

Office of Unemployment Insurance Administration
Unemployment Claims Unit
PO Box 94094, Room 386
Baton Rouge, Louisiana 70804-9096

Unemployment Benefits Rights and Responsibilities (Benefits Rights Information)

INTRODUCTION

You recently filed a claim with the State of Louisiana for unemployment benefits. This document gives your rights and responsibilities under the Louisiana Employment Security Law. You must follow the instructions in this document in order to qualify for benefits. Please read this information carefully.

WHAT YOU MUST DO TO RECEIVE UNEMPLOYMENT BENEFITS

1. You must request payment of unemployment benefits each week either by phone at 866-783-5567 or online through HiRE (Helping Individuals Reach Employment) at www.louisianaworks.net/HIRE. **Please refer to the “Do You Have Questions?” section on Page 12 of this document for your designated call-in day.** You must file for your first payment the Sunday immediately following the date you filed your claim. If you file your unemployment claim on a Friday or Saturday, you must wait to file for your first payment the following Tuesday through Friday, after that, file for weekly benefits on each Sunday or Monday.

Continue to file each week for as long as you do not have a job and are eligible to claim benefits. You will be claiming benefits for the prior week. If you forget to file on Sunday or Monday, you may file on any other day of that week. The deadline to claim for weekly benefits is Fridays at 4:00 p.m., Central Time.

2. If you begin work, you **must** report ANY earnings for the week you work, **even if you’ve not yet been paid.** Include all income, commissions, tips and gratuities. Report the gross amount before deductions.

If you return to work and start earning more than what you receive in benefits each week, **stop filing.** If you are working and earn less than your weekly benefit amount, you may continue to file. However, you **MUST** report the gross amount you earned that week, even if you have not yet been paid.

Each week when you request payment, you will be asked, “Did you work between (date) and (date).” If you worked on or between those two dates, you must report earnings. If you do not report your earnings it may result in your unemployment payment being determined overpaid. **Any overpayment of unemployment benefits must be repaid.**

3. To be eligible for benefits each week, you **MUST** be able to go to work each day. If you

were offered a job today, you must be able to accept. You must look for work by contacting at least THREE different employers about job openings during EACH week that you claim benefits. You MUST contact DIFFERENT employers each week. You should keep a list of your work searches.

You will be automatically registered for work in Louisiana when you file your initial claim. Registering for work gives you access to search our database of jobs. You can search this database by logging into your HIRE account at www.louisianaworks.net/HIRE. Those who live out of state are subject of that state's laws regarding work registration.

More details on what information to keep about your work searches and the different requirements for union members can be found in the "Reporting Work Search Contacts" section later in this document.

4. You must apply for suitable work. The law says that you will be disqualified for benefits if you do not have a good reason why you do not apply for available, suitable work or accept suitable work when offered, or return to your usual self employment, if applicable.
5. If you move, **YOU MUST TELL US YOUR NEW ADDRESS IMMEDIATELY.** Changing your address with the U.S. Postal Service does NOT change your address with us. You may change your address online through HiRE at www.louisianaworks.net/HIRE. If you do not have internet access, you can call us at 866-783-5567. **Please refer to the "Do You Have Questions?" section on Page 12 of this document for your designated call-in day.**
6. Benefits will be paid either by debit card or by direct deposit. Activate your debit card as soon as you receive it. If you got a debit card from us because of a prior claim, you will use that card. More information can be found in the "Debit Cards or Direct Deposit" section of this document.
7. You MUST tell us if you receive or expect to receive ANY money from your employer. This includes vacation or holiday pay, bonuses, severance pay, separation or dismissal pay, wages received in lieu of notice, tips, commissions, military retirement pay, workers' compensation, WARN Act, royalties and any other payment based on your previous work. If you do not tell us about these payments, you could be disqualified for unemployment benefits and you will have to pay back any benefits you have received.

