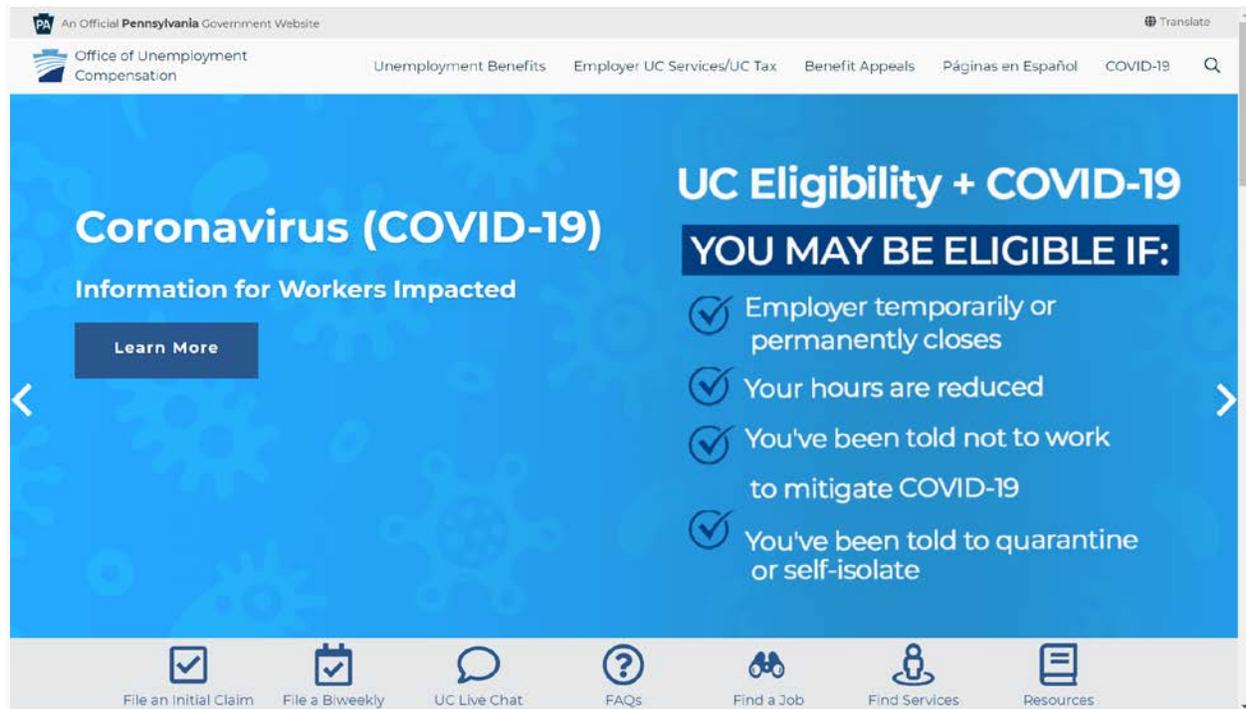


Unemployment Compensation Benefits

(Employees Impacted by COVID-19)

The following information is guidance to assist families who might qualify for unemployment compensation during the COVID- 19 pandemic. The steps provided indicate how to apply online.

1. Go to www.uc.pa.gov/COVID-19, the photo below is what will appear.



What you need before you get started

Personal Information:

- SSN
- Home address and mailing address (if different)
- Telephone number
- Valid email
- PIN - Personal Identification Number (optional)- If you have previously filed a UC claim using your previous PIN can prevent you from having to re-enter information
- Direct deposit bank information (optional) - bank name, address, account and routing number.

Information about Separating Employer:

- Employer's name, address and phone number
- Employer's PA UC account number (if known)
- First and last day worked with employer
- Reason for leaving
- Pension or severance package information (if applicable)

2. Scroll down and click on “COVID-19 Information for Impacted Workers & Employees”, indicated by the yellow arrow below.

The screenshot shows the top navigation bar of the Office of Unemployment Compensation website. The navigation menu includes: File an Initial Claim, File a Biweekly Claim, UC Live Chat, FAQs, Find a Job, Find Services, and Resources. Below the navigation menu, there are several alert banners: "Coronavirus Information", "COVID-19 Information For Impacted Workers & Employees" (highlighted with a yellow arrow), "Participate In The 2020 U.S. Census To Shape Your Future In PA. Learn More At PA.Gov/Census.", and "General UC Alerts". Below the alerts, there is a section titled "POPULAR ON UC.PA.GOV" with a table of links categorized by time period.

