



# **A Guide to Arizona UI Benefits**

**Unemployment Insurance Benefits**

**[azui.com](http://azui.com)**

Arizona Department of Economic Security  
Unemployment Insurance Program

# A Guide to Arizona UI Benefits

## Table of Contents

Introduction .....	1
Certification of Understanding .....	1
Unemployment Insurance Programs .....	1
General Information .....	2
General Unemployment Benefit Eligibility .....	4
Eligibility Based on Work and Wages .....	6
Denial of Benefits .....	8
Filing Weekly Continued Claims .....	9
Appeals .....	11
Claims Audit .....	12
Change of Address .....	12
Overpayments .....	12
Taxable Benefits .....	13
Discrimination is Prohibited .....	13
Privacy Act .....	14
Confidentiality .....	14
ADA Statement .....	15
Web Sites and Telephone Numbers .....	Back Cover

## Introduction

This booklet explains your rights and responsibilities regarding claims for unemployment insurance benefits but is not the law. The Employment Security Law of Arizona and the State Rules set the eligibility requirements for receiving unemployment insurance benefits in the State of Arizona.

**Workers in Arizona do not contribute to these benefits.** Employer taxes pay for unemployment insurance benefits in Arizona.

## Certification of Understanding

You are responsible for learning your rights and responsibilities in connection with your unemployment insurance claim. You must certify that you have read and understood the contents of this booklet or have had the contents of this booklet explained to you. If you have any questions, please ask a customer service representative. Contact information is on the back cover.

## Unemployment Insurance Programs

Listed below are the unemployment insurance programs available in Arizona.

**Unemployment Insurance (UI)** – Your eligibility is based on wages you have earned in Arizona from employers who pay the unemployment insurance tax.

**Unemployment Insurance for Federal Employees (UCFE)** – Your eligibility for this program is determined by the unemployment insurance laws of the state where you last worked in federal civilian employment. If you also had some non-federal employment, or if you were employed outside the United States, your eligibility depends on the laws of the state where you live when you file your claim.

**Unemployment Insurance for Ex-Military and National Oceanic and Atmospheric Administration Personnel (UCX)** – Your eligibility for this program is based on the reason for separation from active service in the armed forces or the National Oceanic and Atmospheric Administration (NOAA). You will need to provide information from your Service Member Copy No. 4 of the DD-214. The state where you first file a claim after separation determines eligibility for benefits under the unemployment insurance laws of that state.

**Combined Wages** – Your eligibility for this program allows you to combine wages earned in all states. You have the option to file a claim in any one of the states where you earned wages. Combining wages may increase the amount of unemployment insurance benefits you may receive.

**Approved Training** – This program is designed for individuals who are currently enrolled in a training program. DES determines eligibility after it is established that the course and school are approved.

**Shared Work** – This program is only available if your employer has applied and been approved for a Shared Work plan. Under this program, you may be eligible for a portion of your unemployment insurance benefits when your work hours are reduced.

**Workers Compensation Claim (Alternate Base Period)** – You may use an alternate base period if you have a work-related injury or disability, you received Workers' Compensation from your employer, and you did not earn enough wages in your regular base period to qualify for regular benefits.

**Labor Dispute Claim** – You may file a Labor Dispute Claim if a dispute or disagreement results in a strike or lockout at your place of employment. DES will confirm that a labor dispute exists.

**Disaster Unemployment Assistance (DUA)** – This is a special form of federal unemployment insurance payable to workers and self-employed individuals when they lose their jobs as a result of a major disaster. DES publicly announce when DUA is in effect.

**Trade Readjustment Allowance (TRA)** – This program is provided by federal law and is a special type of unemployment insurance payable to workers who lost their jobs due to import or outsourcing.

**Extended Benefits** – This program may be available to you during a period of high unemployment if you use up your regular UI benefits and are not monetarily eligible in another state. DES will make public announcements and advise all individuals who are potentially eligible when an Extended Benefit period begins or ends.

For additional information on these Unemployment Insurance Programs, please visit [AZUI.com](http://AZUI.com).

