State of Illinois
Department of Employment Security

www2.illinois.gov/ides/

Information for Interstate Claimants

(Este es un documento importante. Si usted necesita un intérprete, póngase en contacto con el Centro de Servicios al Reclamante al (800) 244-5631.)

Filing your claim
If you lived and worked in Illinois, but now reside elsewhere, you can still file a claim for unemployment insurance (UI) benefits against Illinois. You may file from any other state, from the District of Columbia, Puerto Rico, the Virgin Islands or Canada.

To file your claim online you will need to establish a username and password. Keep your password in a safe place. It is not permissible for any other individual to file your claim for you. If you need assistance, call IDES Claimant Services.

Benefit payments
Benefits payments will be made by debit card unless you sign up for direct deposit . Debit cards are mailed automatically when you initially file a claim. If you signed up for direct deposit after your initial application for benefits you may receive a debit card. Activate and use your debit card until direct deposit is started. Payments made to eligible individuals are generally available within two business days of certification.

Appeal rights
You have the right to appeal any decision denying your benefits. You may file an appeal by mail or fax your appeal to the fax number on your determination. All letters of appeal must include your name, address, claimant ID or social security number, and provide an explanation of why you disagree. The appeal must be signed and dated, and must be filed within 30 days from the date on the notice of denial. Continue to certify regularly as long as your appeal is pending and as long as you remain unemployed.

Work search
Illinois law requires that you be able to work, available for work and actively seeking suitable work for each week that you claim benefits. You may be required to send a copy of your work search record. The Work Search Record form is available on our website.

You must register for work in the State Employment Service in the state in which you reside. Refer to that state's website for registration requirements.

A determination that you were actively seeking work during a week being claimed is subject to reconsideration and may be reconsidered despite the fact that you have been paid benefits or returned to work. Therefore, do not discard your written work search record for any week being claimed until 53 weeks have passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your written work search record until there has been a final resolution of the matter.

Unemployment insurance benefits are subject to Federal and State income taxes
You may voluntarily elect to have state and/or federal income taxes withheld from your benefit payments. Withholding is at pre-set levels: 10 % for federal and 3.75% for the State of Illinois.

Certify via Internet or Tele-Serve
You can certify for weeks of unemployment insurance via the Internet or by calling Tele-Serve. To certify via the Internet you will need the username and password you established to file your claim.

Tele-Serve is available between the hours of 3:00 a.m. through 7:30 p.m. (Central Time Zone) Monday through Friday. The first time you call Tele-Serve you will establish your personal identification number (PIN). Read the following documents on the IDES website for more information: Tele-Serve and I Filed My Claim, What Happens Now?

The first week of your benefit year is a waiting week, which is not payable. In order to get credit for a waiting week, you must certify to your eligibility for the week.

Preparing to certify
1. Have your social security number and PIN available each time you call.
2. If you are certifying by Tele-Serve and this is not your first call, have your most current statement of certification available. Make sure the information is correct. You may need the confirmation number on this form. If you do not receive your statement of certification by your next call date, still call to certify on that date.
3. If you worked during the weeks and you received earnings or received holiday pay, be sure you know the gross amount (before deductions) in dollars and cents.
4. Have a pencil and paper handy to write down any information given during the call.

Listen to each question carefully and answer correctly. The system will tell you how to change your answer if necessary. **Important**: If you are disconnected before completing your certification, you will have to start over.

Certify online or by Tele-Serve:

1. Certify on your assigned certification day as shown on your UI Finding (sent to you by mail).
2. Enter your social security number and PIN when asked to do so.
3. Respond to the following questions:
   - During the two week period, have you received or will you receive holiday pay?
   - During the two week period, did you work?
   - Has your dependency status changed during the weeks covered by the certification?
   - Were you able to work and available for work each day during your normal work week?
   - Did you actively look for work?
   - Other than social security, are you receiving or have you applied for a retirement or disability pension?
   - Did you attend school or receive training?
   - Have you claimed or will you receive workers' compensation for a temporary disability?

Name / address change

During certification, you will also be asked if your name, address or telephone number has changed. If your name, address or telephone number has changed and you have not contacted IDES with that change, answer "yes." After completing your certification, call IDES Claimant Services to provide your current information. Failure to provide updated name and address information will result in a delay of your benefit payments.

You may update your own address and phone number by logging in to your account at www.ides.illinois.gov. However, to report a name change, you must call IDES Claimant Services.

Claiming Dependents

You may claim your non-working spouse or a child as a dependent. You cannot claim both a dependent spouse and a dependent child. If claiming your spouse as a dependent, you must report any change in your spouse's employment status.

A child can be claimed as a dependent if several conditions apply. These conditions are listed on page 9 of the UI Benefits Handbook. When the child reaches the age of 18, he or she will automatically be removed as a dependent on your claim.

Late filing for weeks

If you miss your assigned certification date, you may certify on Thursday or Friday during the same week or on your call day the following week. If you do not certify during one of those times, call IDES Claimant Services for instructions on filing a late certification.

Agency correspondence

The following are among the notices you may receive with information about your benefit year and status of benefits:

1. The ***UI Finding*** provides information on your base period wages, your weekly benefit amount and your bi-weekly certification day, among other things. If you disagree with the Illinois monetary determination of eligibility, you may request a reconsideration of wages by mail, along with a copy of proof of wages for Illinois employment and dates worked.

2. A ***Benefit Payment Explanation*** will be sent for week(s) for which you are not paid, providing the reason for delay or non-payment of benefits.

3. ***Determination:*** In addition to being monetarily eligible for benefits, you must also meet all other provisions of Illinois law, such as reason for separation, refusal of work issues and questions regarding your ability to work and availability for work. If you are denied benefits, you will receive a written determination with your appeal rights fully explained.

For more information, see the **UI Benefits Handbook.**

Note: Any information you submit to this Department may be verified through computer matching programs and may be used by other Federal, State or Local Agencies, and any information submitted to these agencies will be used by IDES in determining eligibility for and amount of unemployment benefits.

Claimant Services: (800) 244-5631 TDD/TTY: (866) 488-4016
Tele-Serve: (312) 338-4337

Illinois Relay Service:
TTY: (800) 526-0844 or 711
Voice: (800) 526-0857 or 711