

**Contact us:**

**Phone:** (302) 761-8446

**Email:** [uiclaims@delaware.gov](mailto:uiclaims@delaware.gov)

**Fax:** (302) 761-6636

**Mail:**

**Wilmington & Interstate Office**  
Department of Labor  
Division of Unemployment Insurance  
4425 North Market Street  
Fox Valley  
Wilmington, DE 19802

**Newark Local Office**  
Department of Labor  
Division of Unemployment Insurance  
252 Chapman Rd  
Suite 210  
Newark, DE 19702

**Dover Local Office**  
Department of Labor  
Division of Unemployment Insurance  
655 S. Bay Road, Suite 2H  
Blue Hen Corp. Ctr.  
Dover, DE 19901

**Georgetown Local Office**  
Department of Labor  
Division of Unemployment Insurance  
8 Georgetown Plaza  
Suite 2  
Georgetown, DE 19947

**TELEBENEFITS NUMBERS:**

New Castle County  
(302)761-6576

Toll Free Outside of New Castle  
County  
1-800-794-3032

**WEBSITE**

<http://ui.delawareworks.com/>

**Email:**

[uiclaims@delaware.gov](mailto:uiclaims@delaware.gov)

**HOURS**

8:00 a.m. to 4:00 p.m.  
Monday through Friday,  
Except State Holidays



# CLAIMANT HANDBOOK

## YOUR GUIDE TO

# UNEMPLOYMENT

# INSURANCE

# BENEFITS



**PLEASE READ THIS HANDBOOK**  
**CAREFULLY AND COMPLETELY**



# Quick Start Guide to Unemployment Insurance

Now that you have filed to open your Unemployment Insurance claim, this Quick Start Guide is a brief overview of important things you should know. **Important: Reading this Quick Start Guide is not a substitute for reading the rest of this handbook. You are responsible for reading this handbook completely and understanding the information in it. Please contact your local unemployment insurance office with any questions.**

## 1

### Request your weekly benefits

You must request weekly benefits each week that you are unemployed, starting with the first week after you open your claim. The process of requesting weekly unemployment insurance benefits is also referred to as certifying for benefits. Most people do this on Sunday for the previous week. A week, for the purposes of Unemployment Insurance (“UI”), runs from Sunday through Saturday.

You will be asked a series of questions when you request your weekly benefits. To avoid committing fraud, you must answer all questions truthfully. **Important: Do not give anyone your PIN and do not let anyone claim benefits for you.** This is considered fraud and you may be subject to severe penalties.

You can request your weekly benefits:

- Online using WebBenefits - <https://ui.delawareworks.com/> or by
- Phone using TeleBenefits - 302-761-6576 New Castle County  
or 800-794-3032 Toll Free Outside New Castle County

## 2

### Register for Work

You must create or update your Jobseeker Account with the Division of Employment and Training. This includes building a resume in Delaware JobLink <https://joblink.delaware.gov> and keeping it up to date. You can do this in person or online.

# Quick Start Guide to Unemployment Insurance

## 3

### Receiving benefits

- **You can receive benefits by either direct deposit or by debit card.** If you want to use direct deposit, you must sign up for it on our website. This is to ensure that your bank information is kept secure. If your bank account changes, please make sure you update your direct deposit information with us. If you want to change your direct deposit to debit card, you must make the change on our website. **Important: If you had a debit card on a previous UI claim, that same card will remain attached to your new UI claim. Direct Deposit information will need to be updated on a new UI claim.**
- **Investigations may delay payment of benefits.** If, at any time during your claim, there is an eligibility issue, benefits will not be paid until the issue is resolved. You must continue to claim your weekly benefits through TeleBenefits or WebBenefits while the matter is being investigated. If you stop claiming weekly, you will not be entitled to any weeks that you did not claim and you will have to reopen your claim.

## 4

### Other important things to know

- You may lose your unemployment insurance benefits if you do not keep your address and phone number up-to-date. Unemployment Insurance mail is not forwarded by the Post Office.
- Return all phone calls and/or questionnaires right away so any benefits that may be due are not delayed or denied.
- If you have questions after reading this handbook, please contact the unemployment insurance office.

**All offices can be reached at: 302-761-8446**  
**Or by email: [uiclaims@delaware.gov](mailto:uiclaims@delaware.gov)**

## Table of Contents

MISSION STATEMENT .....	1
INTRODUCTION.....	1
TOP 10 THINGS YOU SHOULD KNOW .....	2
FILE YOUR CLAIM USING THE INTERNET.....	3
IDENTIFICATION REQUIREMENTS FOR FILING CLAIM IN-PERSON .....	4
YOUR INDIVIDUAL ELIGIBILITY.....	4
RES, REA AND PROFILING PROGRAMS .....	6
ACTIVE WORK SEARCH .....	7
RETURN TO WORK .....	7
REPORT ALL INCOME.....	8
QUALITY CONTROL .....	9
CHILD SUPPORT PAYMENTS .....	9
REPORT ADDRESS CHANGE.....	9
CLAIMANT RIGHTS AND RESPONSIBILITIES.....	10
RECOUPMENT OF OVERPAYMENTS.....	10
SELF-EMPLOYMENT .....	11
BASE PERIOD .....	12
QUICK GUIDE TO CALCULATE YOUR BENEFIT.....	12
YOUR MONETARY ELIGIBILITY .....	13
FEDERAL CIVILIAN EMPLOYEES .....	14
MILITARY PERSONNEL.....	14
REQUESTING YOUR WEEKLY BENEFIT PAYMENT .....	14
HOW TO REQUEST YOUR WEEKLY BENEFIT PAYMENT – TELEBENEFITS/WEBBENEFITS .....	15
MONETARY DETERMINATION .....	16
PROTECT YOUR ELIGIBILITY WHILE RECEIVING BENEFITS .....	18
PAYMENT OF BENEFITS .....	18
DIRECT DEPOSIT .....	18
DEBIT CARD.....	20
APPEAL RIGHTS.....	20
TAX LIABILITY ON BENEFITS.....	23
WEEKLY BENEFIT AMOUNT CHART .....	24
ACRONYMS FREQUENTLY USED BY UNEMPLOYMENT INSURANCE .....	27
WORK SEARCH LOG.....	28
WEEKLY WAGES/EARNINGS CALENDAR .....	30
INTERSTATE CLAIMANT INFORMATION SHEET .....	32
INFORMATIONAL VIDEOS .....	34



## MISSION STATEMENT

The mission of the Delaware Division of Unemployment Insurance (the “Division”) is threefold: (1) to assist in the promotion of statewide economic stability and vitality by providing temporary, partial income maintenance to workers who become unemployed through no fault of their own and by making referrals of unemployed workers to re-employment services; (2) to ensure adequate funding for the payment of unemployment insurance benefits through the collection of employer taxes; and (3) to contribute to the development of a qualified workforce by collecting a statewide training tax from employers to provide funds for the training of dislocated workers, school-to-work transition, industrial training and other training initiatives.

## INTRODUCTION

Unemployment Insurance (UI) is designed to provide benefits to eligible individuals who are unemployed through no fault of their own and who would be employed if suitable jobs were available. Unlike public welfare, UI is an insurance program and proving a **need for assistance is not a prerequisite to its payment**. UI is similar to other forms of insurance. In all states, employers pay a tax to cover their workers against involuntary unemployment. Most employers are required to pay this tax. When you work for such an employer, you are in “covered employment” and your wages are “covered wages.” Your unemployment insurance benefit is based upon these wages. Like any other insurance, UI has certain requirements which must be met if you are to receive benefit payments. All unemployment transactions are time sensitive. These individual and monetary requirements are established by statutes and regulations and are administered by the Division.

This Handbook is designed to explain your rights and responsibilities under the Delaware Unemployment Compensation Law. **Its purpose is to provide you with information and should not be considered to have the force of law.**

This Handbook should answer many of the questions you may have regarding filing a claim for benefits. However, if you have questions not covered in these pages, please call the nearest Unemployment Insurance Local Office. Telephone numbers for the local offices are listed on the front cover.

**Please Read This Handbook Completely and Carefully**

# Top Things You Should Know About the Unemployment Insurance System When Filing Your Claim:

## 1 Accurately Report the Reason You Are Unemployed.

Unemployment Insurance (UI) provides temporary financial assistance to qualified individuals who have lost their jobs through no fault of their own and who continue to meet eligibility requirements of state law.

The UI program does not pay benefits to everyone who has lost their job.

Keep these key facts in mind when you are filing for UI benefits to ensure accurate and quick payment of benefits.

For more information, please visit, or call your local unemployment office.

We're here to help.

on for separation from your job  
claim for benefits.

### Weekly Earning.

WSS wages for each week you  
including part-time or

### Division of Employment and Training.

Division of Employment and  
lect UI benefits unless you

you **MUST** continually verify that  
willing to accept suitable work or

each week or benefits may be

### Proper Payment of Benefits.

result in an overpayment, read  
ed to you.

### You Begin Working Again, Work.

ng, notify the Unemployment  
receive your first paycheck.

### Protect Yourself from Committing

efits is legally responsible for  
o follow the rules can have

### Unemployment Office.

alls and questionnaires right  
ay be due to you are not

### Number Up to Date.

ss and phone number up to

### Questions and Ask for Help.

ystem can be confusing. If you  
e Unemployment Office, we are

You can file your unemployment insurance (UI) claim by internet at: <http://ui.delawareworks.com>

### **FILING YOUR CLAIM USING THE INTERNET**

The Division offers the option to file your new or reopened claim for UI benefits using the Internet:

#### **YOU MAY USE THIS OPTION IF YOU:**

- Are an unemployed Delaware worker
- Have reduced hours
- Are filing against a former military employer
- Are filing against a former federal civilian employer
- Are not a US citizen

#### **YOU MAY NOT USE THIS OPTION IF YOU:**

- Are filing a partial claim through use of partial/low earnings slips provided by your employer
- Were employed in another state during the preceding 18 months
- Are residing outside the United States

**IF ANY OF THESE EXCEPTIONS APPLY TO YOU, YOU MUST CONTACT THE UNEMPLOYMENT OFFICE TO FILE YOUR CLAIM AT 302 761 8446 OR BY EMAIL [DOL\\_DUI\\_WILMINGTON\\_CLAIMS@DELAWARE.GOV](mailto:DOL_DUI_WILMINGTON_CLAIMS@DELAWARE.GOV).**

#### **YOU GATHERED ALL YOUR INFORMATION, HOW DO YOU GET STARTED?**

- Log onto the Department of Labor website at <http://ui.delawareworks.com/>
- Select "File a New or Reopened Claim Online" under "Services" on the left side of your computer screen
- Ensure you read all information carefully, then check "agree", if applicable, then click on "Start My Claim Now"
- If you live in another state, choose "Interstate" as your local office, when completing the application.