## General Information

When you apply for unemployment insurance benefits, we ask a series of questions to find out if you are eligible. We review wages and earnings (monetary) and general (non-monetary) eligibility factors, which are explained in the following sections. We will notify your former employer(s) when you file a claim and we will ask for the last date you worked and the reason you are unemployed.

**Reporting Information** – When you file your initial claim or a weekly continued claim for unemployment insurance benefits, you are responsible for reporting any information that may affect your eligibility for benefits.

**False Statement on Claims** – If you knowingly make a false statement or withhold information in order to collect unemployment insurance benefits you are not entitled to, this may be considered fraud and you will be disqualified from receiving benefits up to 52 weeks. The Arizona Department of Economic Security may take civil or criminal action. You will be required to repay the amount you received illegally. Unemployment Insurance fraud is a potential **Class VI Felony** punishable by up to **two years in prison** and **fines up to \$150,000** for **each** overpaid benefit week.

**Additional Claims** – If you stopped filing because you returned to work and want to continue your unemployment claim, you will need to provide us with the name of your last employer, your new last day of work, and your reason for separation. You may file this claim online at [azui.com](http://azui.com).

**Reopening Claims** – If you stopped filing because of vacation, illness or other reason, you can file a claim to reopen online at [azui.com](http://azui.com). You will not receive payment for any weeks of unemployment for which you did not file a weekly claim.

**Waiting Week** – The **waiting week** is the first week you file a weekly claim and meet all eligibility requirements. You will not receive benefits for a waiting week. Your waiting week cannot be:

- A week in which you earn wages equal to or greater than your weekly benefit amount
- A week for which you are not eligible for any reason
- A week that occurred prior to the effective date of your claim

**First Payable Claim** – This is usually the week following your waiting week *if* you are eligible for benefits.

**Reemployment Services** – Reemployment services are available to anyone who is looking for work. These services include:

- A nationwide listing of job openings
- Resume preparation assistance
- Employment counseling and guidance
- Reemployment training referrals
- Labor Market Information and exploring career options
- Veterans' representatives to help U.S. military veterans

Many employers seeking qualified workers list their employment opportunities on the Arizona Job Connection website at [azjobconnection.gov](http://azjobconnection.gov). For more information about the employment services that are available to you or to find an employment services office, visit [ARIZONAatWORK.com](http://ARIZONAatWORK.com).

ARIZONA@WORK offices offer computer access for filing benefits at no cost to you. You can log into your UI account at [uibenefits.az.gov](http://uibenefits.az.gov) for up to date claim information or for all other UI benefits eligibility questions and concerns not addressed on our website, please call the UI Call Center at 1-877-600-2722.

**Direct Deposit** – You may elect to have your unemployment benefits deposited into your personal checking or savings account. You can sign up for direct deposit online, or locate the Information Regarding Direct Deposit/Agreement for Direct Deposit form (UIB-1091A) online at [azui.com](http://azui.com) under Forms and Pamphlets located on the home page. Mail or email the completed form as instructed.

**Debit Card** – When you file for unemployment benefits, DES's banking institution will send you a debit card in the mail. **This card remains valid for five years.** You will not receive

a new card each time you file. Your unemployment insurance benefits (and child support payments if you receive them) are deposited into the debit account connected to this card. ***Follow the instructions provided with the card to activate it. You must do this before you can use the card.***

**Incorrect Payment** – If you receive a payment that you believe is in the wrong amount or should not have been issued to you, ***do not spend the funds.*** Call a customer service representative as soon as possible.

## **General Unemployment Benefit Eligibility**

**Residency** – ***You are not eligible*** if you live outside of the United States, Canada, Puerto Rico, or the Virgin Islands ***and*** you do not have access to an employment office ***and*** you cannot accept immediate employment in the U.S.

**Able to Work** – You must be mentally and physically able to work at a job for which you are qualified by experience, education, or training. You are not eligible for benefits if you are sick or otherwise not able to work.

