



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.laworks.net. 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. We use many sources to check if you begin work. Failure to report your earnings will result in your unemployment payment being determined overpaid. **Any overpayment of unemployment benefits must be repaid.**

More information on reporting earnings and overpayments can be found later in this document.

- a) 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 **MUST** register for work through your local Business & Career Solutions Center (Louisiana Workforce Commission job center) within 14 days of filing your first (initial) claim for unemployment benefits. Union members and those on temporary layoff with a definite date of return may not have to follow this rule.

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.laworks.net. If you do not have internet access, you can call us at 866-783-5567.
5. 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 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.

IF YOU HAVE QUESTIONS

If you have questions concerning your claim, call our Claim Center at **866-783-5567**.

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.laworks.net. If you do not have internet access, you can call us at 866-783-5567.

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 be no longer 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) You must be registered for work through your local Business & Career Solutions Center (Louisiana Workforce Commission Job Center).
- c) You **must** file a weekly claim to receive benefits. You can file online through HiRE at www.laworks.net or by phone at 866-783-5567. 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. 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, 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 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.

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.

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.

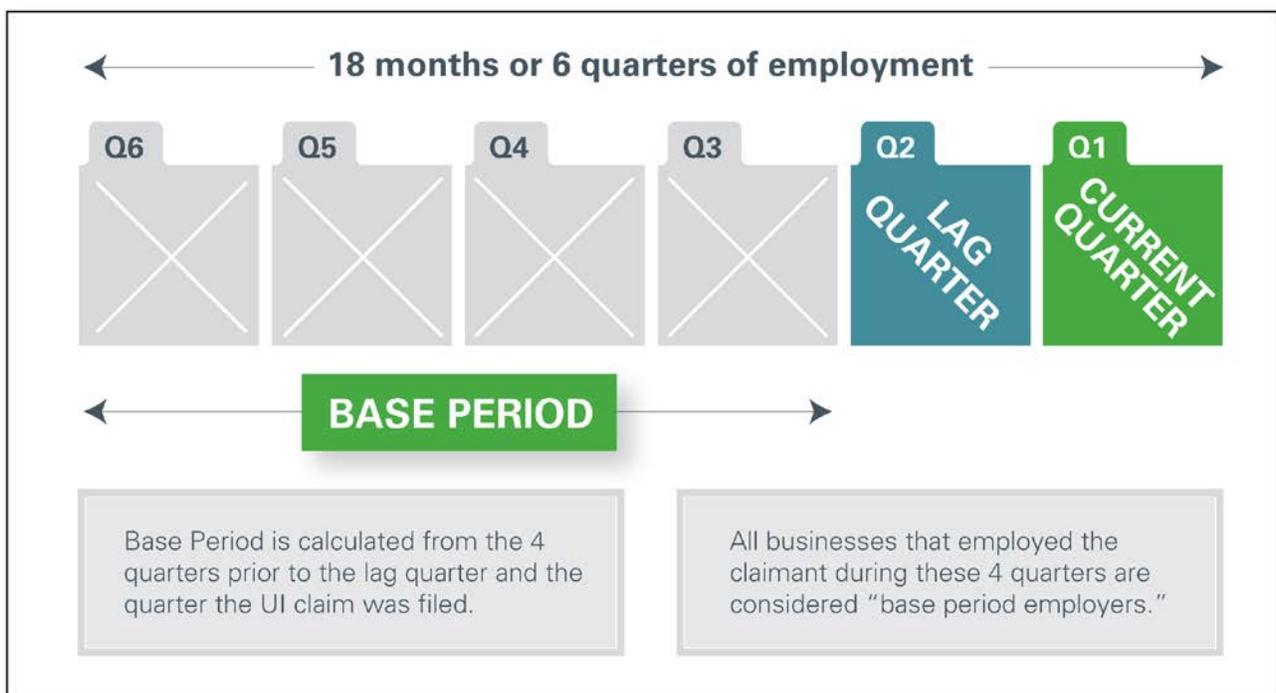
During periods of high unemployment, you may be eligible for benefits under the Extended Benefits (EB) Program. As appropriate, you will receive further information regarding the EB Program or any other program enacted and funded by the federal government.

BASE PERIOD

Employers report wages every three months, also known as a quarter. There are four quarters in a year. 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 below to help explain base period. Your monetary determination will show the base period for your claim.