TO FILE FOR WEEKLY BENEFITS

You may file your weekly claim for benefits online through HiRE at www.louisianaworks.net/HIRE or by calling 1-866-783-5567. **Please refer to the "Do You Have Questions?" section on Page 12 of this document for your designated call-in day.** You need to make only one claim each week.

If you file your weekly claim online, you may file on any day of the week following the Saturday of the week you are claiming. You cannot claim a week before it ends on Saturday at midnight.

If you file by phone, you may call at any time day or night. You will enter information into the system by pressing the numbers on a touch-tone telephone. The system will repeat your answers to the questions and give you a chance to make corrections before continuing. If you are disconnected or if you hang up before the system tells you that your claim has been accepted, you will have to call again to file that weekly claim.

On your first call, you will be asked to create a Personal Identification Number (PIN). **Do not forget your PIN.** You will need it each time you use “Easy Call.”

Warning: Your PIN has the same legal authority as your signature. Protect your PIN. Do not give it to anyone. If you believe someone knows your PIN or has accessed your claim, immediately call 1-866-783-5567.

“Easy Call” Option 1: Filing for Weekly Benefits

You will be asked nine questions about the week you are claiming. You will always be claiming the week ending the Saturday **before** your call. Answer each question Yes or No by pressing 1 or 9 or by saying “One” or “Nine. Be sure to listen to the entire question before answering. **Note:** These same questions, in slightly different order and wording, are asked if you are filing for weekly benefits online through HiRE.

REPORTING EARNINGS

Louisiana Employment Security Law requires that you report your gross earnings (before deductions) in the week worked if you claim that week, even if you have not yet been paid. **Failure to report your earnings could result in overpayment of benefits, which you will be required to repay. Worse, a determination that you committed fraud could lead to an investigation and criminal charges.**

The LWC uses various ways and multiple sources to check if someone who gets unemployment benefits is working. Louisiana has a computerized cross-match system that checks Social Security numbers against other states’ records of wages to detect fraudulent claims. **Your employment and earnings information may be used in data verification cross-match resources to determine eligibility and/or proper payment of unemployment benefits.**

Question 1: *Did you work during this week?* If you did, you will be asked to list the gross dollar amount of wages earned only, followed by the pound sign (#).

Question 2: *Did you begin receiving a veteran’s administration allowance, an employer pension, or any other pension during this week, excluding Social Security benefits?*

Question 3: *Did you receive or apply for workers’ compensation during this week?*

Question 4: *Did you receive a vacation or severance payment during this week?*

Question 5: *Did you receive a bonus payment during this week, excluding any incentive payments or safety awards?*

Question 6: *Did you receive any holiday pay during this week?*

Question 7: *Did you refuse work during this week?*

Question 8: *Did you begin attending school or a training program during this week?* This does NOT include online courses or night classes.

Question 9: *Were you able, available, and looking for work during this week?*

WORK SEARCH CONTACTS

At the end of the nine questions, you will be asked for the names of the three different employers you contacted for work, and the dates of the contacts. You should keep a record of

your work searches, including the employer's name, address (mailing, web, or email), phone number, date of contact, person contacted, method of contact and results. Please have this information available when filing for your weekly benefits. See the "Reporting Work Search Contacts" section in this document for more information.

"Easy Call" Option 2 - 6: Other Information

Other information is available through "Easy Call" including the processing of your most recent benefit payment, the status of your appeal, the location of your local Business & Career Solutions Center (Job Center), and the amount of unemployment benefits paid to you during a tax year.

REPORTING WORK SEARCH CONTACTS

You must actively look for work. To meet this requirement, you may be required to have an Eligibility Review and Re-employment Assistance Plan and you **MUST** contact at least three different employers about job opportunities during each week that you claim benefits. You **MUST** contact **DIFFERENT** employers each week.

You should keep a record of your work searches, including the employer's name, address (mailing, web, or email), phone number, date of contact, person contacted, method of contact and results.