Last 24 Hours	Last 7 Days	Last 30 Days	Last 365 Days
File an Initial Claim	COVID19		
Unemployment Benefits	File a Biweekly Claim		
DLI Chat Registration	alertdetails		
Reopen an Existing Claim	File for Benefits		
Filing Instructions	UC Benefits COVID-19 FAQs		

3. Scroll down until you see “COVID-19 Information for Impacted Workers & Employees”, then click on the blue wording “[COVID-19 page](#)”. Indicated below with a yellow arrow.

The screenshot shows the "Alert Details" page. The page title is "Alert Details". Below the title, there are three main sections: "Coronavirus Information", "COVID-19 Information for Impacted Workers & Employers", and "Participate in the 2020 U.S. Census to shape your future in PA. Learn more at PA.gov/census.". The "COVID-19 Information for Impacted Workers & Employers" section contains the following text: "If you are employed in Pennsylvania and are unable to work because of Coronavirus disease (COVID-19), you may be eligible for Unemployment or Workers' Compensation benefits. We've created a helpful website with FAQs on a variety of topics. Visit our [COVID-19 page](#)". A yellow arrow points to the "COVID-19 page" link. Below this, it says: "If you're an impacted employer, get information and check out FAQs on our [COVID-19 page](#)".

4. The photo below indicates the page that will appear.

The screenshot shows the top navigation bar of the Pennsylvania Office of Unemployment Compensation website. The main heading is "INFORMATION FOR PENNSYLVANIA EMPLOYEES IMPACTED BY COVID-19". Below the heading, there is a paragraph explaining that employees unable to work due to COVID-19 may be eligible for unemployment or workers' compensation benefits. A call to action states: "Visit our [COVID-19 site](#) for information and FAQs updated regularly." The section "UNEMPLOYMENT COMPENSATION (UC) BENEFITS" is followed by the heading "You may be eligible if:" and a bulleted list of eligibility criteria:

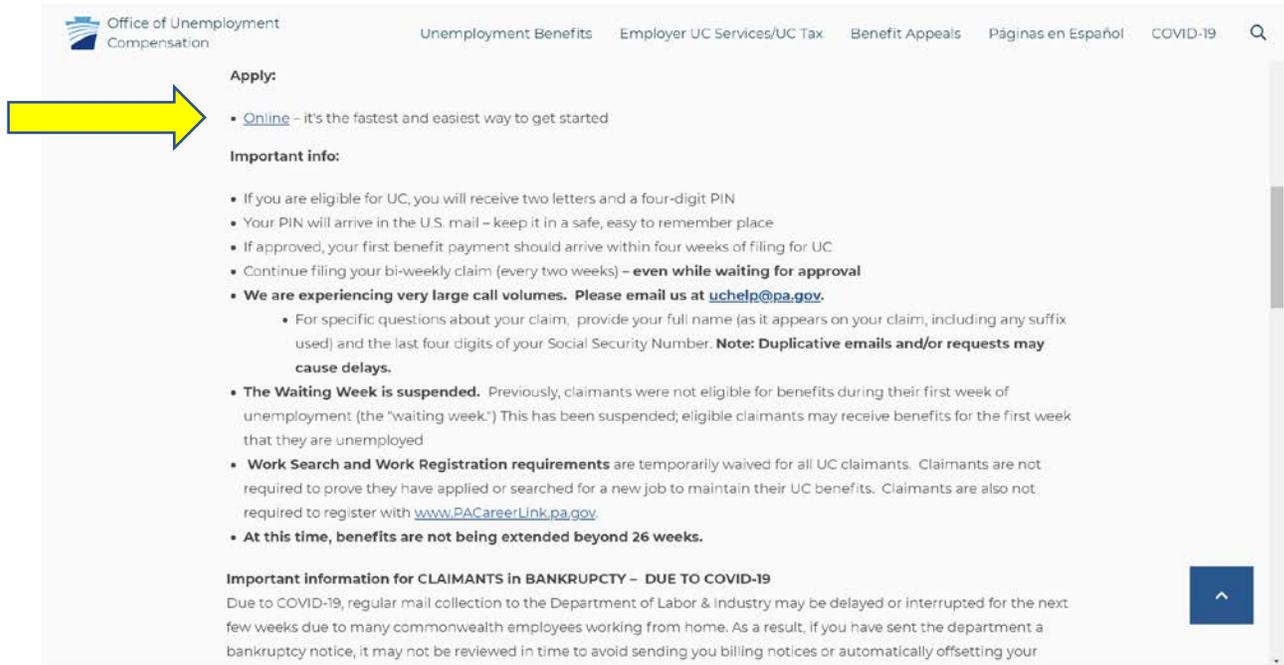
- Your employer temporarily closes or goes out of business because of COVID-19
- Your employer reduces your hours because of COVID-19
- You have been told not to work because your employer feels you might get or spread COVID-19
- You have been told to quarantine or self-isolate, or live/work in a county under government-recommended mitigation efforts