**Available for Work** – You must be available to a labor market that has jobs you are qualified for through your experience, education, or training. You must be ready to accept full-time work when offered and to report for work at the time the employer requires. You must also have transportation, proper clothing, licenses, and tools as required for your type of work. In addition, any domestic responsibilities, such as childcare, must not present a barrier to prompt reemployment.

**Actively Seeking Work** – You must make an active and continuous effort to seek work each week you claim benefits. ***If you do not search for work as described below, we will disqualify you for the duration of your unemployment.***

To stay eligible for benefits:

You must engage in a systematic and sustained effort to obtain work.

Your work search should include trying to find work that you are suited for by experience, education, and/or training. An adequate search for work is a sincere, consistent effort to find a job and is not just an attempt to remain eligible for benefits. You should follow-up general inquiries by making personal visits or by submitting applications and resumes.

Besides directly contacting employers, acceptable work search contacts also include:

- Registering with and contacting your union hiring or placement facility
- Registering with a placement facility of your professional organization
- Checking back with former employers who may have openings suitable for you
- Registering with a placement facility at your school, college, or university for work that may be available in your occupation or profession
- Taking a test for or applying for openings in civil service or with a government agency
- Registering for suitable work with a private employment agency or an employer's placement facility

Keep a record of all work contacts you make for each week you file for benefits. **You are required** to provide this information when you file your weekly claim. Keep the following information on each employer contacted:

- The date of contact
- The employer's name and address
- The name of the person you contacted or the address of the website you visited
- The method of contact
- The type of work you sought
- Action taken on the date of contact

**Register with DES Employment Service** – You must be registered with the Arizona Job Connection before you can collect benefits. The Department will attempt to register you based on the information you provide. If we are unable to complete your registration for any reason, a notice will be sent to you. The notice will tell you what action you must take to correct and activate your registration. Your benefits may be delayed or denied if you do not comply with the notice. For the Arizona Job Connection website, see the back cover.

**Reemployment Services and Eligibility Assessment Program** – When you file a new unemployment insurance claim, you must provide the following information:

- Number of years employed by your last employer
- Number of employers you worked for in the last three years

The information you provide when you file your claim will determine if you are selected for a Reemployment Services and Eligibility Assessment appointment. If you are selected, it is mandatory that you take part in the reemployment assessment appointment. We may also refer you to job assistance, testing, counseling, or other services. We will delay or deny your benefits if you fail to report for or take part in these services.

**Temporary Layoff** – If you are temporarily laid off, you must look for work pending recall to your former job. If your work is seasonal and you are out of work in the off-season, you must look for other work.

**Union Member** – If you obtain work through a union, you must be registered with the union, maintain your position on the “out of work list,” and meet all union requirements. We may ask you to submit proof of your union membership at any time, and we may contact your union to verify your status. If the union allows you to make a personal search, you must:

- Meet the union requirements for job referral
- Apply directly with employers who hire people with your experience, training, or skill

If your union does not allow you to make a personal search, you must contact the union on at least four different days of the week.

## Eligibility Based on Work and Wages

**Non-Citizens** – If you are not authorized to work in the United States, your wages cannot be used for unemployment insurance eligibility.

**Wage Information** – Employers report your wages to the Department each calendar quarter. The wages from all of the employers in your *Base Period* are combined to determine the amount of benefits you may be eligible to receive.

**Base Period** – The **amount of benefits you may be eligible to receive** is based on insured wages paid to you during a one-year period called the Base Period (insured wages are wages earned from an employer who pays unemployment insurance taxes). **The *Base Period* is the first four of the last five completed calendar quarters before you file your claim.**

**The four calendar quarters are:**

- 1st quarter is January 1 - March 31
- 2nd quarter is April 1 - June 30
- 3rd quarter is July 1 - September 30
- 4th quarter is October 1 - December 31

