

PUA CERTIFICATION TIMELINE



STEP 1

Apply for benefits

- To apply for PUA, you must first be ineligible for regular Unemployment Insurance (UI)
- Within 7-10 days of filing for regular UI, you will receive a UI Finding letter. If this letter indicates you are ineligible for regular UI, you can then apply for PUA.
- Apply for PUA via our [online portal](#). Please plan to verify your email address upon filing.
- 10 business days after filing for PUA, you will receive an email verifying your eligibility, and directing you to certify.

Note: Once you've applied for regular benefits, unless you have signed up for direct deposit, you will receive an empty KeyBank debit card. You may sign up for direct deposit immediately after submitting your claim or any time thereafter.



STEP 2

Certify online or by phone

- **Certification is how you are paid benefits.**
- After being declared eligible through your PUA Finding letter, go online and answer the certification questions about your previous week of unemployment.
- You must repeat this process **weekly**. You will not be assigned a specific certification day, and can certify on the day of the week that works best for you.
- Prepare to report whether you worked and the amount of net wages that were earned during the last week.

Note: If you are unemployed or underemployed due Covid-19, you must provide the pandemic-related reason each week that you certify, See our [online FAQs](#) for more info.



STEP 3

Receive payment

- 2-3 days after certifying for benefits, payment will be made on your debit card or through direct deposit.
- You must continue to certify every week to continue to receive benefits.

Sample Calendar

Once you **apply for PUA**, you will wait 10 business days to get your **PUA Finding letter**. Starting ten business days later, you can **certify**.* You'll continue certifying once a week (any day of the week), and get your **payment** a few days after certifying each time.

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2 Apply for PUA	3	4	5	6
7	8	9	10	12	12	13
14	15	16 Get PUA Finding Letter	17 Certify	18	19 Payment	20
21	22	23	24 Certify	25	26 Payment	27
28	29	30	31 Certify		2 Payment	

Note: You can certify on weekends and holidays, too (benefits may be delayed by a day or so if certifying on a holiday).

[FILE A CLAIM](#)

[CERTIFY](#)



CUSTOMER SERVICE
800-244-5631