Below the list is the heading "Apply:".

5. Scroll down to "You may be eligible if:" section to determine if you are eligible for unemployment benefits. Section to review is indicated with a yellow arrow.

This screenshot shows the same website page as above, but with a yellow arrow pointing to the "You may be eligible if:" section. Below this heading is the same bulleted list of eligibility criteria. Further down, the "Apply:" section is visible, with a bullet point: "• [Online](#) – it's the fastest and easiest way to get started." Below that is the "Important info:" section, which contains several bullet points, including: "• **We are experiencing very large call volumes. Please email us at uchelp@pa.gov.**" and "• **The Waiting Week is suspended.** Previously, claimants were not eligible for benefits during their first week of unemployment (the 'waiting week.')

6. If you feel you are eligible. Click on the “[Online](#)” wording as indicated below with a yellow arrow.



Office of Unemployment Compensation

Unemployment Benefits | Employer UC Services/UC Tax | Benefit Appeals | Páginas en Español | COVID-19

Apply:

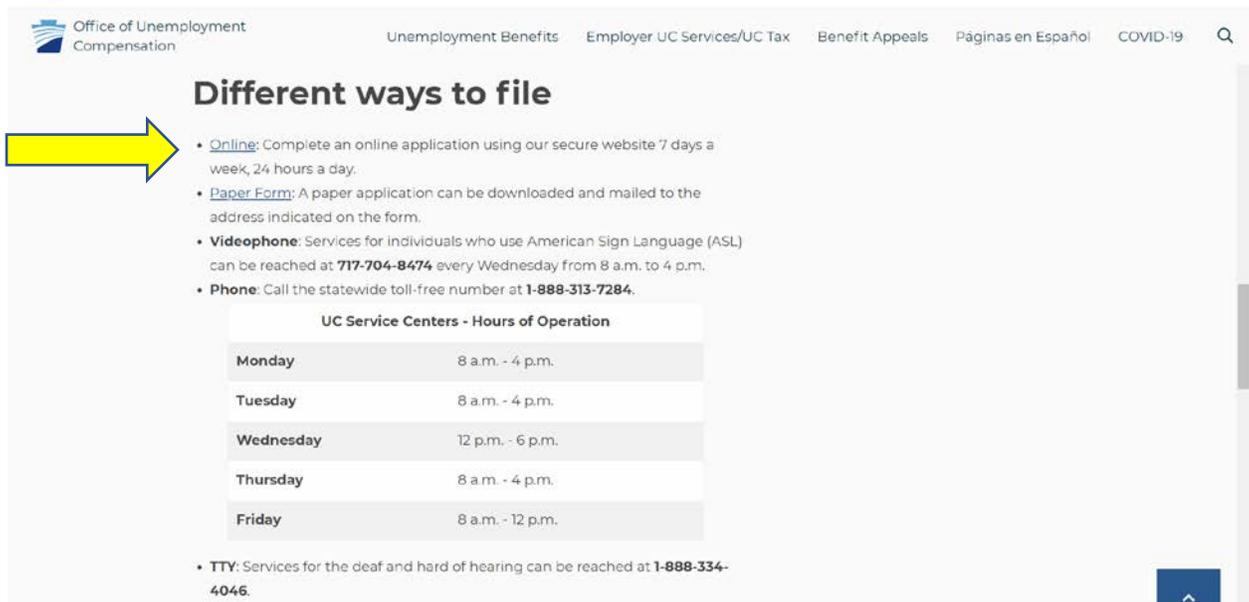
- [Online](#) – it’s the fastest and easiest way to get started

