

# ATTENTION

## IMPORTANT INFORMATION REGARDING UNEMPLOYMENT COMPENSATION

The Department of Industrial Relations has **two** convenient ways to file a new claim or reopen an existing claim for Unemployment Compensation Benefits. You may file your claim through the Internet or by calling a toll free telephone number.

### FILE THROUGH THE INTERNET

To file a claim for unemployment benefits you may log on to the DIR website at [www.dir.alabama.gov](http://www.dir.alabama.gov). To access this site you need Internet Explorer, version 5.5 or above. Internet claims can be filed **between midnight Saturday and 5:00pm Friday (Central Time)**. The internet site is not available after 5:00pm Friday and all day Saturday due to routine maintenance. If you experience difficulties while filing through the Internet, disconnect and call **1-866-234-5382** during normal business hours for assistance in filing your claim.

### CALL TOLL FREE

To file a claim for unemployment benefits you may call **1-866-234-5382** between the normal business hours of **7:00am and 4:30pm Central Time Monday through Friday**. If you receive a busy signal, please try again later. **NOTE: Telephone claims are filed based on the last digit of your social security number. If your social security number ends in 0, 1, 2, 3, or 4, file via the telephone on Monday, Wednesday, Thursday or Friday. If your social security number ends in 5, 6, 7, 8 or 9, file via the telephone on Tuesday through Friday.**

### INFORMATION NEEDED TO FILE A CLAIM

To file a claim for Unemployment Compensation, please have the following available:

- ◆ Social Security Number
- ◆ Driver's License/ Non-Driver's ID
- ◆ Alien Registration, if non US Citizen
- ◆ Name, address and phone number of last two employers
- ◆ Your bank routing and account numbers from your personal check if you would like direct deposit

**Please Note: We are unable to accept claims through the Internet under the following conditions. If any of these apply to you, call 1-866-234-5382 during normal business hours for assistance in filing your claim:**

- ◆ Employment outside of Alabama in the past 18 months
- ◆ Claim against a state other than Alabama in the past 12 months
- ◆ Work as a merchant seaman in the past 18 months
- ◆ Work for the Federal government in the past 18 months
- ◆ Current residence outside the United States of America

### QUESTIONS OR PROBLEMS AFTER YOU FILE A CLAIM

If you should have questions or experience a problem regarding your claim, you may call **1-800-361-4524** Monday through Friday between 7:00am and 4:30pm Central Time to reach an Unemployment Compensation Call Center for assistance.

### TEXT TELEPHONE FOR HEARING AND SPEECH IMPAIRED

Deaf, Hard of Hearing and Speech Impaired can reach an Unemployment Compensation Call Center by TTY/TDD, at **1-800-499-2035** Monday through Friday between 7:00am and 4:30pm.