If you are a member in good standing with a recognized craft union and continue to be available to your union for referrals to jobs, you must satisfy the work search requirement by reporting to your union hall at least once each week and securing a union officer's signed statement. If your home is more than 20 miles round trip from your union hall, you should call the union hall at least once each week. You should keep a record of the call, including the name of the person contacted, date, and time of the call.

If you are on temporary layoff from your regular employer, with a definite return date for this employer (within a six-week period), you will have satisfied the work search requirement if you hold yourself available for re-employment at your last pace of employment.

ELIGIBILITY REVIEW AND RE-EMPLOYMENT ASSISTANCE PLAN

Periodically during your benefit year, you will be advised to report to your nearest Business & Career Solutions Center for an eligibility review or to participate in re-employment assistance activities. This is to ensure that you are taking steps to get another job. **Failure to report as instructed can result in a denial of benefits.**

TRAVEL

If you travel from place to place in search of work, you may continue to file for benefits online through HiRE at www.louisianaworks.net/HIRE or by using the "Easy Call" system. You must be able to work, available for work, and actively seeking work while traveling. If you move to a new location, you must notify this agency to change your address, as soon as possible. Review the "Changing Your Address" section earlier in this document for more information.

KEEPING RECORDS

It is your responsibility to keep accurate records of the weeks you claim, payments you receive, wages you earn and work search contacts you make. When you inquire about your claim, we will be better able to assist you if you keep accurate records.

CHANGING YOUR ADDRESS

If you move, **YOU MUST TELL US YOUR NEW ADDRESS IMMEDIATELY.** Changing your address with the U.S. Postal Service does NOT change your address with us. You may change your address online through HIRE at www.louisianaworks.net/HIRE. If you do not have internet access, you can call us at 1-866-783-5567. **Please refer to the “Do You Have Questions?” section on Page 12 of this document for your designated call-in day.**

GENERAL ELIGIBILITY

Unemployment insurance is funded by a tax on employers. You do not pay anything for unemployment insurance while you are working. Unemployment insurance is for individuals who earn wages from an employer who is required by law to pay the unemployment insurance tax. It does not include self-employment. Any employer that you worked for in the past 18 months is notified immediately when you file for unemployment benefits. Your employer(s) tell us why you are no longer working for them (for example: laid-off, quit, discharged/fired, etc.) The reason why you left that employer(s) could make a difference to your claim. See the “Nonmonetary Issues – Disqualification” section later in this document for more information.

To be eligible for unemployment benefits, you **must** meet the following requirements:

- a) You must no longer be working through no fault of your own OR your work hours MUST have been reduced. If you quit or were fired, you may not be eligible for benefits. You may be eligible if you are working less than full-time and earning less than what you would receive in weekly unemployment benefits. You MUST report ANY earnings for the week you work, **even if you’ve not yet been paid.** Include all income, commissions, tips and gratuities. Report the gross amount before deductions.
- (b) During your benefit year, you may be required to report to your nearest Business & Career Solutions Center to participate in reemployment assistance activities. The goal of these activities is to help you become reemployed. Failure to report as instructed may result in a denial of benefits.
- (c) You **must** file a weekly claim to receive benefits. You can file online through HiRE at www.louisianaworks.net/HIRE or by phone at 866-783-5567. **Please refer to the “Do You Have Questions?” section on Page 12 of this document for your designated call-in day.** Continue to file for each week as long you do not have a job. You cannot be paid for any week(s) that you do not claim.
- (d) You must be able to go to work **each day.** If you are sick, in the hospital or otherwise unable to work even one day of a week, **you cannot claim benefits for that week.** When you are able to work each day again, you will need to reopen your claim. See the “New/Additional/Reopened Claims” section later in this document for more information.
- (e) You must be available for full-time work. If you were offered a job today, you must be able to accept. If there is any time that you cannot accept work, it is your responsibility to tell us.
- (f) You must actively look for work by contacting at least **THREE** different employers about job openings during EACH week that you claim benefits. You MUST contact **DIFFERENT** employers each week. You should keep a list of your work searches, including the employer’s name, address (mailing, web, or email), phone number, date of contact, person

contacted, method of contact, and results. Union members and those on temporary layoff with a definite date of return may not have to follow this rule. More details about your work searches can be found in the “Reporting Work Search Contacts” section in this document.

