

Unemployment Compensation Frequently asked claimant questions at the PA CareerLink®

Q1: What is the UC website?

A1: www.uc.pa.gov

Q2: How can I be sure that my claim form was received either by fax or on-line?

A2: Go to our website and use our self-service options to see if your payment has been processed. Please continue to file bi-weekly.

Q3: How do I file a claim?

A3: There are 3 ways to file a UC claim: by phone, on the internet or by filling out a paper application. The fastest way to file is online, visit our website www.uc.pa.gov and file, be sure to view our filing materials checklist and watch our brief video on filing an initial application for UC benefits.

Q4: I need my payment history for some reason, how do I obtain this information?

A4: You can visit our website and click on Benefit Payment History and then click the link for Additional Benefit Payment History and print this information.

Q5: I didn't get my 1099 in the mail, what should I do?

A5: You can access and print your 1099 online after you log into your account with your PIN. Please verify your address, and correct if it is not updated.

Q6: What do I do if my payment is wrong?

A6: Contact the Service Center by calling or email us by going to www.uc.pa.gov and clicking "Contact US" and click on the form and send.

Q7: I haven't been paid for 4 weeks, what should I do?

A7: If you are separated from your employer for a reason other than lack of work, a separation determination has to be written and can take several weeks. When the determination is done you will receive it by mail and it will indicate whether you are eligible or ineligible. Please continue to file bi-weekly while you are waiting for the determination. If the department needs additional information you will be contacted either by mail or by phone. Periodically check the status of your claim online periodically. If you are contacted by an Examiner use the direct line and extension they provide to call back.

Q8: I cannot get through on the UC phone number, what should I do?

A8: Use the internet or use the UC request form. If you were directed to call and you don't know what information is needed, use the UC phone to speak to a representative.

Q9: When do I file my bi-weekly claim?

A9: Your confirmation letter tells you when to file your first bi-weekly claim, you will file every 2 weeks. On an active claim: you will file from Sunday through Friday for the previous 2 weeks, you can't file your bi-weekly claim on a Saturday. On an inactive claim: you will need to reopen your claim and answer the questions provided, after doing the reopen the system will give you a confirmation page telling you when to file your bi-weekly claim. If you need to file for previous weeks because the claim is inactive you will need to fill out the UC request form. After you file your bi-weekly claim on the internet, you will receive a confirmation page for your next filing date. After you file your bi-weekly claim through PAT, PAT will tell you when you should file your next bi-weekly claim.

Q10: I applied online and got a confirmation, but when I called in my bi-weekly it said my claim is inactive. What should I do?

A10: When your claim says inactive, you may have missed your timeframe to file your bi-weekly claim. You will need to talk to a UC representative or complete a UC request form indicating the weeks you are attempting to file for.

Q11: When I filed my bi-weekly claim online I got a confirmation but have never received anything. Does that mean I have to call?

A11: First check your payment history online or through PAT. If you don't see your benefit payment, then you can call or fill out the UC request form or call us at 888-313-7284.

Q12: I switched banks, what do I do now?

A12: You must fill out a new direct deposit form preferably online or by calling. Failure to do this will result in your payment being sent to the account on record. If your benefit payment was directed to a closed account: 1. The bank may retain the money for outstanding debits or fees. 2. It will be returned to Treasury and a paper check will be issued.

Q13: My debit card has expired. What do I do?

A13: Call ReliaCard® at 888-233-5916.

Q14: I received my PIN but didn't get my debit card. What should I do?

A14: If you had direct deposit in the last 2 years your payments will go to the account on file. If you receive a debit card the direct deposit has been deactivated. If you are having issues with your debit card, you can call ReliaCard® at 888-233-5916.

Q15: What is my UC PIN and where can I find this?

A15: Your PIN number is assigned and provided to you by mail on your Claims Confirmation Letter. You are the only one that should know your UC PIN, we do not have access to your PIN and you should not share this with anyone. Your PIN is your electronic signature for your UC Claim. You can modify your PIN through the PAT system or the internet application.

Q16: I lost my PIN, where can I go to find it or reset it?

A16: If you know your PIN number, you can use our online services to change your PIN to something you can easily remember. If you lose your PIN, you will need to call the Service Center or fill out the UC request form to have a new PIN number issued. A new PIN will be sent to you by mail, please allow 7-10 business days for the PIN to arrive. If you recently opened a new claim, please allow up to 14 business days for the PIN to arrive. Requesting a new PIN invalidates the old PIN. If you have had a previous claim your PIN number does not change. Never share your PIN number with anyone.

