

Application

- File a claim for benefits online or by phone
- Within 7-10 days of filing, you will receive a Finding Letter which will tell you your benefit amount and your first date of certification (approximately two weeks after filing your claim).
- By default, you will be sent an **empty** debit card from Key Bank. If you would like direct deposit, you must log into your online account and change your payment method the day your claim has been submitted.

Certification

- Certification is how you are paid benefits.** You will be answering questions about the previous two weeks of unemployment. On the date indicated in your Finding Letter, go online and answer the certification questions. For regular UI, you can also certify by calling the Teleserve number listed below.
- Report whether you worked and the amount of wages that were **earned** during the previous two weeks.
- You must also certify that you are able, available, and actively seeking work. This means that you are able and available to return to work if recalled by your employer or offered a new employment opportunity.

Payment

- One to two days after certifying for benefits, payment will be made on your debit card or through direct deposit.
- You must continue to certify (on the same day of the week indicated in your Finding Letter) **every two weeks** to continue to receive benefits.

Example: On June 2nd, File Claim

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

UI Finding Letter Arrives June 11th

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Certify for Benefits on June 17th

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Receive Payment on June 19th

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

A \$600 Federal Increase to Weekly Benefits will be paid for weeks 03/29/2020 through 07/25/2020.

If your Finding Letter indicates that your Weekly Benefit Amount is \$0.00, then you have been found Monetarily Ineligible.

If you believe that you earned enough to qualify for benefits, then upload proof of your income from the previous 15 months to the IDES website.

If you separated from employment prior to the week you filed, you must contact Customer Service to backdate your claim.

TO APPLY: <https://www2.illinois.gov/ides/pages/file-a-claim.aspx>

Customer Service: 1-800-244-5631

TO CERTIFY: <http://www.ides.gov/certify>

Tele-serve: 312-338-4337 (UI Certification Only)