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.

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. A week of full benefits or one reduced or denied by severance pay counts as one of the allotted weeks.

REQUEST FOR RECONSIDERATION

If you believe the total wages in covered employment shown on your monetary determination is wrong or incomplete, you can request a reconsideration. 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 at **1-866-783-5567** and ask for help in filing a monetary reconsideration to either add or remove wages. When you file a reconsideration, 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 reconsideration, 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 make sure you are no longer working and that you didn't leave because you quit or got fired.

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.

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, (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 have not earned a specified amount of wages before you filed your claim and received benefits.

- (i) You were discharged for the use of illegal drugs. 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.

APPEALS

You have the right to appeal any nonmonetary determination or monetary reconsideration we make regarding your unemployment benefits. There are three methods for filing an appeal:

- 1) Online at www.laworks.net
- 2) Mail addressed to the LWC Appeals Unit, P.O. Box 94094, Baton Rouge, LA 70804-9094
- 3) Fax the appeal 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. If the legal 15-day period ends on a Saturday, Sunday or legal state holiday, then the appeals period is extended to the next work day that is not a holiday. **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. 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.laworks.net 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.

NEW/ADDITIONAL/REOPENED CLAIMS

Your first claim to establish a benefit year is called a new or initial claim. You must report any job offers that you refuse to accept, and any job separations that may occur after you last filed a new or additional (renewed) claim before submitting a subsequent continued claim for benefits. An additional claim is necessary after each separation to start a new claim series. You must also file a renewal if you have a break in filing continued claims each week, or if you have three or more consecutive weeks in which you report gross wages that are equal or greater than your weekly benefit amount.

Additional and renewal of claims may be done by online through HiRE at www.laworks.net. If you have any questions you can contact the Claim Center at 1-866-783-5667.

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.**

DEBIT CARDS OR DIRECT DEPOSIT

Benefits will be paid either by debit card or by direct deposit.

Debit card

Shortly after you file your claim, you will receive a debit card in the mail, unless you got a debit card from us 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 Chase Bank at (866) 795-5926.

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 a 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 Chase Bank at 1-866-795-5926.

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 set up your direct deposit online through HiRE at www.laworks.net. To have your benefits paid through direct deposit, you will need to complete and sign the Agreement for Direct Deposit form. You can request the form by calling the Claim Center at calling 1-866-783-5667. If you mark Checking Account or Savings Account, you must fill in the Banking Institution information on the form. **Be sure to keep a copy of your completed form for your records.**

Mail or fax the agreement along with one of your checks (marked "VOID") showing your account number and your bank's transit/routing number to:

Louisiana Workforce Commission
Direct Deposit Processing
P. O. Box 94094
Baton Rouge, LA 70804-9094

Fax: (225) 346-6070

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.

TO FILE FOR WEEKLY BENEFITS

You may file your weekly claim for benefits online through HiRE at www.laworks.net or by calling 1-866-783-5667. 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, immediately call 1-866-783-5567 and change your PIN. If you believe that someone has accessed your claim, contact the Claim Center at 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.

Question 1:

Did you work during this week? If you did, you will be asked to list the gross wages you earned. **Do not include cents.** Enter the dollar amount only, followed by the pound sign (#).

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 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? You should answer this question "No" if this information was given when you filed your new or re-opened unemployment claim.

Question 4:

Did you receive a vacation or severance payment during this week? You should answer this question "No" if this information was given when you filed your new or re-opened unemployment claim.

Question 5:

Did you receive a bonus payment during this week, excluding any incentive payments or safety awards? You should answer this question "No" if this information was given when you filed your new or re-opened unemployment claim.

Question 6:

Did you receive any holiday pay during this week? You should answer this question "No" if this information was given when you filed your new or re-opened unemployment claim.

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 classes taken at night. You should answer this question "No" if this information was given when you filed your new or re-opened Unemployment Insurance claim.

Question 9:

Were you able, available, and looking for work during this week? You should answer this question "Yes" if you are able to work, available to accept work offered to you, and looking for work.

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" Options 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 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 roundtrip 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 place 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.laworks.net 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.

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.

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. 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.laworks.net.

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.

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.

If you do not agree with the determination of overpayment, you have **15 days** to file a timely appeal. Refer to the "Appeals" section of this document for more information.

WORK RECORD

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