BENEFIT YEAR

Your benefit year is the 52 calendar weeks that immediately follow the Sunday of the week you filed your first claim. Each benefit week begins on Sunday and ends on Saturday. If you are determined to be eligible for benefits, you will have a maximum of 26 payable weeks plus the week of waiting during the 52 week benefit year.

You will have a maximum amount that you can collect in unemployment benefits, based on your eligibility. During your benefit year, you may receive weekly benefits, up to the maximum weekly amount you are eligible to receive. Any earnings, pensions, accrued vacation, holiday pay, severance or dismissal pay, and wages in lieu of notice must be deducted from this weekly amount.

You may receive weekly benefits until you reach your maximum amount. If you reach your maximum amount before the end of your benefit year, and you are still unemployed, you must wait until the end of your benefit year before you can file a new unemployment claim in Louisiana.

During periods of high unemployment, you may be eligible for benefits under the Extended Benefits (EB) Program. As appropriate, you will receive further information regarding the EB Program or any other program enacted and funded by the federal government. **EXTENDED BENEFITS ARE NOT AVAILABLE AT THE CURRENT TIME IN LOUISIANA.**

BASE PERIOD

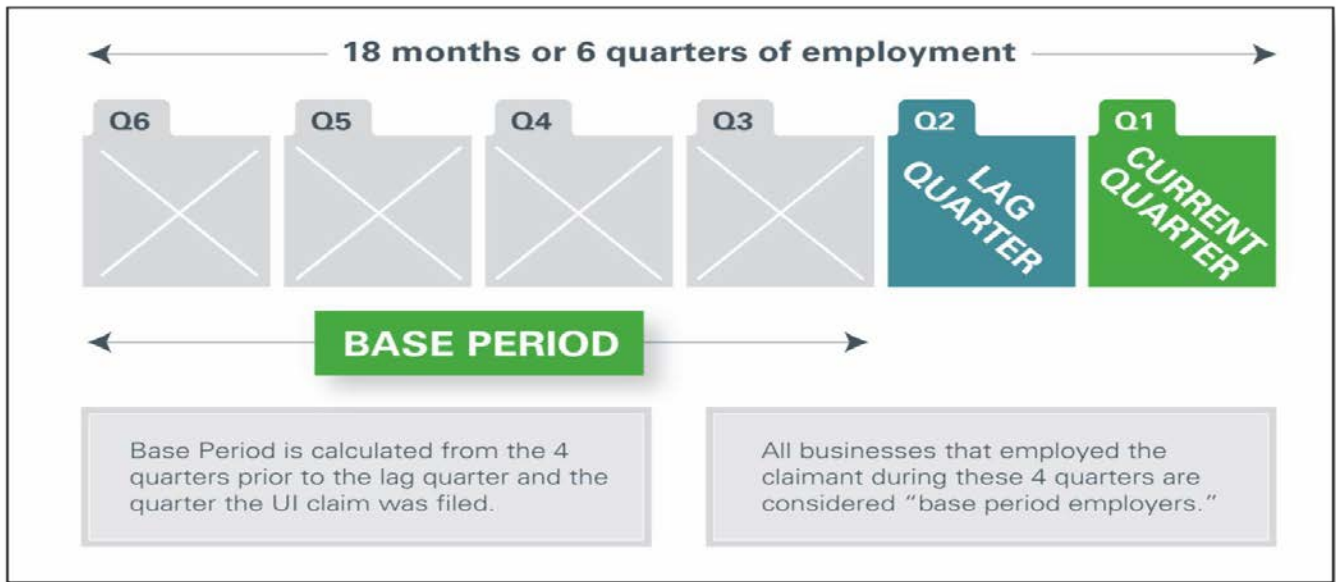
Employers report wages every three months, also known as a quarter. There are four quarters in a year. For UI purposes, the calendar quarters are divided as shown below:

Calendar Quarters
January through March
April through June
July through September
October through December

When you file a new or first claim for unemployment benefits, we do not look at your wages from the current quarter. We also do not count wages earned in the quarter immediately before the current quarter. The quarter immediately before the current quarter is called the lag quarter.

When you file a new or first claim for unemployment benefits, the amount you receive is determined by how much money you earned in the four quarters before the lag quarter. You had to have worked for employers who paid unemployment insurance taxes during that time.

See the illustration on Page 7 to help explain base period:



MONETARY DETERMINATION

When you file a new claim for benefits, you will receive a monetary determination in the mail. The monetary determination is a listing of your wages earned in each of the four calendar quarters of your base period. The determination will also show the maximum amount you can draw on your claim and how much money you can receive in your weekly benefit payment. When you receive the determination you should examine it carefully.

Combined Wage Claim (CWC) - If you are filing a claim that requires wages to be transferred from another state then those wages will need to be requested from the state other than Louisiana that you worked. This may take several days for the transfer of wages to show on your base period wage form.

NOTE: If you have told us of base period employment with federal civilian and/or federal military wages, these wages may not appear on your initial monetary determination. This wage information is being requested from the federal government and will be added to your claim when it is received. **It is important that you continue to file for your weekly benefits during this time in order to ensure the proper processing of your payment request until the federal civilian and/or federal military wage information become available.**

To have a monetarily eligible claim, the monetary determination must show that you have been paid wages by an employer who paid unemployment insurance taxes during the base period of your claim (also called covered employment.) The wages you earned during your base period must be at least \$1,200 and total at least 1.5 times your wages in the base period quarter when you earned the most money (also called the high quarter.) For example, if you earned \$3,000 in your high quarter, then your total wages in covered employment for the base period must be at least \$4,500.

The weekly benefit amount of unemployment compensation that you may receive is fixed by law. The amount of money you could receive each week will be at least \$10 and no more than \$247. The weekly benefit amount is figured based on how much money you earned in covered employment. The formula used to determine your weekly benefit amount is to first take 1/25th of the average of your total covered employment wages in the base period. That number is multiplied by 1.05, and then multiplied again by 1.15.

The maximum amount of unemployment benefits that you may receive during your benefit year is 26 times your weekly benefit amount. Weekly benefits are not payable beyond the number of weeks shown on your monetary determination.

REQUEST FOR REDETERMINATION

If you believe the total wages in covered employment shown on your monetary determination is wrong or incomplete, you can request a redetermination. When you receive your monetary determination, you should review the past employers and wages earned that we have listed for you. Look to see if 1) there are employers and/or wages missing, or 2) there are wages and/or employers listed that do not belong to you. If there is an error, you should immediately call the LWC Claim Center and ask for help in filing a monetary redetermination to either add or remove wages. When you file a redetermination, you must have your monetary determination, your Social Security Card, W-2 form, check stubs or any other proof of wages earned, and the name(s) and address(es) of employers that you worked for during the base period of your claim

When you file a request for redetermination, you should keep filing for your weekly benefits as long as you are unemployed. If you are approved, you will be paid back for all the weeks you filed.

WE CHECK WITH EMPLOYERS

When you file your claim, we contact your last employer and the Louisiana employers that you worked for during and after your base period, as well as those employers you worked for after you filed the claim. We tell them that you have applied for unemployment benefits. We check with them to determine why you are no longer working for them.

If any of your past employers tell us they do not think you should receive unemployment, we will let you know. We will contact you and the employer to get more information, and will decide if you should be paid. Once a determination is made, we will tell you and the employer. If either of you disagree with our decision, you can appeal the determination.