#### **HOW WILL YOU KNOW YOUR CLAIM WAS SUCCESSFULLY PROCESSED?**

- You will receive a confirmation number that is used to track your claim or
- You will receive a monetary determination in the mail or
- You will receive a confirmation e-mail or
- You will see the confirmation screen message

Print the confirmation screen for your records or record your confirmation number as you may need to provide this number if you have any questions concerning your claim

## **TO BE ELIGIBLE FOR UI YOU MUST:**

### **BE UNEMPLOYED THROUGH NO FAULT OF YOUR OWN**

You must be partially or totally out of work through no fault of your own.

### **BE ABLE AND AVAILABLE FOR WORK**

You must be able to work and available for work. However, if you become sick or disabled after you have filed your UI claim and are already collecting, you may continue to draw benefits unless you refuse a suitable job or work becomes available to you. If you continue to claim benefits after becoming sick or disabled, you must submit a doctor's certificate and meet all other requirements of the program.

### **BE ACTIVELY SEEKING WORK**

You must be actively seeking work. The fact that you have registered for job search assistance at a public employment office is not enough. You should be actively seeking work and record your new weekly contacts on the "work search log" provided in the back of this guide. Your work search log should be verifiable and may be audited by the Division at any time.

### **SEPARATION ISSUES**

If there are any eligibility issues, such as the reason for separation from work, benefits will not be paid until the issue is resolved. A questionnaire pertaining to your separation will be mailed to you if you file online. You are required to complete the questionnaire and return it to the Division within 10 days of the mailing date.

### **YOU MAY BE DENIED BENEFITS**

- If you are unable to work or are unavailable for work;
- If you have failed to actively seek work;
- If you are not separated from your employer;
- If you quit your job voluntarily without good cause attributable to your work;
- If you are discharged from your job for just cause in connection with your work – such as lateness, unexcused absences, or violation of company rules;
- If you are enrolled in an educational program that limits your availability for work;
- If you are unemployed by reason of commitment to any penal institution;
- If you refuse to accept a job offer for which you are reasonably fitted and which pays the general rate for that type of work;
- If you put undue restrictions on the type of work, the number of hours or amount of pay that you are willing to accept;
- If you are unemployed due to a labor dispute;

**\*\* Remember to read and follow all instructions when filing your claim online. Pay close attention to ALL statements that you are required to "agree" to. \*\***

- If you are a school employee between academic years;
- If you fail to participate in reemployment services;
- If you do not respond promptly to an inquiry from any unit within the Division;
- If you fail to contact your local office as required; or
- If you do not call the information Hotline (TeleBenefits) or do not use the internet (WebBenefits) to properly file for your weekly UI benefit payment as required.

## **YOUR INDIVIDUAL ELIGIBILITY (CONT'D)**

### **REGISTER AND PARTICIPATE IN REQUIRED SERVICES WITH THE DIVISION OF EMPLOYMENT AND TRAINING**

If you are required to register with the Division of Employment and Training (DET), you must do so within three (3) business days of filing your claim and you must keep this registration active while collecting UI benefits. If you are an Interstate claimant, please review the registration instructions listed on the "Interstate Claimant Information Sheet" on page 32. Some of the different programs that DET administer are:

#### **Reemployment Services and Eligibility Assessment (RESEA) Program**

The Reemployment Services (RESEA) Program is an initiative designed to provide intensive career center services to UI claimants receiving UI benefits and to help claimants return to work faster. As part of the REA process, a validation of the claimant's work search activities is also conducted. DET provides claimants with the use of available resources to look for work, and also verifies the information listed on their work search logs. Once a claimant is selected, DET sends a letter to the claimant advising them to report for the RESEA appointment. If the claimant misses the RESEA appointment the claimant will be rescheduled and given another opportunity to use the services offered. However, if the claimant selected misses' more than one appointment the claimant must complete 10 hours "class time" with DET in order to reschedule. ***A claimant can be denied UI benefits for any missed RESEA appointments.***

#### **Profiling Program**

Changes in technology and international trade have caused changes in the U.S. economy and, consequently, changes in the labor market. Workers who held jobs in a plant that has closed, or who possess skills that are no longer in demand may find themselves permanently separated from their employers with no similar jobs available. The Profiling Program was designed to minimize the effects of these trends in the workforce and help individuals obtain gainful employment.

Public Law 103-152 provides that all states **must** "profile" UI claimants for job search assistance. All UI claimants must be profiled using information obtained when filing for benefits. Using information regarding a claimant's job history, the Division determines whether he/she qualifies for program participation. A random selection process is then used on those who qualify to determine who will participate in the "Profiling Program." If you are selected, participation is **mandatory**.

The Profiling Program is being jointly administered by the Division and DET -- two of the divisions of the Delaware Department of Labor that help people who are unemployed.

### **PROFILING PROGRAM PARTICIPATION:**

If you are selected to participate in the Profiling Program, you will receive a letter of notification explaining the program in more detail. Should you be selected to participate:

- The Division and DET will dedicate extra resources and staff time to develop a strategic plan to maximize your opportunity to obtain advantageous employment.
- You are required to maintain your eligibility for UI benefits and attend all activities deemed essential to your effort to return to work.

## ACTIVE WORK SEARCH

Your eligibility to receive benefits depends upon your showing the Division that you have made a reasonable effort to find work each week. You will be required to make at least **one new work search contact each week** and indicate the employer's name, address, type of work sought, result of the contact and the date when you request your weekly benefits. While it is often necessary to return to a previously contacted employer, a **new** work contact **must** also be made on a weekly basis. If you are required to make an active work search during a week and fail to do so, you will be ineligible to receive benefits for that week.

When claiming your weekly UI benefits through TeleBenefits or WebBenefits, you will need to supply work search date information.

**You are required to complete the Work Search Log each week you are receiving UI benefits. The Division will review this log periodically. Failing to complete this log could result in denial of benefits (see "Work Search Log" on page 28).**

## RETURN TO WORK

If you return to **full-time** work, your benefits stop on the **very first day you work**, even if you do not receive any pay until sometime later. You may be eligible to receive a partial payment for the week of reemployment depending upon the day of reemployment. You must indicate reemployment status on your weekly claim request and report gross wages earned during the benefit week. (See "Wages/Earnings Calendar" on page 30 of this handbook). ***Once you have indicated on your weekly claim request that you have returned to work, you MUST file an additional claim online at <http://ui.delawareworks.com> in the next week that you become unemployed or have reduced hours in order to be eligible to collect additional benefits.***

If you return to **part-time** work, or are filing a claim for **reduced hours**, and your weekly income exceeds your earnings allowance, **you will be required to reopen your claim online**. Similarly, if you are working part-time or reduced hours and you have a week in which no work is performed and no wages are payable, **you will need to reopen your claim online**. If you return to **part-time** work, you must continue to seek full-time employment, report all gross earnings as required and meet all eligibility requirements.

**Separation from any employer, part-time or full-time, can affect your eligibility and MUST be reported immediately.**

**Failure to register or participate in any testing and training/program required by the Division of Employment and Training may result in a denial of UI benefits.**

For help reporting your gross weekly wages please refer to the “Wages/Earnings Calendar” on page 30.

## REPORT ALL INCOME: INFORMATION YOU MUST KNOW ABOUT REPORTING WAGES

### WHAT ARE WAGES?

Wages are any and all income received from:

- Work Performed
- Bonuses or Tips
- Dismissal payments/Severance pay
- Workers’ Compensation or other Disability payments
- Commissions
- Holiday pay
- Back pay awards

### DO YOU REPORT GROSS WAGES?

Yes, gross wages must be reported when you request your weekly benefits on TeleBenefits or WebBenefits *in the week they were earned, not when you receive them.*

The term **gross wages** refers to the amount of money earned **before** taxes or any other deductions are taken. You must report all employment and all income from such employment and the date(s) the income was **earned** and not when you receive your paycheck. Your benefits stop on the very first day you work if you return to full-time work even if you do not receive your pay until sometime later. You may need to calculate your gross hourly wages yourself in order to report them during your call to TeleBenefits or when you enter the information using the WebBenefits option on the Internet, if you do not have a pay statement or your work week is different from our claim week. See “Wages/Earnings Calendar” on page 30 to help calculate your weekly earnings.

### WHY DO YOU NEED TO REPORT YOUR WAGES?

**Because it’s the law** and the Division’s Benefit Payment Control Unit conducts cross match audits of claims and compares the wages reported by you to those wages reported by your employer during the same time period. The Division also has access to employers’ new hire information, a system whereby an employer reports information about newly hired employees. An investigation will be conducted if an employer indicates or reports conflicting information or wages from what was reported by you.

### WHAT HAPPENS IF YOU DO NOT REPORT YOUR WAGES?

You will be responsible for repaying the benefits that you received unlawfully plus 18% interest annually and 15% penalty fee, on the fraud balance, if you are found to have collected benefits fraudulently. Further, you will be disqualified from the receipt of UI benefits for one year. In addition, you may be prosecuted criminally, face additional penalties and possible jail time. You will be responsible for repaying the benefits that you received but were not entitled to even if no fraud is found.