**Your Base Period is within the shaded area if a claim is filed in**

OCT. NOV. DEC.	JAN. FEB. MAR.	APRIL MAY JUNE	JULY AUG. SEPT.	5 <sup>TH</sup> /Lag Quarter	JAN. FEB. MAR.				
	JAN. FEB. MAR.	APRIL MAY JUNE	JULY AUG. SEPT.	OCT. NOV. DEC.	5 <sup>TH</sup> /Lag Quarter	APRIL MAY JUNE			
		APRIL MAY JUNE	JULY AUG. SEPT.	OCT. NOV. DEC.	JAN. FEB. MAR.	5 <sup>TH</sup> /Lag Quarter	JULY AUG. SEPT.		
			JULY AUG. SEPT.	OCT. NOV. DEC.	JAN. FEB. MAR.	APRIL MAY JUNE	5 <sup>TH</sup> /Lag Quarter	OCT. NOV. DEC.	
Previous Year	Last Year				This Year				

Your benefits are based on your earnings in the four shaded calendar quarters above.

To qualify for benefits, you must have worked for an employer who paid unemployment tax and you must have earned:

- At least 390 times the Arizona minimum wage in your highest earning quarter and a total of half of that amount in your high quarter has to be earned within one or more of the other three quarters. (For example, if you made \$6000 in your highest quarter you need to have earned a total of \$3000 within the remaining three quarters combined)

**or**

- At least \$8000 in total wages in at least two-quarters of the base period, with wages in one-quarter equal to \$7987.50 or more

**Alternate Base Period** – If you are not eligible for benefits using the base period as described above **and** you received Worker’s Compensation, you may be eligible to use an alternate base period. An alternate base period uses wages you earned before you became disabled. The alternate base period will be the first four of the last five completed calendar quarters prior to the date you became disabled. You must meet **all** of the following conditions to qualify for a claim using the alternate base period:

- Be ineligible for a claim using the current base period **and**
- Earn base period wages before you became injured or disabled that were not used on a prior UI claim **and** file your UI claim within two years of the work-related injury or disability **and**
- File your UI claim within four weeks of the last week you were considered disabled and were compensated by Worker’s Compensation **and**
- Attempted to return to work for the employer where the injury/disability happened.

**Benefit Year** – We establish a **Benefit Year** when you file your claim. This is a twelve-month period beginning with the Sunday of the week in which you filed your first claim for benefits. During this year, you may collect benefits up to your maximum award or until your benefit year expires, whichever occurs first.

If you use all of your unemployment insurance benefits during a benefit year, you cannot start a new benefit year with Arizona until the current benefit year has ended. If you have wage credits in another state, you may be eligible to file with that state as long as you did not previously use those wage credits. An unemployment insurance customer service representative can advise you of the benefit eligibility requirements of other states.

**Subsequent Benefit Year** – If you file a claim for a second benefit year, you will need to show proof that you worked after the effective date of the first benefit year and earned a total amount equal to eight times the weekly benefit amount of your new claim. This means that you cannot have a subsequent benefit year without having been reemployed.

**Monetary Determination** – When you file your claim, we send you a Monetary Determination. The Monetary Determination will list the wages reported by your employer(s) for your Social Security number during the **Base Period** of your claim (see Base Period chart). It will also show the total and weekly benefit amounts you may receive if you meet all of the eligibility requirements. Look over your Monetary Determination carefully when you receive it. If wages are missing or incorrect, you should file a wage protest so appropriate action can be taken.

**Filing Wage Protests** – If you do not agree with the wages reported or with the employers listed on your Monetary Determination, you may file a wage protest at any time before the expiration of your benefit year. To ensure benefits are paid correctly and promptly it is recommended that you file a wage protest within ten (10) working days of the date on your Monetary Determination. Complete your wage protest online by logging into CACTUS at [uibenefits.az.gov](http://uibenefits.az.gov) and selecting “Request a Redetermination of Your