WEEK OF WAITING

Your claim generally becomes effective on the Sunday before the day you file your claim. Benefits are claimed on a calendar week basis. Each week begins Sunday and ends at midnight the following Saturday. You are always filing for the week **before** the date that you submit your request for benefits.

The first seven days following the effective date of your new claim is generally your week of waiting. **YOU WILL NOT BE PAID FOR THE WEEK OF WAITING.**

NONMONETARY ISSUES – DISQUALIFICATION

Even if you've earned enough wages in covered employment, you may be disqualified for unemployment benefits for other reasons. The Louisiana Employment Security Law says you cannot receive benefits if:

- (a) You left your employment without good cause (because of a big change your employer made to your job.)
- (b) You were fired for misconduct connected with your employment.

- (c) You fail to (1) apply for available suitable work as directed by the agency, (2) accept suitable work, or (3) return to your customary self-employment.

If you are disqualified for any reason listed in (a), (b) or (c) above, you will be denied benefits until you have been paid wages for work in covered employment equivalent to at least 10 times your weekly benefit amount following the week in which the disqualifying separation occurred and you have not left your last employer under disqualifying conditions. In addition, if you are disqualified under (b) above, wages earned with that employer will NOT be used to determine your possible weekly benefit amount.

- (d) For any week that you are unemployed due to a labor strike which is in active progress at the factory, establishment or other work locations at which you are, or were, employed, if you are participating in or stand to profit from the dispute.
- (e) For any week or part of a week that you are receiving or seeking unemployment benefits from another state, District of Columbia, Puerto Rico, Virgin Islands, or Canada.
- (f) For any week or part or a week that you are receiving or have received: wages in lieu of notice, compensation under the workers' compensation law, payments under any pension plan (excluding Social Security benefits) toward the cost of which a base period employer is contributing or has contributed in your behalf, vacation pay, severance or dismissal pay or holiday pay.

If the amount of money you received through these is less than the weekly benefit amount you would receive, you will be paid the difference.

- (g) You fraudulently seek or receive benefits to which you are not entitled.
- (h) You filed back-to-back claims and received benefits without earning wages between those periods.
- (i) You were discharged for the use of illegal drugs and/or alcohol. Misconduct shall include discharge for either on- or off-the-job use of non-prescription controlled substances.
- (j) If you fail to report/respond as instructed, you may be disqualified for benefits.

REACTIVATING A CLAIM

Your unemployment claim will become inactive if:

- If you miss filing one or more weeks of benefits for any reason (e.g., you returned to work).
- If you have three or more consecutive weeks in which you report gross wages that are equal to or greater than your Weekly Benefit Amount.

When your claim becomes inactive, you must go online to reactivate it if you wish to continue filing for benefits. Under **Unemployment Services** from your HiRE dashboard, you can select the option **File a claim** to reactivate your claim. Once your claim is reactivated, you will have to wait until the following Sunday to begin filing for your weekly benefits again.

When reactivating an existing claim, if you have worked at all since the last time you filed, you **MUST** report your most recent employer and indicate the reason why you are no longer employed.

Additional and renewal of claims may be done by online through HiRE at www.louisianaworks.net/HiRE. If you have any questions you can contact the Claim Center at 1-866-783-5567. **Please refer to the “Do You Have Questions?” section on Page 12 of this document for your designated call-in day.**

DEBIT CARDS OR DIRECT DEPOSIT

Benefits will be paid either by debit card or by direct deposit. If you file your claim through HiRE, you can select your payment method as part of your claim registration.

Debit card – Shortly after you file your claim and if you do not select direct deposit, you will receive a debit card from U.S. Bank in the mail, unless you already have a debit card from U.S. Bank because of a prior claim. Follow the instructions you get with the card and activate your debit card as soon as you receive it. If you got a debit card from us because of a prior claim, you will use that card. If you need to replace a lost or expired card, contact U.S. Bank at (855) 274-0354 or (855) 282-6161.