### REPORT ALL PENSIONS, ANNUITIES, DISABILITY PAYMENTS, ETC.

You are required to report all payments you receive from and/or changes in pensions, annuities, or similar periodic payments since your weekly UI benefit account may be subject to a reduction. Payments received that should be reported include:

- State and Local Government Pensions
- Private Employer Pensions
- Military Retirement Pensions
- Railroad Retirement Annuities
- Union Pensions
- Military Disability Retirement Pensions
- Benefits derived from IRAs and Keogh Plans
- Workers’ Compensation

- Federal Civil Service Pensions, including Disability Retirement Pensions
- Short or Long Term Disability Payments

## QUALITY CONTROL

A quality control system is administered by the Division to prevent error and fraud in the UI program. An investigation of randomly selected claims is conducted weekly to verify the legality of benefit payments to claimants. During the course of your claim, it may be randomly selected for investigation. If this should occur, you will be required to meet with an investigator and complete a detailed questionnaire about your claim. The quality control system was established pursuant to a mandate from the U. S. Department of Labor.

## CHILD SUPPORT PAYMENTS

If you are required to pay child support through the Division of Child Support Enforcement, a deduction may be made from your UI benefits. Any questions you may have concerning such deductions must be directed to a Division of Child Support Enforcement Customer Service Representative by calling (302)577-7171.

## REPORT CHANGE OF ADDRESS

You are required to report all changes of your address ***in a writing signed by you*** (or in person with proof of identification) with your ***social security number and effective date of the move*** to the local office where you filed your claim.

If you move after opening a claim for benefits, be sure to report to whichever of the divisions local office is closest to you. If you move to a different state, you will need to reopen your claim as an interstate claim either by reopening online at <https://ui.delawareworks.com/> with your new address or by contacting the “call center” in your new state of residence and at that time you will need to provide your change of address.

Failure to report a change of address may impact your eligibility for UI benefits.

### IMPORTANT NOTE

***Mail sent to you from the Department of Labor WILL NOT be forwarded. Therefore, it is your responsibility to update both the Division of Unemployment Insurance and the Division of Employment & Training with your new address immediately.***

## CLAIMANT NOTICE OF RECEIPT OF BENEFIT RIGHTS AND RESPONSIBILITIES

Before being paid UI benefits you will be required to read and sign the following Acknowledgement of Rights and Responsibilities:

I understand that if, after receiving unemployment insurance benefits, I am finally determined by a claims deputy, appeals referee, the Unemployment Insurance Appeal Board or a Court not to have been entitled to those benefits, I am liable to repay the Delaware Division of Unemployment Insurance ("Division") a sum of money equal to the benefits I have already received. I understand that I am liable to repay the Division for benefits I have already received whether I received them as a result of my fraudulent act(s) or by mistake and even if I was initially determined to be entitled to benefits where such determination is reversed on appeal. I also understand that my liability to repay the Division may arise as follows: (1) I am determined to be subject to a period of disqualification or ineligibility; (2) I receive benefits under the wrong program; (3) I have wages removed from the monetary determination made in my claim that reduces my weekly benefit amount or results in my monetary ineligibility; or (4) I did not report earnings or incorrectly reported earnings.

I understand that should I be disqualified by reason of fraud, in addition to being liable to repay the Division all unemployment benefits that I have received for weeks of unemployment for which I am later disqualified, I will be liable to pay interest at an annual rate of 18.0% plus an additional 15.0% monetary penalty imposed on benefits received due to fraud.

I understand that I am required to report any wages or income from any source every week that I claim unemployment benefits, even if such wages or income are less than the 50.0% earnings allowance and that a failure to report any wages or income received during any week can result in a disqualification from benefits for one year and a fraud disqualification.

**I understand that I have the right to file a timely appeal from decisions that either disqualify me from receiving benefits or find me ineligible for them and that I cannot challenge those decisions once they are final by appealing the Division's determination as to the sum of money I am required to repay.**

## RECOUPMENT OF OVERPAYMENTS

The Division is required by law to recover the amount of money it has overpaid to a claimant in the form of UI benefits whether such payments were the result of mistakes by the Division, the claimant, or the claimant's separating employer or a claimant's fraudulent acts. The two sections of law cited below furnish the legal basis for the Division's recoupment activities.

### **19 Delaware Code §3325:**

Any person who has received any sum as benefits under this chapter to which it is finally determined that the person was NOT entitled shall be liable to repay said overpayment, to the Division for the Unemployment Compensation Fund, or to have such sum deducted from future benefits payable to the person under this chapter.

Benefit overpayments paid to a claimant as the result of **fraud** shall be repaid with interest plus a 15% penalty fee at the same rate as provided for the past due assessments and reimbursement payments in lieu of assessments.

## RECOUPMENT OF OVERPAYMENTS (CONT'D)

**19 Delaware Code §3314(6)**

An individual shall be disqualified for benefits: If the Division determines such an individual has made a false statement or representation knowing it to be false or knowingly failed to disclose a material fact to obtain benefits to which the individual was not lawfully entitled, and such disqualification shall be for a period of one year beginning with the date on which the first false statement, false representation or failure to disclose a material fact occurred.

**FRAUD LIABILITY STATEMENT**

While receiving UI benefits, a person **must report all earnings or income for each week benefits are claimed.** Failure to disclose a material fact or knowingly make a false statement for the purpose of obtaining benefits (including but not limited to, providing the incorrect last employer and/or incorrect reason for separation, etc.) to which you are not legally entitled may result in an overpayment plus interest, disqualification from benefits for one year and prosecution including a fine and/or imprisonment. Any person who has received benefits to which he was not entitled is liable to repay such sum. Entitlement to future benefits will be affected by outstanding overpayments.

If you have questions regarding an overpayment or recoupment of an overpayment, please contact the Benefit Payment Control Unit at (302)761-8399.

**SELF-EMPLOYMENT**

If you are self-employed at the time you file an initial claim for UI benefits or become self-employed while collecting UI benefits, you must provide this information to the Division.

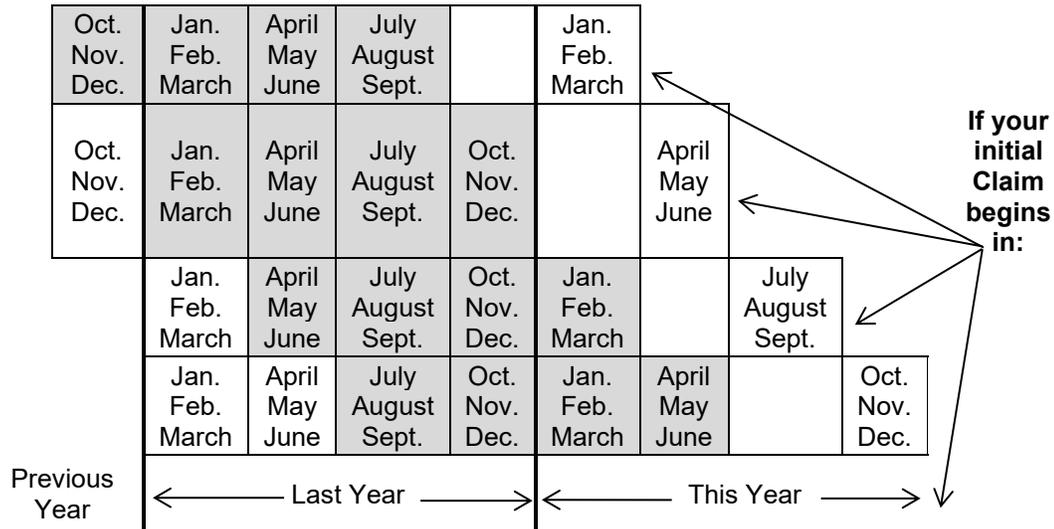
Delaware Courts have consistently ruled that self-employed individuals are not eligible to receive UI benefits. UI benefits are intended to support individuals who become unemployed through no fault of their own and to promote stable employment, not to support the early stages of a new business or self-employed individuals whose enterprises have not been profitable. Cases addressing the issue suggest that self-employment will be found to exist where an individual has made more than *de minimis* efforts on behalf of a business the individual owns regardless of whether the business is profitable or that the individual remains available for other work.

## BASE PERIOD

Your Base Period is the 1<sup>st</sup> four of the last five completed calendar quarters.

### ILLUSTRATION OF BASE PERIOD

THE SHADED CALENDAR QUARTERS REPRESENT  
YOUR BASE PERIOD



## ALTERNATE BASE PERIOD

If it is determined that you have insufficient wages in the first four of the last five completed calendar quarters base period (illustrated above) to become monetarily eligible for UI benefits, 19 Del.C. §3302(2) provides for the use of an alternate base period. The alternative base period allows for the use of wages from the four most recent completed calendar quarters immediately preceding the effective date of your UI claim. Please contact your local office if you have questions regarding the alternate base period.

## **QUICK GUIDE TO CALCULATE YOUR BENEFIT**

You may compute approximately how much you will receive by using the following formula:

- Determine the base period for the claim you are filing using the chart above.
- Determine the amount of wages you were paid in covered employment during the base period by calendar quarters.
- Determine the two quarters in which you were paid the highest wages (see below). Divide the wages paid to you in those two quarters by 46 to calculate approximately how much you will receive per week. A maximum weekly benefit amount is established by law (see **“Weekly Benefit Amount Chart” on pages 24 - 26**).

**THE FOUR CALENDAR QUARTERS ARE:**

3-month periods:

<u>Beginning</u>	→	<u>Ending</u>
January 1	→	March 31
April 1	→	June 30
July 1	→	September 30
October 1	→	December 31

## YOUR MONETARY ELIGIBILITY

### BENEFIT AMOUNT

To be eligible for benefits, you must have been paid at least thirty-six times your weekly benefit amount by a covered employer in your base period. The amount of your benefit will be 1/46 of your wages in the two highest wage quarters in the base period. However, no one who is eligible for benefits will receive less than \$20 or more than \$400 a week, if eligible.

### NUMBER OF WEEKS RECEIVING BENEFITS

The number of weeks you may receive benefits depends upon your total wages during your entire base period. A worker is entitled to receive a total amount of benefits equal to 50% of their base period wages or twenty-six times their weekly benefit amount, whichever is less.