Benefit Amount” under Unemployment Services on your dashboard. If you are unable to complete the protest online, complete and return the last page of your Monetary Determination, along with proof of your wages, by email to [uicclaimdocs@azdes.gov](mailto:uicclaimdocs@azdes.gov) or by fax to (602) 364-1211 or (520) 770-3357, or by mail. A wage protest can also be filed by completing the Wage Protest form (UB-217C) available at [azui.com](http://azui.com) and emailing the form to [uitaxwage.protest@azdes.gov](mailto:uitaxwage.protest@azdes.gov). Continue to file weekly claims while your protest is being considered. ***If you receive benefits based upon wages that you did not earn, you will be liable for repayment, and other penalties may be imposed.***

**Benefit Award** – The maximum amount of unemployment insurance benefits that you may be eligible to receive during the benefit year depends upon the total amount of your wages reported in your base period. The maximum amount payable is one-third of your total base period wages. This amount cannot total more than 24 or 26 times\* your weekly benefit amount.

Your weekly benefit amount is calculated by taking 4% of the wages paid to you in the highest quarter of the base period. The maximum weekly benefit amount is \$320.00.

\*Per A.R.S. § 23-780, if the average unemployment rate in the prior calendar quarter is five percent or more your maximum award will be 26 times your weekly benefit amount. If the average unemployment rate in the prior calendar quarter is less than five percent your maximum award will be 24 times your weekly benefit amount. **If there is a change during your benefit year you will receive a Monetary Redetermination.**

**Wages earned by an Educational Institution, School Bus Contractor, Contract Educational Provider and Charter School** – You may not collect benefits based on wages earned from most educational employers when you:

- Are between regular school terms or during a vacation period, **and**
- Expect to return to work for the next school year or term.

**Employees of Seasonal Lodging Establishments** – If you worked for a business with a “transient lodging classification” like hotels, motels, RV parks, or dude ranches, you may not be eligible to collect benefits if you are laid off due to a seasonal slowdown. An employer must meet defined criteria, apply each year for this classification, and provide written notice to all employees when hired that they may not be eligible for UI benefits.

## Denial of Benefits

All decisions about your eligibility to receive unemployment insurance benefits are based on the laws, rules and policies of the State of Arizona.

**Disqualifications** – If you are disqualified, you will be mailed a written notice explaining the reason. Some examples of disqualification are:

- You quit your last job without good reason as defined by Department policy
- You lost your last job for misconduct
- You refuse an offer or referral to work
- You are untruthful about the facts on your claim

- You fail to make a diligent effort to find suitable work

**Vacation, Holiday, Sick or Severance Pay** – You must report vacation, holiday, sick or severance pay when you file your initial claim. These payments may be deducted as earnings from your weekly benefit amount. You are not eligible to receive unemployment insurance for any week that this amount is greater than your weekly benefit amount. If you receive any such payments after you file your initial claim, report them immediately.

**Pension, Annuity or Retirement** – You must report any pension, annuity or retirement payments when you file your initial claim. These payments may be deducted from your benefits depending on your circumstances. If you begin to receive any such payments after you file your claim, report them immediately.

### Filing Weekly Continued Claims

**In order to receive benefits, you must file a weekly continued claim regardless of your eligibility status.** All weekly continued claims for unemployment insurance are for a calendar week. A calendar week is a period of seven (7) consecutive days beginning at 12:01 a.m. Sunday and ending at 12:00 midnight on the following Saturday. **You cannot file your next weekly** continued claim until the prior week has ended.

**Reporting Work and Wages** – If you work or earn any money, **you must report the total amount you earned before deductions** when you file your weekly claim. You must report any work you do during a week, even if you have not been paid at the time you file your weekly claim.

When you report earnings, you must include tips, meals, lodging, merchandise, or any other kind of payment you receive for services. You must report any payment for showing up to work or for processing time even if you did not work. You must report any partial or temporary employment, commission sales, odd jobs, or self-employment. The sale of personal items does not count as wages or payment for services.

You may earn up to \$160.00 in a week without affecting your weekly benefit. If you earn over \$160.00 in a week, we will deduct each dollar in earnings over that amount from your weekly benefit amount.