Debit cards will come in an unmarked envelope. Please follow the instruction to activate your card. Debit cards will arrive via U.S. Postal mail within 7-14 days.

Once you have been found eligible for benefits, a deposit will be made to your debit card account each week for the amount of benefits you are entitled to and that you have claimed. It may be three or four days after you file your weekly claim before the benefits are available through the debit card. You may check on the balance on the card by calling the customer service number listed on the card. Depending upon the service you need, the bank may charge you service charge.

Your debit card will remain current for three years after it is issued. Please note the expiration date printed on the front of the card. If you have problems with the debit card, contact U.S. Bank at (855) 274-0354 or (855) 282-6161.

Direct deposit – Direct deposit is a convenient, safe, and reliable way to receive your benefits. You may have your benefit payments deposited directly into your bank account or financial institution.

You can establish and update your direct deposit online through HiRE at www.louisianaworks.net/hire. When you log in, go to the “My Personal Profile” section on your dashboard and select “Update Banking Information.” Complete the online form and click “Save.” Allow two business days for your banking change to be processed.

Your bank or financial institution information will be kept strictly confidential. **It is your responsibility to notify your bank or financial institution of your direct deposit arrangement.**

Any benefit payment you are eligible to receive before your direct deposit request goes into effect will be deposited to your debit card. If you file your weekly claims by “Easy Call,” you will not receive any notification from us that your benefit payment has been deposited into your account. It is your responsibility to verify receipt of benefits with your financial institution.

If a problem with your direct deposit develops, we will notify you and provide you information to assist in resolving the problem. Payments will be sent to your mailing address until the problem is resolved.

OVERPAYMENTS AND FRAUD

If you begin work, you **must** report to the LWC **any** earnings for the week you start work -- **even if you have not yet been paid**. The LWC uses various ways and multiple sources to check if someone who gets unemployment benefits is working.

Failure to report your earnings could result in overpayment of benefits, which you will be required to repay. Worse, a determination that you committed fraud could lead to an investigation and criminal charges.

Any unemployment payment you receive that you're not supposed to get is considered an overpayment. The LWC will recoup overpayment balances by deducting the amount from future unemployment payments, or if necessary, by assessing penalties and garnishing any federal and/or state income tax refunds.

If your overpayment is found to be the result of fraud:

- You will be disqualified for 52 weeks from receiving unemployment benefits.
- You will be referred for legal action, such as investigation and/or prosecution.
- Your recreational hunting and fishing licenses will be suspended.
- Liens will be assessed.
- Your federal and/or state income tax refunds will be garnished.

APPEALS

You have the right to appeal any nonmonetary determination or monetary redetermination we make regarding your unemployment benefits. If you disagree with the Agency's decision, you have a right to appeal the determination(s) within 15 calendar days of the determination's mail date. Instructions for filing an appeal are included in the decision.

There are four methods for filing an appeal:

1. Online at www.louisianaworks.net/HIRE
2. E-mail – clerkappeal@lwc.la.gov
3. Postal mail – LWC Appeals Unit, P.O. Box 94094, Baton Rouge, LA 70804-9094
4. Fax the appeals to 225-346-6077

The appeal must be postmarked (if mailed), received (if submitted online) or faxed within 15 days of our mailing the disqualification determination to the last address of record. **DO NOT DELAY YOUR APPEAL**. If you are filing your appeal late, you should explain why. Continue to file your weekly claims until a final decision has been issued.

If your appeal is filed timely, you have a right to a hearing before an Administrative Law Judge of the Appeals Tribunal. You may appeal an Appeals Tribunal decision to the Board of Review. You may appeal a Board of Review decision to the Judicial District Court where you reside.

Appeal hearings are usually conducted by telephone; therefore, it is important that you provide LWC with a telephone number where you can be reached at least one day before the hearing.