### BENEFIT YEAR

You may receive the amount of benefits due you over the course of your benefit year. The benefit year begins on the Sunday of the first week in which you file a claim which is found to be monetarily eligible. It continues for a period of one year. If you draw all of your benefits from this state, you cannot receive any more payments within that benefit year.

After your benefit year has ended, you may receive more benefits based on wages received during the new base period. Benefits cannot be paid in a second benefit year unless you have had new employment and earned at least ten times your new weekly benefit amount since the beginning of your preceding benefit year and otherwise fully qualify for a claim.

### EARNINGS ALLOWANCE

You are allowed to earn 50% of your weekly benefit amount without any deduction from your weekly benefit payment. Anything over 50% is deducted dollar for dollar. For example: If your weekly benefit amount is \$100, you are allowed to earn \$50 gross (wages before deductions) within the benefit week with no deduction of your UI benefit, anything over \$50 is deducted dollar for dollar.

## QUICK GUIDE TO CALCULATE YOUR EARNINGS ALLOWANCE

Weekly Benefit Amount		100.00
Multiply by .50	x	.50
Earnings Allowance before deduction		50.00

### **Example**

Weekly Benefit Amount	<u>100.00</u>		
Gross Income	<u>60.00</u>	<input type="checkbox"/>	gross income minus earnings allowance (see above chart)
		<input type="checkbox"/>	amount deducted from weekly benefit amount
Adjusted check amount	<u>90.00</u>		

**Please note:** Your maximum check amount is limited to your weekly benefit amount. **SEE “WAGES/EARNINGS CALENDAR” on page 30.**

## YOUR MONETARY ELIGIBILITY (CONT'D)

## **REDUCED WORK HOURS**

If your regular hours of work are reduced, you **may** be eligible to receive partial UI benefit payments. See "Earnings Allowance" on the previous page. Also see "Return to Work" on page 7.

## **SEASONAL CLAIMS**

Seasonal employment is defined as the first processing of agricultural or seafood products. You will be considered a seasonal employee if you are employed with an identified seasonal employer even if you do not work directly with a seasonal product. If 75% or more of your base period wages were from seasonal employment, as defined by Delaware law, you will be eligible to receive benefits only for those months in which you were employed in your base period. For example, if you worked from May through September in your base period with a seasonal employer, you would be eligible to draw benefits only during those same months of the year.

## **FEDERAL CIVILIAN EMPLOYEES**

You should inform your local office if you have been a civilian employee of the United States government for two years leading up to the filing of your claim. You may be entitled to UI benefits under a federal law that provides for the payment of benefits to former federal civilian employees. You will be required to present a Form SF-8 or a Form SF-50 and pay stubs or a Form W-2 to the local office when filing such a claim.

## **MILITARY PERSONNEL**

Provisions exist in federal law for persons discharged from the armed forces of the United States under honorable conditions to file claims for UI. If you were honorably discharged from the military, you are required to present a Form DD-214, Member 4 and proof of your Social Security Number when filing such a claim.

## **REQUESTING YOUR WEEKLY BENEFIT PAYMENT**

To request your weekly UI benefit payment, you must:

1. Begin requesting your weekly benefits the Sunday after you open your claim and every week thereafter. Request via our automated TeleBenefits (telephone) system or our automated WebBenefits (internet) system.

A benefit week begins on Sunday and ends the following Saturday.

***NO ACTION CAN BE TAKEN ON YOUR CLAIM UNTIL  
WEEKLY BENEFITS ARE REQUESTED***

If you are not receiving benefits due to the pending adjudication of your claim or because you are in appeal status, ***you must continue to request your weekly benefits online using WebBenefits or calling in on TeleBenefits.***

## HOW TO REQUEST YOUR WEEKLY BENEFIT PAYMENT – TELEBENEFITS/WEBBENEFITS

Remember: You can request your weekly UI benefits online or by telephone:

WebBenefits	TeleBenefits
<a href="http://ui.delawareworks.com/">http://ui.delawareworks.com/</a>	(302)761-6576 New Castle County
	1-800-794-3032 Toll Free outside of New Castle County

The Division provides two quick and easy ways to request your weekly UI benefits using a feature on the internet called **WebBenefits** or by telephone using a feature of the Information Hotline called **TeleBenefits**. We hope you will find these customer service options easy and convenient to use.

**Note:** *TeleBenefits and WebBenefits cannot be used to file a new, additional, or reopened claim and is only to be used for requesting your weekly UI benefit payment.*

**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE YOU MAKE YOUR FIRST ONLINE SUBMISSION OR CALL**

### **WHEN TO FILE ONLINE OR CALL:**

WebBenefits, available on <http://ui.delawareworks.com/> and the Information Hotline, at 1(800) 794-3032 or (302) 761-6576 are available 7 days a week, 24 hours per day. Remember, you cannot request any claim period on **WebBenefits** and **TeleBenefits** until the week ending date for which you are filing for has passed. **WebBenefits** and **TeleBenefits** requested by 10:30 a.m. Monday through Friday will normally be processed the same day. **WebBenefits** and **TeleBenefits** requested after 10:30 a.m. Monday through Friday will normally be processed the next business day.

Be sure to have your current weekly claim information on hand, as **WebBenefits** and **TeleBenefits** will ask you questions about each individual claim week. In addition, you may be required to submit your work search log to the local office upon request. The system is designed to only permit you to claim for the current week's benefits. If you need to file for a prior week, please report to your local office. **WebBenefits** and **TeleBenefits** will indicate which claim week you may file.

Keep complete and accurate records of your work search and wages/earnings information using the "Work Search Log" and "Wages/Earnings Calendar" on pages 28 thru 31 as you may be required to submit your work search log and/or wage/earnings to the local office upon request.

### **YOUR PERSONAL IDENTIFICATION NUMBER (PIN)**

When you request your first weekly benefit through **TeleBenefits**, you will choose your own four-digit number. This number cannot contain the same number four times, and cannot be sequential – 1,1,1,1 or 1,2,3,4. The four-digit number you select will become your Personal Identification Number, or PIN, which you will use each time you call **TeleBenefits**. You are responsible for the security of your PIN that serves as your electronic signature. Do not give your PIN to anyone, including family members.

If you forget, or enter a wrong PIN, you will be instructed to contact your local office for assistance with resetting your PIN. This service can only be provided during regularly scheduled work hours. Your newly established PIN will become effective the next business day.

If you currently use TeleBenefits and decide to use WebBenefits your pin number will be the same. If you have never used TeleBenefits and do not have a PIN established, you must call TeleBenefits to establish your PIN or use the PIN of "9999"

to login the first time. The information number for New Castle County is (302) 761-6576 and for outside New Castle County is (800) 794-3032. If you have forgotten your PIN, use the link provided on the website.

## MONETARY DETERMINATION

As part of the processing of your claim, the Division will make a “monetary determination” and will send you a copy of it. This monetary determination will indicate the name(s) of the employer(s) for whom you worked during your claim base period and the wages you earned in each calendar quarter. If you are monetarily eligible for benefits, the monetary determination will also indicate your weekly benefit amount (WBA), maximum benefits receivable, and the duration of your claim.

If the employer and/or wage information on the monetary determination appears to you to be incorrect or if any employer and/or wage information is missing, please report this to the local office where you filed your claim immediately. When you go to the local office to review your monetary determination, please be sure to bring your **Social Security Card and ID information as listed on page 4** and documentary proof of the missing or incorrect employment information (Form W-2, pay stubs, etc.).

Once the notice of monetary determination is issued, if you disagree with it, you may file an appeal with your local office. A notice of monetary determination that indicates you qualify for UI does **not** necessarily mean that you will be paid benefits. If there is an unresolved separation issue (quit, termination, medical, etc.), an adjudication process must still be completed to determine your ultimate eligibility.

A sample of a monetary determination is shown on next page.

### **IMPORTANT NOTE:**

*Requests for your weekly benefit payments must be made timely through TeleBenefits or WebBenefits, starting with the first Sunday after you file your new or re-opened claim. **DO NOT WAIT TO RECEIVE YOUR MONETARY DETERMINATION BEFORE STARTING TO REQUEST YOUR WEEKLY BENEFITS.***

# SAMPLE MONETARY DETERMINATION

## NOTICE OF MONETARY DETERMINATION

**INITIAL DETERMINATION**

Listed on this form is a copy of our record of the wages you were paid during your base period by employers covered under the Delaware Unemployment Compensation Law. Please review the employer (s) and wages for accuracy. If either the employer and/or wages are incorrect, you must contact your local office immediately.

This record of earnings is issued as an initial determination of your benefit rights and expires one year from the date of your claim. If you were paid wages in addition to those listed on this form, by an employer covered by the law, during your base period, you may file a protest at the office at which you filed your claim.

Your protest must be filed within seven days from the delivery or ten days after the mailing(process date) of this notification.

**REVISED DETERMINATION**

If you were paid wages in addition to those listed on this form by an employer covered by the law in the base period listed on this form OR if the total amount of wages listed on this form is less than the total wages stated in the Division's Initial Monetary Determination mailed to you, and you do not appeal this decision as indicated below, the Division of Unemployment Insurance, in accordance with Title 19, Delaware Code, Section 3325 will hold you liable for and will initiate collection action repayment of the benefits you may have already received.

Your protest or appeal must be filed within seven days from the delivery or ten days after the mailing(process date) of this notification at the Division of Unemployment Insurance Office where you filed your claim. If you have any questions, or require additional information, you should contact your local office.

**USE OF INFORMATION**

In accordance with 20 CFR Part 603, confidential information regarding your unemployment insurance claim may be requested and utilized for other government purposes, including, but not limited to verification of eligibility under other government programs.