The following example shows how your earnings affect your benefit:

Weekly Benefit Amount	\$320.00
Earnings	<u>-175.61</u>
Sub-Total	144.39
\$160.00 allowance	<u>+160.00</u>
Adjusted Weekly Benefit Amount	\$304.39
<b>Payable Amount</b>	<b>\$304.00</b>

We round the benefit payable to the nearest dollar; we round \$.50 or more to the next higher dollar. If you have earnings equal to or greater than your weekly benefit amount, we will not pay you benefits for that week.

**Child Support Payments** – If you are responsible for child support payments, the Division of Child Support Services may deduct a portion of your weekly benefit amount. Any amount deducted as child support is part of the unemployment insurance benefits paid to you.

**Filing Through the Internet** – Go to the Unemployment Insurance website ([azui.com](http://azui.com)) and click on “File a Regular UI Weekly Claim.” Follow the instructions provided. Weekly continued claims can be filed Sunday through 6:00 P.M. Friday.

All the questions pertain to the previous week you are claiming. For example, when asked if you worked or earned any money, you are being asked this for the week you are claiming. When asked if you looked for work, a page will be displayed for you to enter specific information about the employers you contacted during the week you are claiming benefits. **If you did not make work search contacts on at least four different days of the week, you will be given the opportunity to skip filing for the week.**

*If you choose to file without meeting the work search requirements, you will be disqualified for the duration of your unemployment and until you return to work and earn eight times your weekly benefit amount and you become unemployed again through no fault of your own.*

You will be asked eligibility questions for the week you are filing, and you must confirm that your responses are true. If any answers raise an eligibility issue, you will receive a message stating that “Benefits cannot be paid at this time because of an unresolved issue on your claim”. This does not mean you have been denied benefits.

Your answers will help determine your eligibility. You must continue to file each week to keep your claim active.

You must respond to the certification statement before your claim will be considered filed. If you are disconnected before you respond to the statement, you must log on again to file your claim for the week.

If you do not have access to the Internet – You may request that a Weekly Claim for Unemployment Insurance (UI) Benefits form be mailed to you. Complete, sign, and date this form. You will have to mail or fax this form back to us every week. *This method will result in a delay in payment of benefits because of mailing and processing time.*

**Access your benefit information using our automated system** – The UI Call Center Automated System is available 24 hours a day, seven days a week. The number is listed on the back cover of this pamphlet. You can use the automated system to check the following information:

- The latest payment made to you, or information about the last week you filed if you did not receive a payment.
- The balance remaining on your current claim.

You may hear one of the following recorded messages when accessing the inquiry option through the automated system.

- You were not issued a payment because there is currently an unresolved issue on your claim.
- You were not issued a payment because you earned wages equal to or in excess of your weekly benefit amount.
- You were not issued a payment because the week was used as your waiting week.
- You were not issued a payment because you were disqualified.
- The remainder of the payment was used to offset an existing overpayment.
- You were not issued a payment because you were monetarily ineligible.
- You were not issued a payment because you have exhausted your benefits for the year ending.

**Reset your Personal Identification Number (PIN) online** – If you forgot your PIN or have been denied access to UI Call Center Automated System because of incorrect PIN entry you may reset your PIN on [azui.com](http://azui.com).

**Obtain payment information for the prior calendar year** – Beginning in February, you may use the online portal or contact the Arizona UI Call Center to obtain the amount paid to you in unemployment compensation during the prior calendar year. This information is reported to you in January on the Internal Revenue Service Form 1099-G, Copy B, and must be reported on your income tax return.

## Appeals

You have the right to file an appeal on any determination or decision that denies you benefits. Read the Appeal Rights on the determination or decision carefully. The appeal must be filed within the time period specified on the determination or decision. If mailed, the date of your appeal is the postmark on your letter. If your appeal is submitted any other way (in person, online, fax, email, telephone, etc.) the date we receive it is the date of your appeal. Time limits for appeals are:

- Determination of Eligibility      15 calendar days
- Decision of Appeal Tribunal      30 calendar days
- Decision of Appeals Board      30 calendar days

If your appeal is late for any reason, you must include a written explanation of the reason for the late filing.