After receipt of your appeal, you will be notified of a date and time that the hearing will be conducted. When you receive the notice of the telephone hearing, please read it carefully and follow the instructions. You are asked for a phone number on your initial application, but you may update your phone number at any time through HiRE at www.louisianaworks.net/HIRE or by calling the Claim Center at 1-866-783-5567. You may request an in-person hearing.

There is no charge for an appeal to the Appeals Tribunal or the Board of Review.

PRIVACY ACT OF 1974

Under authority of the Internal Revenue Code of 1954 (26 U.S.C. 85 6011 (a), 605B and 6109 (a) this Agency requires that you enter your Social Security Number on the forms you submit when filing an unemployment insurance claim. Your Social Security Number and any other information you provide is subject to verification through matching programs with other government agencies. Your Social Security Number will be used in reporting to the U.S Internal Revenue Service the unemployment compensation that we paid to you during the year. This information also may be requested and utilized for other governmental purposes including, but not limited to, verification of eligibility under other programs.

PRIVACY ACT INFORMATION

In accordance with the Privacy Act (at 5 U.S.C. §552a(o)(1)(D)(i)), state agencies are required to notify applicants and recipients of benefits that any information provided may be subject to verification through computer matching programs.

IMPORTANT NOTICE ABOUT INCOME TAX

Unemployment benefits are subject to federal income taxes. If federal income taxes are not withheld from the benefits that you receive, you are required to make quarterly estimated income tax payments to the Internal Revenue Service. You can avoid making these quarterly payments by having 10 percent of your gross weekly benefit amount deducted for this purpose. You were given this option at the time that you filed your initial claim.

If you wish to change your original decision, call our Claim Center at 1-866-783-5567. **Please refer to the “Do You Have Questions?” section on Page 12 of this document for your designated call-in day.** If you do not choose to have federal income taxes deducted from your benefits, you should consult an agent of the Internal Revenue Service or your tax preparer for information on making quarterly estimated tax payments.

Form IRS 1099-G, will be provided to you as a statement of benefits paid to you for the previous year. The Internal Revenue Service will be given the same information. You must keep this agency informed of your correct address in order for you to receive your tax statement by mail. Your Form IRS 1099-G also will be available online through HiRE at www.louisianaworks.net/HIRE.

Notices of all overpayments, fraud assessments, credits against overpayments and reimbursements should be kept for tax purposes. This agency only reports the amount of benefits issued. It may not deduct credits or reimbursements.

DO YOU HAVE QUESTIONS?

Call our Claim Center at **1-866-783-5567**. Refer to the following call-in schedule based on the last four digits of your Social Security Number (SSN):

- If your SSN ends with **0000-2499**, your designated call-in day is **Monday**.
- SSNs ending with **2500-4999** should call on **Tuesday**.
- SSNs ending with **5000-7499** have **Wednesday** as the designated call-in day.
- SSNs ending with **7500-9999** should call on **Thursday**.
- **Friday** has been designated as **open to anyone** needing assistance.

WORK RECORDS

Gross wages earned during any week that you claim benefits must be reported for the week that you worked, even if you have not yet been paid. To figure the total gross wages earned during a week, take the total number of hours you worked between the hours of 12:01 a.m. Sunday and midnight of the following Saturday. Multiply the number of hours worked by the rate of pay per hour.

DATE	NUMBER OF HOURS WORKED	TOTAL GROSS WAGES	EMPLOYER'S NAME

RECORD OF WORK SEARCH CONTACTS

You are required to keep an accurate record of your weekly work searches. This information will be helpful to you in responding to questions on the "Easy Call" system and when you are required to complete the Eligibility Review.

DATE, TIME OF CONTACT	EMPLOYER'S NAME and ADDRESS (mailing, web or email) or UNION OFFICER'S NAME	NAME OF PERSON CONTACTED	PHONE NUMBER OF CONTACT	METHOD OF CONTACT	RESULTS