**IMPORTANT:** There is additional information on the back of this document.

**¡IMPORTANTE!** Hay información adicional en la parte posterior de este documento.

<b>YOUR BASE PERIOD</b>		BEGINS	ENDS	NAME AND SOCIAL SECURITY NUMBER			
				L.O.	F.C.		
<b>YOUR BENEFIT YEAR</b>		BEGINS	ENDS	EMPLOYER NAME AND NUMBER			
BASE PERIOD QUARTERS AND WAGES							
QTR	YR	QTR	YR	QTR	YR	QTR	YR
TOTAL WAGES	MAX BENEFITS	WBA	DURATION		CLAIMANT ADDRESS		
			WEEKS LAST WK				

(1/03) Form UC-101

MESSAGE

PROCESS DATE                  REDET                  CLAIM DATE

## PROTECT YOUR ELIGIBILITY WHILE RECEIVING BENEFITS

In order to be eligible for UI benefits, you must meet all eligibility requirements as outlined in “Your Personal Eligibility Responsibilities” and “Your Monetary Eligibility Responsibilities.” To maintain your eligibility while receiving UI benefits, you must:

### **CONTACT UI WHEN REQUIRED**

If required to do so, you must contact your local office on the date and time as instructed by local office personnel. If for some reason you cannot contact them at the scheduled time, you must contact them as soon as possible. If you are an Interstate claimant, you will be required to contact the Interstate Office directly. Failure to contact the office as instructed may result in a denial of benefits.

### **REPORT TO THE DIVISION OF EMPLOYMENT AND TRAINING (DET) WHEN REQUIRED**

In addition to being able and available for work, you are required to register for job search assistance with DET unless otherwise notified by the Division and make an independent search for work each week. You must register with DET within three (3) business days. Failure to register with DET may result in a denial of UI benefits. If you are an Interstate claimant, please review the registration instructions listed on the “Interstate Claimant Information Sheet” on page 32.

If the Division refers you to DET, you must report immediately and participate in any registration process, testing and training that are deemed necessary. Failure to participate or refusal of a reasonable job referral or job offer may result in a denial of UI benefits.

## PAYMENT OF BENEFITS

UI Benefits are paid one of two ways: Direct Deposit or Debit Card. When you initially sign up for benefits, you will be asked to choose either Direct Deposit or Debit Card to receive your payments. If neither is chosen, then you will be automatically placed on the Debit Card. Please keep in mind that if Direct Deposit is stopped at any time, you will automatically be switched to the Debit Card.

You will be required to choose the TeleBenefits or WebBenefits option for requesting your weekly benefit payments.

Enrollment in Direct Deposit and Debit Card requires the use of a four-digit Personal Identification Number (PIN). This PIN is established by placing a call to our TeleBenefits line at (302) 761-6576 or 1-800-794-3032.

If you have certified your claim previously or checked on the status of your UI benefits claim using TeleBenefits or WebBenefits, a PIN has already been established and that PIN should be used to enroll in Direct Deposit.

## DIRECT DEPOSIT

### **DIRECT DEPOSIT OF UI BENEFITS – INSTRUCTIONS**

The Division offers Direct Deposit of UI benefits to new and existing claimants. With Direct Deposit your weekly UI benefit payment is electronically deposited into your checking or savings account as long as your financial institution participates in the Direct Deposit program.

## DIRECT DEPOSIT (CONT'D)

It is your responsibility to verify that your financial institution will accept Direct Deposit to your account. Some banks and credit unions will not accept Direct Deposit or they require that a special account number be used for Direct Deposit. Many brokerage accounts will not accept electronic transactions of any type.

### WHAT ARE THE ADVANTAGES OF DIRECT DEPOSIT?

- Direct Deposit is faster. It eliminates delays by the postal service associated with mailing a paper UI check.
- Direct Deposit is safer. It eliminates the risk of paper checks being lost in the mail or sent to the wrong address.
- Direct Deposit is convenient. It eliminates the need to make a trip to your financial institution and wait in line to cash or deposit your UI benefit check.
- Direct Deposit is free. There is no fee for using the electronic transfer system.

### HOW TO ENROLL

Direct Deposit is a convenient, safe and reliable way to receive your UI benefits. If you are filing a new claim online, you can enter your Direct Deposit information directly on the application.

### TO START, STOP OR CHANGE DIRECT DEPOSIT

Log onto the Division website at <http://ui.delawareworks.com/> select "Unemployment Insurance", then select "Enroll in Direct Deposit" under "Information" on the left side of your computer screen.

To enroll online you will need to provide:

- Your social security number,
- Your financial institution's nine-digit bank routing/transit number,
- Your checking/savings account number (up to 17 digits), and
- Your state issued driver's license or a state motor vehicle agency issued identification card.

***PLEASE BE ASSURED THAT YOUR DIRECT DEPOSIT ACCOUNT INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL.***

### WHEN DOES DIRECT DEPOSIT STOP?

Direct Deposit remains in effect until you change or cancel for the duration of your UI benefits claim unless you complete the online "**Cancellation of Direct Deposit Enrollment of Benefit Payment**" form by clicking on the "**Cancel Direct Deposit**" button. If you return to work for a period of time and subsequently reopen your UI claim due to another period of unemployment, you will need to set up your Direct Deposit information again.

Any necessary changes to your account and/or bank information must be made online by completing and submitting a new "**Authorization for Direct Deposit of Benefit Payments**" form. **Changes to account and/or bank information will not be accepted by mail or telephone.** If you make changes to your account and/or bank information, it will take up to three (3) weeks to be finalized. During this period, you will be mailed a paper check for your weekly benefit payment.

Please see <http://ui.delawareworks.com> for "Frequently Asked Questions" about Direct Deposit.

## DEBIT CARD

## Debit Card for UI Benefits – Instructions

The Division offers the use of a Debit Card as an option to receive your weekly UI benefits. When you sign up for the Debit Card, your first benefit payment will be a mailed check. At the same time, information from you that is required to create a debit card will be sent to the issuing debit card company. Within 5 -7 days you will receive your debit card, an information sheet with detailed information on “How to Use Your Card” and a “Fact Sheet” by mail. Upon receipt of this packet, **ACTIVATE YOUR CARD IMMEDIATELY!**

### What are the advantages of a Debit Card?

- A Debit Card is easy and provides quick access to your payments without waiting in line to cash or deposit a check.
- A Debit Card is convenient – it allows withdrawal of cash at ATMs 24 hours a day and you can make purchases anywhere Visa debit cards are accepted.
- A Debit Card saves money by reducing check cashing and money order fees.
- A Debit Card tracks spending – free account information and customer service 24 hours a day.
- A Debit Card is reliable – receive your payments timely – no lost or stolen checks.
- Account alerts- you may elect to receive account alerts informing you of when a deposit is made.

### How to Enroll

A Debit Card is a convenient, safe and reliable way to receive your UI benefits. If you are filing a new claim online you can select Debit Card directly in the application.

Questions concerning the activation of a debit card, lost or stolen debit cards, fees associated with the debit card, etc., must be directed to the debit card company. Please see <http://ui.delawareworks.com/> for “Frequently Asked Questions” for the banks contact information.

## APPEAL RIGHTS

### THE APPEAL

If you do not agree with your monetary determination, or if you disagree with a determination that you are ineligible for or disqualified from benefits, you may request a hearing before an appeals referee. You may submit a request for a hearing in person or by writing to your local office. Requests for Appeals must be filed in person at the local office or be postmarked within ten days of the date of the Notice of Determination.

Even during the course of your appeal, continue requesting your weekly benefits each week and maintain your eligibility for UI benefits (see “**Protect Your Eligibility While Receiving Benefits**” on page 18). At any point during the appeal process, if it is determined that you are eligible for benefits, you will receive benefits only for the weeks for which you requested your weekly benefits timely and met all other eligibility requirements. This is true even if there is a further appeal by your former employer or the Division.

**CONTINUE TO REQUEST YOUR UI CLAIM CERTIFICATIONS  
AS LONG AS YOU ARE UNEMPLOYED!**

### APPEAL RIGHTS (CONT'D)

## **SCHEDULING**

Generally, an appeal hearing is scheduled within a few weeks after an appeal is filed. All parties are mailed a Notice of Hearing that provides the time, date, location, and issue(s) to be covered in the hearing. You may request permission to participate in the appeal hearing by telephone. Information regarding requesting telephone participation is provided on the Notice of Hearing.

All requests to reschedule a hearing before the Lower Authority Appeals Unit must be made at least three days prior to the hearing. You, your former employer or the Division may request a rescheduling. If you submit your request for a rescheduling in writing, provide your complete name, address and telephone number, as well as your Social Security number. If possible, list some alternative dates convenient to you. Be sure to keep a copy of the letter in your records. Send your letter to:

Department of Labor  
Division of Unemployment Insurance  
Lower Authority Appeals Unit  
P.O. Box 9950  
Wilmington, Delaware 19809  
Phone: (302)761-8418  
Fax: (302)761-6635  
Email: [dol\\_dui\\_appeals\\_request@delaware.gov](mailto:dol_dui_appeals_request@delaware.gov)

## **PREPARING FOR THE HEARING**

Prior to the hearing, you may wish to prepare notes of the facts involved in your case (e.g., the dates events took place, etc.) to refer to during the hearing. You should ask people who have personal knowledge of your case (not secondhand information like what someone may have been told about your case) to appear as your witnesses. Signed statements generally cannot be used as evidence unless the people who signed them will be at the hearing to testify. Subpoenas may be issued if requested. Contact the Lower Authority Appeals Unit at least ten days before your hearing to request subpoenas (see above contact information).

If you have special needs, such as an interpreter, please contact the Lower Authority Appeals Unit at least ten days before your hearing. You should consider hiring an attorney to represent you if it is financially practicable to do so.

Make sure you have three copies of any document(s) you want to make a part of the official record of your appeal: one for yourself, the employer and the appeals referee adjudicating the case. Bring a note pad and pencil with you for taking notes during the hearing. These notes will help you remember testimony when it's your turn to ask the witness(es) questions.

## **HOW THE HEARING WORKS**

Although the hearing is not a trial, it is an administrative proceeding and somewhat formal. Its purpose is to find facts and resolve issues between you and your former employer and maybe the Division itself. Witnesses are sworn in, questioned and cross-examined by the Appeals Referee. Each side presents its version of the facts. The hearing is recorded and the recorded testimony is included with documents and other evidence as part of the formal record of your appeal.

At the outset, the appeals referee will explain your rights, the hearing process itself and will answer any questions you may have about the procedure. All parties will then take an oath or affirm the obligation to be truthful while testifying.