An appeal from a Determination of Eligibility or a Determination of Overpayment can be filed:

- By calling the number shown on the determination.
- On the Internet by accessing your claim through [azui.com](http://azui.com).
- By writing a letter. Be sure to include your name and Social Security Number and if possible, attach a copy of the determination or decision you are appealing. Written appeals may be mailed to the address or faxed to the number on your determination.

## Claims Audit

We may randomly select your claim for a claims audit at any time during your benefit year. We do this to ensure that your unemployment insurance claim was processed correctly. If you are selected, the audit will include a review of your:

- Base period earnings
- Reason for separation from recent and previous employers
- Claims payment history
- Work search efforts
- Other weekly eligibility requirements

## Change of Address

If your address changes, you must notify the Department. ***You will be required to enter your password when you update your address online.***

You can report your change of address by calling a customer service representative. You can also download the [Name and Address Change Request \(UB-108-FF\)](#).

## Overpayments

By law, you must repay any benefits that you were not legally entitled to receive. The total amount due may also include penalties and interest. There are three types of overpayments:

- Administrative, no fault on your part
- Non-Fraud, you are at fault but did not intend to defraud
- Fraud, you intended to collect UI benefits to which you were not entitled

You may request a waiver of repayment for any administrative overpayment not previously waived by the Department. You may also request that only 50% of your weekly benefit amount be used to repay a non-fraud overpayment. We will recover 100% of overpayments due to **fraud** and you are not eligible to receive any benefits until all overpayment principal, penalties and interest have been paid. You may be subject to other penalties including fines and imprisonment.

If you receive a **Notice of Potential Overpayment**, you may request a fact-finding review by calling or writing the Benefit Payment Control Unit at the telephone number or address shown on the front of the form. You must make this request within five days – excluding Saturdays, Sundays, or state holidays – from the date of the notice. Please include your Social Security Number and current telephone number when you submit a written request for review. We cannot accept collect calls.

If you receive a **Determination of Overpayment** you may file an appeal as outlined in the Appeals section. We may apply all or part of your benefit payment toward an outstanding overpayment amount. Your Federal Income Tax refund, your Arizona State Income Tax refund, or your Arizona Lottery winnings may also be applied toward an outstanding overpayment.

Arizona has also entered into an agreement with other states in the Agreement for Interstate Reciprocal Overpayment Recovery Arrangement. Through this agreement, all or part of any UI payment in one state may be applied toward an outstanding overpayment in another state.

## **Taxable Benefits**

Federal law requires you to report unemployment insurance benefits on your federal income tax return at the end of the year, we will send you a statement (Form 1099-G) showing the total benefits paid.

To ensure that you will receive your statement, please report any change of address, even if you discontinue filing. You can report your change of address online or by calling a customer service representative. You can also download the [Name and Address Change Request \(UB-108-FF\)](#).

The Internal Revenue Service will provide detailed instructions for completing your federal income tax return. For more information, see IRS Publication 505, or the instructions to Form 1040-ES.

## **Discrimination is Prohibited**

Pursuant to U.S. Department of Labor Regulations, the recipient, the Department of Economic Security (DES) shall not deny or fail to provide services to a claimant/beneficiary because of his/her race, color, sex, religion, national origin, age, disability, political affiliation or belief and, for beneficiaries only, citizenship or participation in programs funded under the Workforce Innovation and Opportunity Act (WIOA), as amended, in admission or access to, opportunity or treatment in, or employment in the administration of, or in connection with any WIOA-funded program or activity, in accordance with Title VI of the Civil Rights Act of 1964, and its implementing regulation at 29 CFR Part 31, Title IX of the Education Amendments Act of 1972 (Partial), Section 504 of the Rehabilitation Act of 1973, as amended, and its implementing regulations at 29 CFR Part 32, Age Discrimination Act of 1975 (Partial), Title II, Subtitle A, Americans with Disabilities Act of 1990, Civil Rights Restoration Act of 1987, and section 167 of the WIOA and its implementing regulations at 29 CFR Part 38. If you feel you have been denied participation in or benefits from Unemployment Insurance or Employment Services on the basis of race, color, sex, religion, national origin, age, disability, political affiliation or belief, and, for beneficiaries only, citizenship or participation in programs funded in whole or in part by WIOA, you have the right to file a complaint of discrimination. You may write to the U.S. Department of Labor, Civil Rights Center, 200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210-0001. The complaint shall be filed not later than 180 days from the date of the alleged violation, unless the time for filing is extended by the Civil Rights Center (CRC) for good cause shown.

