DD-214, member 4 (if you were separated from Military service with any branch of the U.S. armed forces within the past 18 months)
- If you were employed by the federal government within the past 18 months, the SF-8 and/or SF-50 form given to you by your government employer at the time of your separation
- The reason why you are no longer working or why your hours have been reduced

- Last day of employment
- The names, dates of birth, and Social Security Numbers of any dependent children that you plan to claim as a dependent
- Alien registration number or verification that you were legally eligible to work in the United States, and that you are currently eligible to begin a new job

Select the method that is most convenient for you:

There are two ways you can apply for benefits.



Apply using UI Online:

UI Online is a safe, secure, easy-to-use, self-service system. If you choose to use UI Online, you will complete the information online and submit your application using a computer with Internet access. If you do not have access to a computer, visit your local library or One-Stop Career Center to use free, publicly-available computers.

To apply using UI Online (5:00 a.m. to 10:00 p.m. daily):

1. Go to www.mass.gov/dua and select **UI Online for Claimants**.
2. Then select **Apply for Benefits**. When you apply for benefits using UI Online for the first time, you will be asked to enter your Social Security Number (SSN), create a password, and select a security question and answer. It is important for you to remember your password and security question and answer. You will use your SSN and password to access UI Online each week to request your benefit payment. If you forget your password, you can reset it by clicking **Forgot Password**, answering the security question, and selecting a new password.
3. Complete all information requested. You will receive a confirmation message after you submit your application. If your application is interrupted, you can go back and complete it before 10:00 p.m. on Saturday of the same week.

Tip: Be sure to provide your telephone number and email address – it will make it easier for us to contact you if there are questions about your application.



Apply by phone using the TeleClaim Center:

To apply for benefits by phone (8:30 a.m. to 4:30 p.m. Monday through Friday):

1. Call the TeleClaim Center toll-free at 877-626-6800: from area codes 351, 413, 508, 774, and 978; or 617-626-6800 from any other area code.
2. Select English or another language.
3. Press 1 – to apply for benefits. Enter your SSN and the year you were born. You will then be connected to an agent who will take the information necessary to file your claim.

Note: During peak periods from Monday through Thursday, call scheduling may be implemented providing priority for callers based on the last digit of their Social Security number. This helps ensure that everyone can get through to the Teleclaim Center in a timely manner. Please check the schedule below before calling:

If the last digit of your SSN is:	Assigned day to call Teleclaim is:
0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday

How to create or change your Personal Identification Number (PIN) for TeleCert:

When you apply for benefits by telephone for the first time, you will be asked to create your PIN. If you have previously created your PIN and do not remember it, or need to change your PIN, call the PIN Service Line at 617-626-6943. The PIN Service Line is available seven days a week from 5 a.m. to 10 p.m. You will need a touch-tone phone to use the PIN Service Line. Note: Please be aware that smart phones with QWERTY keyboard sometimes do not work when answering the security question. Instead, use a cellular phone or land line.

Find the One-Stop Career Center Nearest You

Visit a Massachusetts One-Stop Career Center for:

- Job search assistance;
- Career planning information;
- Workshops on job search techniques including interviewing, networking, and resume writing;
- Data on the current statewide and local job market; and
- Resources to help you find the right training opportunities;
- Tools to help you conduct an effective job search.

For more information about One-Stop Career Centers, go to www.mass.gov/careercenters

Greater Boston

Boston Career Link

1010 Harrison Avenue
Boston, MA 02119
617-541-1400, TTY#: 617-442-3610

CareerSolution

75 Federal Street, 3rd Floor
Boston, MA 02110
617-399-3100, 800-436-WORK (9675)

Career Source

186 Alewife Brook Parkway, Suite 310
Cambridge, MA 02138
617-661-7867, 888-454-9675
TTY#: 800-439-2370

Career Source

(affiliated limited services)*
4 Gerrish Avenue
Chelsea, MA 02150
617-884-4333

Employment and Training Resources

1671 Worcester Road
Framingham, MA 01701
508-766-5700

Employment and Training Resources

275 Prospect Street
Norwood, MA 02062
781-769-4120

The Career Place

100 TradeCenter
Suite G-100
Woburn, MA 01801
781-932-5500, (888) 273-WORK

Northeastern Massachusetts

ValleyWorks Career Center

Northern Essex Community College
100 Elliott Street, Haverhill Campus
Student Center, 1st Floor, Room SC118
Haverhill, MA 01830
978-241-4730

ValleyWorks Career Center

Heritage Place
439 South Union Street, Building #2
Lawrence, MA 01843
978-722-7000

Career Center of Lowell

107 Merrimack Street
Lowell, MA 01852
978-458-2503, TTY#: 978-805-4915

North Shore Career Center

72 Washington Street
Salem, Massachusetts 01970
781-691-7400

North Shore Career Center

(affiliated limited services)*
5 Pleasant Street
Gloucester, MA 01930
978-283-4772

Access Point - NSCC - Lynn

(affiliated limited services)*
North Shore Community College
300 Broad Street, LW 131
Lynn, MA 01901
781-691-7450

Southeastern Massachusetts

Attleboro Career Center

95 Pine Street
Attleboro, MA 02703
508-222-1950

CareerWorks

34 School Street
Brockton, MA 02301
508-513-3400

Fall River Career Center

446 North Main Street
Fall River, MA 02720
508-730-5000

Career Opportunities, Falmouth

(affiliated limited services)*
210 Jones Road, Unit #14,
Falmouth, MA 02540
508-444-2874, TTY #: 508-732-5300

Career Opportunities Hyannis

372 North Street
Hyannis, MA 02601
508-771-JOBS (5627), TTY#: 508-862-6102

Greater New Bedford Career Center

618 Acushnet Avenue
New Bedford, MA 02740
508-990-4000

Plymouth Career Center

36 Cordage Park Circle, Suite 200
Plymouth, MA 02360
508-732-5300, TTY #: 508-732-5300

Quincy Career Center

152 Parking Way
Quincy, MA 02169
617-745-4000

Taunton Career Center

72 School Street
Taunton, MA 02780
508-977-1400

Central Massachusetts

North Central Career Center

(affiliated limited services)*
25 Main Street
Gardner, MA 01440
978-632-5050, TTY#: 508-792-7571

North Central Career Center

100 Erdman Way
Leominster, MA 01453
978-534-1481, TTY#: 978-534-1657

Workforce Central Career Center

425 Fortune Boulevard, Suite 201
Milford, MA 01757
508-478-4300, TTY#: 508-478-1887

Workforce Central Career Center

5 Optical Drive, Suite 200
Southbridge, MA 01550
508-765-6430, TTY#: 508-765-6437

Workforce Central Career Center

340 Main Street, Suite 400
Worcester, MA 01608
508-799-1600

Western Massachusetts

Franklin/Hampshire Career Center

One Arch Place
Greenfield, MA 01301
413-774-4361, TTY#: 413-772-2174

Franklin/Hampshire Career Center

178 Industrial Drive, Suite 1
Northampton, MA 01060
413-586-6506, TTY#: 413-586-4921

CareerPoint

850 High Street
Holyoke, MA 01040
413-532-4900, TTY#: 413-535-3098

BerkshireWorks Career Center

160 North Street
Pittsfield, MA 01201
413-499-2220, TTY#: 413-499-7306

FutureWorks

One Federal Street, Building 103-3
Springfield, MA 01105
413-858-2800, TTY#: 413-858-2800

* Affiliated limited services – Not all services listed at the top of this page may be available at this One-Stop Career Center.