## APPEAL RIGHTS (CONT'D)

The appeals referee may question the party having the burden of proof. The party with the burden of proof is determined by reference to the issue being resolved. For example, if the issue is the "discharge" of the claimant, the employer has the burden of proof. However if the issue is whether the claimant "quit" or left work voluntarily without good cause, the claimant bears the burden of proof. If the issue is one where you have the burden of proof, you will testify and be questioned first. At the end of the questioning period, you will have the opportunity to explain any answer or offer additional information you feel is necessary.

After you complete your testimony, the employer will have the opportunity to ask you questions as will the appeals referee and possibly a Division representative. This is called cross examination. When the appeals referee, the employer or a Division representative have no further questions for you, and you have no further information to add, you will call your witness(es), if you have any.

You should be prepared to ask your witness(es) questions, because you are the only one who knows what information the appeals referee should hear from them. The appeals referee, the employer and possibly a Division representative will also have the opportunity to question your witness(es).

After all of your evidence has been offered, the appeals referee will then question the employer or Division witness(es). The employer will have the opportunity to explain answers or offer additional information. You will be able to cross-examine the employer, and any of his/her witnesses and any Division witness(es). The appeals referee will then close the hearing when all the parties have provided all the information they wish to submit in the case.

### **AFTER THE HEARING**

After the hearing, an appeals referee decision will be mailed to the parties involved. You and any party to the appeal hearing may appeal to the Unemployment Insurance Appeal Board (UIAB) from an adverse decision. The appeal must be filed to the UIAB within ten days of the mailing date on the appeals referee's decision. You must be specific as to your reasons for the appeal, i.e., raise specific issues. Filing procedures are the same as those for the Lower Authority Appeals Unit.

The UIAB makes the final administrative review of your case. The UIAB does not hold hearings on every appeal request. Most cases are resolved upon a review of: the formal record of the appeals referee hearing; the appeals referee's decision; and the pertinent law.

You may appeal an adverse decision by the UIAB to Superior Court. The UIAB will advise you on how to file such an appeal at the time you receive its decision. You can appeal an adverse decision by the Superior Court to Delaware's Supreme Court.

If the final determination in your case is that you are **not** entitled to benefits, you will be responsible to repay all the benefits that you have received in accordance with Delaware law. Remember: the Division is **required by law** to recoup that money from you **even if the Division made a mistake in paying you.**

## TAX LIABILITY ON BENEFITS

UI benefits you receive are **taxable**. If they are sufficient in amount, either alone or together with your other income, you may be required to file an income tax return.

While state taxes will not be withheld from your UI benefit payments, you may elect to have federal taxes withheld from your check at a set rate of 10%. You will be furnished a statement, a Form 1099-G, reporting the benefits paid to you and taxes withheld. The Internal Revenue Service will be given the same information.

It is your responsibility to determine the amount of your tax and pay the amount due on your annual federal and state income tax returns using the information provided to you on the Form 1099-G that will be issued to you by the Division at the end of January. The Internal Revenue Service will also receive a copy of this form. Benefits paid on interstate claims will be reported to the Internal Revenue Service by the paying state.

Remember to notify your local UI office, in writing, if you change your address. If you have questions regarding the payment amount listed on the 1099-G, you may seek assistance by calling the Division at (302) 761-8484 and ask to speak with a Benefit Accounting Specialist.

Address all questions regarding your federal income tax return to the Internal Revenue Service and all questions regarding your state income tax return to the State of Delaware, Division of Revenue - <http://revenue.delaware.gov/>.

# WEEKLY BENEFIT CHART

If Two Highest Quarters Wages Were		WBA	If Two Highest Quarters Wages Were		WBA
Less Than or equal to	\$965.99	\$ 20	\$3,312.00 -	\$3,357.99	\$ 72
\$966.00 -	\$1,011.99	\$ 21	\$3,358.00 -	\$3,403.99	\$ 73
\$1,012.00 -	\$1,057.99	\$ 22	\$3,404.00 -	\$3,449.99	\$ 74
\$1,058.00 -	\$1,103.99	\$ 23	\$3,450.00 -	\$3,495.99	\$ 75
\$1,104.00 -	\$1,149.99	\$ 24	\$3,496.00 -	\$3,541.99	\$ 76
\$1,150.00 -	\$1,195.99	\$ 25	\$3,542.00 -	\$3,587.99	\$ 77
\$1,196.00 -	\$1,241.99	\$ 26	\$3,588.00 -	\$3,633.99	\$ 78
\$1,242.00 -	\$1,287.99	\$ 27	\$3,634.00 -	\$3,679.99	\$ 79
\$1,288.00 -	\$1,333.99	\$ 28	\$3,680.00 -	\$3,725.99	\$ 80
\$1,334.00 -	\$1,379.99	\$ 29	\$3,726.00 -	\$3,771.99	\$ 81
\$1,380.00 -	\$1,425.99	\$ 30	\$3,772.00 -	\$3,817.99	\$ 82
\$1,426.00 -	\$1,471.99	\$ 31	\$3,818.00 -	\$3,863.99	\$ 83
\$1,472.00 -	\$1,517.99	\$ 32	\$3,864.00 -	\$3,909.99	\$ 84
\$1,518.00 -	\$1,563.99	\$ 33	\$3,910.00 -	\$3,955.99	\$ 85
\$1,564.00 -	\$1,609.99	\$ 34	\$3,956.00 -	\$4,001.99	\$ 86
\$1,610.00 -	\$1,655.99	\$ 35	\$4,002.00 -	\$4,047.99	\$ 87
\$1,656.00 -	\$1,701.99	\$ 36	\$4,048.00 -	\$4,093.99	\$ 88
\$1,702.00 -	\$1,747.99	\$ 37	\$4,094.00 -	\$4,139.99	\$ 89
\$1,748.00 -	\$1,793.99	\$ 38	\$4,140.00 -	\$4,185.99	\$ 90
\$1,794.00 -	\$1,839.99	\$ 39	\$4,186.00 -	\$4,231.99	\$ 91
\$1,840.00 -	\$1,885.99	\$ 40	\$4,232.00 -	\$4,277.99	\$ 92
\$1,886.00 -	\$1,931.99	\$ 41	\$4,278.00 -	\$4,323.99	\$ 93
\$1,932.00 -	\$1,977.99	\$ 42	\$4,324.00 -	\$4,369.99	\$ 94
\$1,978.00 -	\$2,023.99	\$ 43	\$4,370.00 -	\$4,415.99	\$ 95
\$2,024.00 -	\$2,069.99	\$ 44	\$4,416.00 -	\$4,461.99	\$ 96
\$2,070.00 -	\$2,115.99	\$ 45	\$4,462.00 -	\$4,507.99	\$ 97
\$2,116.00 -	\$2,161.99	\$ 46	\$4,508.00 -	\$4,553.99	\$ 98
\$2,162.00 -	\$2,207.99	\$ 47	\$4,554.00 -	\$4,599.99	\$ 99
\$2,208.00 -	\$2,253.99	\$ 48	\$4,600.00 -	\$4,645.99	\$ 100
\$2,254.00 -	\$2,299.99	\$ 49	\$4,646.00 -	\$4,691.99	\$ 101
\$2,300.00 -	\$2,345.99	\$ 50	\$4,692.00 -	\$4,737.99	\$ 102
\$2,346.00 -	\$2,391.99	\$ 51	\$4,738.00 -	\$4,783.99	\$ 103
\$2,392.00 -	\$2,437.99	\$ 52	\$4,784.00 -	\$4,829.99	\$ 104
\$2,438.00 -	\$2,483.99	\$ 53	\$4,830.00 -	\$4,875.99	\$ 105
\$2,484.00 -	\$2,529.99	\$ 54	\$4,876.00 -	\$4,921.99	\$ 106
\$2,530.00 -	\$2,575.99	\$ 55	\$4,922.00 -	\$4,967.99	\$ 107
\$2,576.00 -	\$2,621.99	\$ 56	\$4,968.00 -	\$5,013.99	\$ 108
\$2,622.00 -	\$2,667.99	\$ 57	\$5,014.00 -	\$5,059.99	\$ 109
\$2,668.00 -	\$2,713.99	\$ 58	\$5,060.00 -	\$5,105.99	\$ 110
\$2,714.00 -	\$2,759.99	\$ 59	\$5,106.00 -	\$5,151.99	\$ 111
\$2,760.00 -	\$2,805.99	\$ 60	\$5,152.00 -	\$5,197.99	\$ 112
\$2,806.00 -	\$2,851.99	\$ 61	\$5,198.00 -	\$5,243.99	\$ 113
\$2,852.00 -	\$2,897.99	\$ 62	\$5,244.00 -	\$5,289.99	\$ 114
\$2,898.00 -	\$2,943.99	\$ 63	\$5,290.00 -	\$5,335.99	\$ 115
\$2,944.00 -	\$2,989.99	\$ 64	\$5,336.00 -	\$5,381.99	\$ 116
\$2,990.00 -	\$3,035.99	\$ 65	\$5,382.00 -	\$5,427.99	\$ 117
\$3,036.00 -	\$3,081.99	\$ 66	\$5,428.00 -	\$5,473.99	\$ 118
\$3,082.00 -	\$3,127.99	\$ 67	\$5,474.00 -	\$5,519.99	\$ 119
\$3,128.00 -	\$3,173.99	\$ 68	\$5,520.00 -	\$5,565.99	\$ 120
\$3,174.00 -	\$3,219.99	\$ 69	\$5,566.00 -	\$5,611.99	\$ 121
\$3,220.00 -	\$3,265.99	\$ 70	\$5,612.00 -	\$5,657.99	\$ 122
\$3,266.00 -	\$3,311.99	\$ 71	\$5,658.00 -	\$5,703.99	\$ 123