If you elect to file your complaint with the recipient, you must wait until the recipient issues a decision or until 90 days have passed, whichever is sooner, before filing a complaint with the CRC at the above address. If the recipient has not provided you with a written decision within 90 days of filing of the complaint you need not wait for a decision

to be issued, but may file a complaint with the CRC within 30 days of the expiration of the 0-day period. If you are dissatisfied with the recipient's resolution of your complaint, you may file a complaint with the CRC. Such a complaint must be filed within 30 days of the date you received notice of the recipient's proposed resolution.

You may also file a complaint directly with the Department of Economic Security or if you believe you are being discriminated against by DES contact:

State WIOA Equal Opportunity Officer  
1789 W. Jefferson St.  
Mail Drop 1323  
Phoenix, Arizona 85007

### **Privacy Act**

The Privacy Act of 1974 requires that you be furnished this statement because you are asked to provide your Social Security Number. Your Social Security Number is requested under the authority of the Internal Revenue Code of 1954 [26 U.S.C. 85, 6011(a), 6050B, and 6109(a)], Disclosure of your Social Security Number is **mandatory** and must be furnished to process your claim for unemployment insurance. Should you decline to disclose your Social Security Number, your claim for unemployment insurance will not be processed.

Your Social Security Number will be used: (1) to process your claim and determine your eligibility for unemployment insurance, (2) to report your unemployment insurance benefits to the Internal Revenue Service as income, (3) for statistical purposes, (4) for cross-matching by public assistance agencies or other government entities in the official performance of their duties.

### **Confidentiality**

Although federal and state laws prohibit the revealing of information about your unemployment insurance claim to your spouse, relatives, friends, non-interested parties and private interest groups, federal legislation requires that such information will be used for other governmental purposes, including verifying eligibility for other governmental programs. Confidentiality will be the responsibility of all agencies using the information.

## **ADA Statement**

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local

If you have questions or problems with your claim, you can contact us at the telephone numbers listed on the back of this pamphlet, or write to:

Arizona Department of Economic Security  
Unemployment Insurance Program  
P.O. Box 29225  
Mail Drop 5895  
Phoenix, Arizona 85038-9225

When writing please include your Social Security Number.

## Web Sites

Department of Economic Security (DES)

[des.az.gov](http://des.az.gov)

[azui.com](http://azui.com)

Arizona Job Connection [azjobconnection.gov](http://azjobconnection.gov)

Arizona Department of Economic Security  
Employment Administration

[des.az.gov/services/employment/job-seekers](http://des.az.gov/services/employment/job-seekers)

Arizona Revised Statutes [azleg.gov](http://azleg.gov)

Arizona Administrative Codes [azsos.gov](http://azsos.gov)

## Important Telephone Numbers

Arizona UI Call Center

*(outside of Maricopa and Pima County)*

1-877-600-2722 (Toll-Free)

1-602-364-2722 Phoenix

1-520-791-2722 Tucson

Telecommunications Relay Service for the Deaf  
and Hard of Hearing (TDD) 7-1-1

UI Call Center Automated System

1-877-766-8477 (Toll-Free)

1-602-417-3800 Phoenix

1-520-884-8477 Tucson

### **For assistance with Food, Rent, or Utilities contact:**

Community Information And Referral

24 Hour Help Line

211 Dial 2-1-1 within Arizona

Outside of Arizona dial 877-211-8661

Or go to the Website: [211arizona.org](http://211arizona.org)