Important info:

- If you are eligible for UC, you will receive two letters and a four-digit PIN
- Your PIN will arrive in the U.S. mail – keep it in a safe, easy to remember place
- If approved, your first benefit payment should arrive within four weeks of filing for UC
- Continue filing your bi-weekly claim (every two weeks) – **even while waiting for approval**
- **We are experiencing very large call volumes. Please email us at uchelp@pa.gov.**
 - For specific questions about your claim, provide your full name (as it appears on your claim, including any suffix used) and the last four digits of your Social Security Number. **Note: Duplicative emails and/or requests may cause delays.**
- **The Waiting Week is suspended.** Previously, claimants were not eligible for benefits during their first week of unemployment (the “waiting week.”) This has been suspended; eligible claimants may receive benefits for the first week that they are unemployed
- **Work Search and Work Registration requirements** are temporarily waived for all UC claimants. Claimants are not required to prove they have applied or searched for a new job to maintain their UC benefits. Claimants are also not required to register with www.PACareerLink.pa.gov
- **At this time, benefits are not being extended beyond 26 weeks.**

Important information for CLAIMANTS in BANKRUPTCY – DUE TO COVID-19
Due to COVID-19, regular mail collection to the Department of Labor & Industry may be delayed or interrupted for the next few weeks due to many commonwealth employees working from home. As a result, if you have sent the department a bankruptcy notice, it may not be reviewed in time to avoid sending you billing notices or automatically offsetting your

7. Scroll down until you see “**Different ways to file**”, then click on “[Online](#)” indicated with a yellow arrow below.



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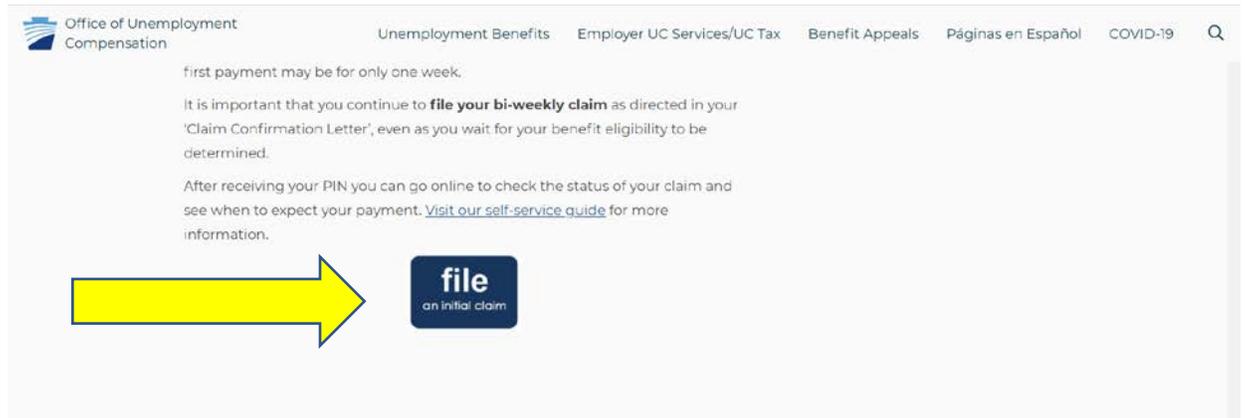
Different ways to file

- [Online](#): Complete an online application using our secure website 7 days a week, 24 hours a day.
- [Paper Form](#): A paper application can be downloaded and mailed to the address indicated on the form.
- **Videophone**: Services for individuals who use American Sign Language (ASL) can be reached at **717-704-8474** every Wednesday from 8 a.m. to 4 p.m.
- **Phone**: Call the statewide toll-free number at **1-888-313-7284**.

UC Service Centers - Hours of Operation	
Monday	8 a.m. - 4 p.m.
Tuesday	8 a.m. - 4 p.m.
Wednesday	12 p.m. - 6 p.m.
Thursday	8 a.m. - 4 p.m.
Friday	8 a.m. - 12 p.m.

- **TTY**: Services for the deaf and hard of hearing can be reached at **1-888-334-4046**.

8. Once you click on “Online”, the picture below will appear. Click on Indicated below with a yellow arrow.



9. From this point on follow the instructions provided online. The first steps is selecting to view in English or Spanish. The second step is to provide your social security number.