Q17: Why can't the phone be available on all 5 days of the week?

A17: The UC Service Center uses the days off the phone to process payments and other tasks.

Q18: Are there any other phone numbers or ways to talk to a human being at unemployment?

A18: No, UC has only 1 number which is 888-313-7284.

Q19: Why can't we go to the unemployment office?

A19: All representatives are assigned to phone duties and would not be able to assist.

Q20: The UC office contacted me about questions regarding my claim. I am back to work and work during the call in hours/days. How can I return their call/letter to answer their questions?

A20: If you need to respond outside of the normal UC business hours you should fax the request to the number provided or mail the information back to the mailing address provided. The CareerLink® can also help you by faxing the information. It is the claimant's responsibility to provide the fax number. The CareerLink® employee will not be able to

help you unless you have all of the necessary information to send the information back to the UC Service Center.

Q21: I was told to call after filing my claim for additional information or I received a call saying to call back, now I can't get through.

A21: You can fill out the UC request form and indicate the message you received, you can also contact us by visiting the website and clicking on Contact US and clicking on the Form. If you had a break in filing, complete the UC request form for a "Reopen" of your claim.

Q22: Why can't the CareerLink® help me? I stopped by the representative's office or the UC office and they sent me over here saying CareerLink® will help you.

A22: The CareerLink® representatives are not employees of UC and are not trained in UC. The CareerLink® staff can help with job registration, work searches, reemployment services and can forward UC related inquiries to the UC Service Center.

Q23: Why do I have to register with JobGatewaySM if I'm going back to my job?

A23: The department's recommendation is for everyone to register with JobGatewaySM to prevent an interruption of benefits.

Q24: I thought I was registered with CareerLink®. I just received a 21-day reminder letter that states "Don't lose your UC Benefits Register Now". What should I do next?

A24: Under UC Registration Compliance it must say the following: "**Status: Completed on** MM/DD/YYYY You have fulfilled your UC Work Registration requirements. Click the link below to view a copy of your confirmation". This letter means that you aren't fully registered and need to complete your registration, a CareerLink® representative can assist you with the completion of your JobGatewaySM registration.

Q25: I received my call back date, do I still have to do my weekly job searches?

A25: Your recall date must be in writing to exempt you from work search. You must retain the written document for 3 years in the event of a work search audit.

Q26: I don't have a definite call back date as I am a seasonal worker. Am I required to do the job searches? (My call back date is dependent upon weather conditions).

A26: Yes, work searches are required unless you have a written date of recall from your employer.

Q27: I received my callback date in writing, here it is, who do I give it to?

A27: You must retain it in your records for 3 years so you can provide this to the department in the event of a Work Search Audit.

Q28: How many jobs do I have to look for a week?

A28: You must apply for 2 jobs and participate in one work search activity each week.

Q29: Where do I send the work search forms and what do I do next?

A29: If your claim is audited, the work search forms need to be filled out as instructed on the form and sent back to the location listed on the form. You will then need to wait until someone reviews the work searches and releases the payments. Please periodically check online to see if the payments have been released.

Q30: I ran out of UC claim forms, what should I do?

A30: TRA & UC claim forms are unique. TRA claim forms are provided to the customer by mail when the TRA benefit claim is financially established. If your UC claim year has ended, you must file a UC claim to test for eligibility. Call 844-587-1489 ext. 8962 and leave a message; the message should include your name, SSN, last week filed and current training status. UC claims should be filed by PAT or the internet. If mail claims were established, you must continue to file timely bi-weekly claims to retain mail claim status.

Q31: Why do I need to go back on regular UC when I have been on Trade and am enrolled in classes?

A31: When a UC benefit year ends, all applicants are required to file a new UC claim to test UC eligibility. Based on certain requirements, you may be able to elect to remain on your TRA claim if you are otherwise entitled to TRA.

Q32: I have tried calling the unemployment office for hours at a time, I am in school when you have the phone available at the CareerLink® so how do I get in touch with UC?

A32: You can use the UC request form for CareerLinks® or contact us by visiting the website and clicking on "Contact US" and clicking on the Form. TRA claimants can call 844-587-1489 ext. 8962 and leave a detailed message; the message should include your name, SSN, last week filed and the best times for us to call you back.