## WEEKLY BENEFIT AMOUNT CHART (CONT'D)

If Two Highest Quarters Wages Were			WBA		If Two Highest Quarters Wages Were			WBA
\$5,704.00	-	\$5,749.99	\$ 124		\$8,096.00	-	\$8,141.99	\$ 176
\$5,750.00	-	\$5,795.99	\$ 125		\$8,142.00	-	\$8,187.99	\$ 177
\$5,796.00	-	\$5,841.99	\$ 126		\$8,188.00	-	\$8,233.99	\$ 178
\$5,842.00	-	\$5,887.99	\$ 127		\$8,234.00	-	\$8,279.99	\$ 179
\$5,888.00	-	\$5,933.99	\$ 128		\$8,280.00	-	\$8,325.99	\$ 180
\$5,934.00	-	\$5,979.99	\$ 129		\$8,326.00	-	\$8,371.99	\$ 181
\$5,980.00	-	\$6,025.99	\$ 130		\$8,372.00	-	\$8,417.99	\$ 182
\$6,026.00	-	\$6,071.99	\$ 131		\$8,418.00	-	\$8,463.99	\$ 183
\$6,072.00	-	\$6,117.99	\$ 132		\$8,464.00	-	\$8,509.99	\$ 184
\$6,118.00	-	\$6,163.99	\$ 133		\$8,510.00	-	\$8,555.99	\$ 185
\$6,164.00	-	\$6,209.99	\$ 134		\$8,556.00	-	\$8,601.99	\$ 186
\$6,210.00	-	\$6,255.99	\$ 135		\$8,602.00	-	\$8,647.99	\$ 187
\$6,256.00	-	\$6,301.99	\$ 136		\$8,648.00	-	\$8,693.99	\$ 188
\$6,302.00	-	\$6,347.99	\$ 137		\$8,694.00	-	\$8,739.99	\$ 189
\$6,348.00	-	\$6,393.99	\$ 138		\$8,740.00	-	\$8,785.99	\$ 190
\$6,394.00	-	\$6,439.99	\$ 139		\$8,786.00	-	\$8,831.99	\$ 191
\$6,440.00	-	\$6,485.99	\$ 140		\$8,832.00	-	\$8,877.99	\$ 192
\$6,486.00	-	\$6,531.99	\$ 141		\$8,878.00	-	\$8,923.99	\$ 193
\$6,532.00	-	\$6,577.99	\$ 142		\$8,924.00	-	\$8,969.99	\$ 194
\$6,578.00	-	\$6,623.99	\$ 143		\$8,970.00	-	\$9,015.99	\$ 195
\$6,624.00	-	\$6,669.99	\$ 144		\$9,016.00	-	\$9,061.99	\$ 196
\$6,670.00	-	\$6,715.99	\$ 145		\$9,062.00	-	\$9,107.99	\$ 197
\$6,716.00	-	\$6,761.99	\$ 146		\$9,108.00	-	\$9,153.99	\$ 198
\$6,762.00	-	\$6,807.99	\$ 147		\$9,154.00	-	\$9,199.99	\$ 199
\$6,808.00	-	\$6,853.99	\$ 148		\$9,200.00	-	\$9,245.99	\$ 200
\$6,854.00	-	\$6,899.99	\$ 149		\$9,246.00	-	\$9,291.99	\$ 201
\$6,900.00	-	\$6,945.99	\$ 150		\$9,292.00	-	\$9,337.99	\$ 202
\$6,946.00	-	\$6,991.99	\$ 151		\$9,338.00	-	\$9,383.99	\$ 203
\$6,992.00	-	\$7,037.99	\$ 152		\$9,384.00	-	\$9,429.99	\$ 204
\$7,038.00	-	\$7,083.99	\$ 153		\$9,430.00	-	\$9,475.99	\$ 205
\$7,084.00	-	\$7,129.99	\$ 154		\$9,476.00	-	\$9,521.99	\$ 206
\$7,130.00	-	\$7,175.99	\$ 155		\$9,522.00	-	\$9,567.99	\$ 207
\$7,176.00	-	\$7,221.99	\$ 156		\$9,568.00	-	\$9,613.99	\$ 208
\$7,222.00	-	\$7,267.99	\$ 157		\$9,614.00	-	\$9,659.99	\$ 209
\$7,268.00	-	\$7,313.99	\$ 158		\$9,660.00	-	\$9,705.99	\$ 210
\$7,314.00	-	\$7,359.99	\$ 159		\$9,706.00	-	\$9,751.99	\$ 211
\$7,360.00	-	\$7,405.99	\$ 160		\$9,752.00	-	\$9,797.99	\$ 212
\$7,406.00	-	\$7,451.99	\$ 161		\$9,798.00	-	\$9,843.99	\$ 213
\$7,452.00	-	\$7,497.99	\$ 162		\$9,844.00	-	\$9,889.99	\$ 214
\$7,498.00	-	\$7,543.99	\$ 163		\$9,890.00	-	\$9,935.99	\$ 215
\$7,544.00	-	\$7,589.99	\$ 164		\$9,936.00	-	\$9,981.99	\$ 216
\$7,590.00	-	\$7,635.99	\$ 165		\$9,982.00	-	\$10,027.99	\$ 217
\$7,636.00	-	\$7,681.99	\$ 166		\$10,028.00	-	\$10,073.99	\$ 218
\$7,682.00	-	\$7,727.99	\$ 167		\$10,074.00	-	\$10,119.99	\$ 219
\$7,728.00	-	\$7,773.99	\$ 168		\$10,120.00	-	\$10,165.99	\$ 220
\$7,774.00	-	\$7,819.99	\$ 169		\$10,166.00	-	\$10,211.99	\$ 221
\$7,820.00	-	\$7,865.99	\$ 170		\$10,212.00	-	\$10,257.99	\$ 222
\$7,866.00	-	\$7,911.99	\$ 171		\$10,258.00	-	\$10,303.99	\$ 223
\$7,912.00	-	\$7,957.99	\$ 172		\$10,304.00	-	\$10,349.99	\$ 224
\$7,958.00	-	\$8,003.99	\$ 173		\$10,350.00	-	\$10,395.99	\$ 225
\$8,004.00	-	\$8,049.99	\$ 174		\$10,396.00	-	\$10,441.99	\$ 226
\$8,050.00	-	\$8,095.99	\$ 175		\$10,442.00	-	\$10,487.99	\$ 227

## WEEKLY BENEFIT AMOUNT CHART (CONT'D)

If Two Highest Quarters Wages Were		WBA		If Two Highest Quarters Wages Were		WBA
\$10,488.00	-	\$10,533.99	\$ 228	\$12,880.00	-	\$12,925.99 \$ 280
\$10,534.00	-	\$10,579.99	\$ 229	\$12,926.00	-	\$12,971.99 \$ 281
\$10,580.00	-	\$10,625.99	\$ 230	\$12,972.00	-	\$13,017.99 \$ 282
\$10,626.00	-	\$10,671.99	\$ 231	\$13,018.00	-	\$13,063.99 \$ 283
\$10,672.00	-	\$10,717.99	\$ 232	\$13,064.00	-	\$13,109.99 \$ 284
\$10,718.00	-	\$10,763.99	\$ 233	\$13,110.00	-	\$13,155.99 \$ 285
\$10,764.00	-	\$10,809.99	\$ 234	\$13,156.00	-	\$13,201.99 \$ 286
\$10,810.00	-	\$10,855.99	\$ 235	\$13,202.00	-	\$13,247.99 \$ 287
\$10,856.00	-	\$10,901.99	\$ 236	\$13,248.00	-	\$13,293.99 \$ 288
\$10,902.00	-	\$10,947.99	\$ 237	\$13,294.00	-	\$13,339.99 \$ 289
\$10,948.00	-	\$10,993.99	\$ 238	\$13,340.00	-	\$13,385.99 \$ 290
\$10,994.00	-	\$11,039.99	\$ 239	\$13,386.00	-	\$13,431.99 \$ 291
\$11,040.00	-	\$11,085.99	\$ 240	\$13,432.00	-	\$13,477.99 \$ 292
\$11,086.00	-	\$11,131.99	\$ 241	\$13,478.00	-	\$13,523.99 \$ 293
\$11,132.00	-	\$11,177.99	\$ 242	\$13,524.00	-	\$13,569.99 \$ 294
\$11,178.00	-	\$11,223.99	\$ 243	\$13,570.00	-	\$13,615.99 \$ 295
\$11,224.00	-	\$11,269.99	\$ 244	\$13,616.00	-	\$13,661.99 \$ 296
\$11,270.00	-	\$11,315.99	\$ 245	\$13,662.00	-	\$13,707.99 \$ 297
\$11,316.00	-	\$11,361.99	\$ 246	\$13,708.00	-	\$13,753.99 \$ 298
\$11,362.00	-	\$11,407.99	\$ 247	\$13,754.00	-	\$13,799.99 \$ 299
\$11,408.00	-	\$11,453.99	\$ 248	\$13,800.00	-	\$13,845.99 \$ 300
\$11,454.00	-	\$11,499.99	\$ 249	\$13,846.00	-	\$13,891.99 \$ 301
\$11,500.00	-	\$11,545.99	\$ 250	\$13,892.00	-	\$13,937.99 \$ 302
\$11,546.00	-	\$11,591.99	\$ 251	\$13,938.00	-	\$13,983.99 \$ 303
\$11,592.00	-	\$11,637.99	\$ 252	\$13,984.00	-	\$14,029.99 \$ 304
\$11,638.00	-	\$11,683.99	\$ 253	\$14,030.00	-	\$14,075.99 \$ 305
\$11,684.00	-	\$11,729.99	\$ 254	\$14,076.00	-	\$14,121.99 \$ 306
\$11,730.00	-	\$11,775.99	\$ 255	\$14,122.00	-	\$14,167.99 \$ 307
\$11,776.00	-	\$11,821.99	\$ 256	\$14,168.00	-	\$14,213.99 \$ 308
\$11,822.00	-	\$11,867.99	\$ 257	\$14,214.00	-	\$14,259.99 \$ 309
\$11,868.00	-	\$11,913.99	\$ 258	\$14,260.00	-	\$14,305.99 \$ 310
\$11,914.00	-	\$11,959.99	\$ 259	\$14,306.00	-	\$14,351.99 \$ 311
\$11,960.00	-	\$12,005.99	\$ 260	\$14,352.00	-	\$14,397.99 \$ 312
\$12,006.00	-	\$12,051.99	\$ 261	\$14,398.00	-	\$14,443.99 \$ 313
\$12,052.00	-	\$12,097.99	\$ 262	\$14,444.00	-	\$14,489.99 \$ 314
\$12,098.00	-	\$12,143.99	\$ 263	\$14,490.00	-	\$14,535.99 \$ 315
\$12,144.00	-	\$12,189.99	\$ 264	\$14,536.00	-	\$14,581.99 \$ 316
\$12,190.00	-	\$12,235.99	\$ 265	\$14,582.00	-	\$14,627.99 \$ 317
\$12,236.00	-	\$12,281.99	\$ 266	\$14,628.00	-	\$14,673.99 \$ 318
\$12,282.00	-	\$12,327.99	\$ 267	\$14,674.00	-	\$14,719.99 \$ 319
\$12,328.00	-	\$12,373.99	\$ 268	\$14,720.00	-	\$14,765.99 \$ 320
\$12,374.00	-	\$12,419.99	\$ 269	\$14,766.00	-	\$14,811.99 \$ 321
\$12,420.00	-	\$12,465.99	\$ 270	\$14,812.00	-	\$14,857.99 \$ 322
\$12,466.00	-	\$12,511.99	\$ 271	\$14,858.00	-	\$14,903.99 \$ 323
\$12,512.00	-	\$12,557.99	\$ 272	\$14,904.00	-	\$14,949.99 \$ 324
\$12,558.00	-	\$12,603.99	\$ 273	\$14,950.00	-	\$14,995.99 \$ 325
\$12,604.00	-	\$12,649.99	\$ 274	\$14,996.00	-	\$15,041.99 \$ 326
\$12,650.00	-	\$12,695.99	\$ 275	\$15,042.00	-	\$15,087.99 \$ 327
\$12,696.00	-	\$12,741.99	\$ 276	\$15,088.00	-	\$15,133.99 \$ 328
\$12,742.00	-	\$12,787.99	\$ 277	\$15,134.00	-	\$15,179.99 \$ 329
\$12,788.00	-	\$12,833.99	\$ 278	\$15,180.00	-	\$15,225.99 \$ 330
\$12,834.00	-	\$12,879.99	\$ 279	\$15,226.00	-	\$15,271.99 \$ 331

If Two Highest Quarters Wages Were		WBA	Wage	If Two Highest Quarters Wages Were		WBA
\$15,272.00	-	\$15,317.99	\$ 332	\$17,664.00	-	\$17,709.99 \$ 384
\$15,318.00	-	\$15,363.99	\$ 333	\$17,710.00	-	\$17,755.99 \$ 385
\$15,364.00	-	\$15,409.99	\$ 334	\$17,756.00	-	\$17,801.99 \$ 386
\$15,410.00	-	\$15,455.99	\$ 335	\$17,802.00	-	\$17,847.99 \$ 387
\$15,456.00	-	\$15,501.99	\$ 336	\$17,848.00	-	\$17,893.99 \$ 388
\$15,502.00	-	\$15,547.99	\$ 337	\$17,894.00	-	\$17,939.99 \$ 389
\$15,548.00	-	\$15,593.99	\$ 338	\$17,940.00	-	\$17,985.99 \$ 390
\$15,594.00	-	\$15,639.99	\$ 339	\$17,986.00	-	\$18,031.99 \$ 391
\$15,640.00	-	\$15,685.99	\$ 340	\$18,032.00	-	\$18,077.99 \$ 392
\$15,686.00	-	\$15,731.99	\$ 341	\$18,078.00	-	\$18,123.99 \$ 393
\$15,732.00	-	\$15,777.99	\$ 342	\$18,124.00	-	\$18,169.99 \$ 394
\$15,778.00	-	\$15,823.99	\$ 343	\$18,170.00	-	\$18,215.99 \$ 395
\$15,824.00	-	\$15,869.99	\$ 344	\$18,216.00	-	\$18,261.99 \$ 396
\$15,870.00	-	\$15,915.99	\$ 345	\$18,262.00	-	\$18,307.99 \$ 397
\$15,916.00	-	\$15,961.99	\$ 346	\$18,308.00	-	\$18,353.99 \$ 398
\$15,962.00	-	\$16,007.99	\$ 347	\$18,354.00	-	\$18,399.99 \$ 399
\$16,008.00	-	\$16,053.99	\$ 348	\$18,400.00	-	\$18,445.99 \$ 400
\$16,054.00	-	\$16,099.99	\$ 349			
\$16,100.00	-	\$16,145.99	\$ 350			
\$16,146.00	-	\$16,191.99	\$ 351			
\$16,192.00	-	\$16,237.99	\$ 352			
\$16,238.00	-	\$16,283.99	\$ 353			
\$16,284.00	-	\$16,329.99	\$ 354			
\$16,330.00	-	\$16,375.99	\$ 355			
\$16,376.00	-	\$16,421.99	\$ 356			
\$16,422.00	-	\$16,467.99	\$ 357			
\$16,468.00	-	\$16,513.99	\$ 358			
\$16,514.00	-	\$16,559.99	\$ 359			
\$16,560.00	-	\$16,605.99	\$ 360			
\$16,606.00	-	\$16,651.99	\$ 361			
\$16,652.00	-	\$16,697.99	\$ 362			
\$16,698.00	-	\$16,743.99	\$ 363			
\$16,744.00	-	\$16,789.99	\$ 364			
\$16,790.00	-	\$16,835.99	\$ 365			
\$16,836.00	-	\$16,881.99	\$ 366			
\$16,882.00	-	\$16,927.99	\$ 367			
\$16,928.00	-	\$16,973.99	\$ 368			
\$16,974.00	-	\$17,019.99	\$ 369			
\$17,020.00	-	\$17,065.99	\$ 370			
\$17,066.00	-	\$17,111.99	\$ 371			
\$17,112.00	-	\$17,157.99	\$ 372			
\$17,158.00	-	\$17,203.99	\$ 373			
\$17,204.00	-	\$17,249.99	\$ 374			
\$17,250.00	-	\$17,295.99	\$ 375			
\$17,296.00	-	\$17,341.99	\$ 376			
\$17,342.00	-	\$17,387.99	\$ 377			
\$17,388.00	-	\$17,433.99	\$ 378			
\$17,434.00	-	\$17,479.99	\$ 379			
\$17,480.00	-	\$17,525.99	\$ 380			
\$17,526.00	-	\$17,571.99	\$ 381			
\$17,572.00	-	\$17,617.99	\$ 382			
\$17,618.00	-	\$17,663.99	\$ 383			

## Acronyms Frequently Used By Unemployment Insurance

AC	Additional Claim
BPC	Benefit Payment Control
BYE	Benefit Year Exhaustion
DET or E&T	Division of Employment & Training
DOL	Department of Labor
DVR	Division of Vocational Rehabilitation
FC	Fund Code
IA	Industrial Affairs
LO	Local Office
MBA	Maximum Benefit Amount
OC	Original Claim
OP	Overpayment
QC	Quality Control
RA	Random Audit
REA	Reemployment and Eligibility Assessment Program
RES	Reemployment Service Program
UI	Unemployment Insurance
UIAB	Unemployment Insurance Appeal Board
WBA	Weekly Benefit Amount
WW	Waiting Week

## WORK SEARCH LOG

Date Month/ Day/Yr	Employer Name, Address, Phone Number, Email Address , Website	How Contacted	Person Contacted and Title	Type of Work Sought	Results	Application or Resume Submitted	Email or Confirmation Number
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## WORK SEARCH LOG

Date Month/ Day/Yr	Employer Name, Address, Phone Number, Email Address , Website	How Contacted	Person Contacted and Title	Type of Work Sought	Results	Application or Resume Submitted	Email or Confirmation Number
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Email <input type="checkbox"/> Website			<input type="checkbox"/> Hired <input type="checkbox"/> Pending <input type="checkbox"/> Not Hiring	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## WAGES/EARNINGS CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Reporting Totals
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						

## WAGES/EARNINGS CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Reporting Totals
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						
Date _____ # hrs worked _____	Total wkly hrs _____ x Pay Rate of \$ _____ = \$ _____ Report Total On Sunday						

## INTERSTATE CLAIMANT INFORMATION SHEET

An Interstate Claimant is a claimant that does not live in Delaware, but qualifies for a Delaware UI claim. Interstate claims are filed online at <http://ui.delawareworks.com>. When completing the UI application online, you will choose “Interstate” as your local office. Interstate claimants must follow all of the same guidelines listed in this handbook, including registering for work.

### **REGISTER AND PARTICIPATE IN REQUIRED SERVICES WITH THE EMPLOYMENT AND TRAINING SERVICES IN YOUR HOME STATE**

If you are required to register for work, you must register with the employment and training services center in the state that you reside and you must keep this registration active while collecting UI benefits. Some of the different programs are listed on page 6 of this handbook. **You must provide proof of this registration within ten (10) days to the Interstate office by one of the following methods:**

- By Mail: Department of Labor  
Division of Unemployment Insurance  
Interstate Office  
P.O. Box 9952  
Wilmington, DE 19809-0952
- By Fax: (302)761-6636
- By Email: [uiclaims@delaware.gov](mailto:uiclaims@delaware.gov)

### **ADDRESS CHANGES**

You are required to report all changes of your address ***in writing signed by you*** with your ***social security number and effective date of the move*** to the Interstate office.

If you move to a different state than which you originally filed your claim and registered for work, you will need to reopen your claim online at <https://ui.delawareworks.com/> with your new address. You must also register for work with the employment and training services center in the state that you are now residing (following the instructions listed above).

Failure to report a change of address may impact your eligibility for UI benefits.

### **CONTACT INTERSTATE OFFICE**

If you have any questions regarding filing an Interstate claim, please contact the Interstate office directly at (302)761-8446.



**Informational Videos are available on line at:**

<http://ui.delawareworks.com/>

- ❖ Introduction to Unemployment Insurance Benefits (Eligibility)
- ❖ Performing a Work Search
- ❖ Reporting Income or Wages
- ❖ Consequences of Overpayment