

HOURS OF OPERATION, WEBSITES AND TELEPHONE NUMBERS

To file an initial claim application, reopen an existing claim and obtain information or assistance:

Websites

<http://www.azdes.gov>
for general assistance

<http://www.azui.com>
to file an initial claim application

ARRA

Phoenix Area	(602) 364-2722
Tucson Area	(520) 791-2722
Toll Free Number	1-877-600-2722
Monday-Friday	8:00 a.m. - 4:00 p.m. Mountain Standard Time

TIPS Line

To file a weekly claim certification for benefits or obtain information regarding your last benefit check:

Phoenix Area	(602) 417-3800
Tucson Area	(520) 884-8477
Toll Free Number	1-877-766-8477
Internet	http://www.azui.com

TTY

ARRA and TIPS	1-877-877-6226
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From now on, use the
Internet or telephone for:

- 4 Initial claim applications
- 4 Weekly claim certifications
- 4 Information and assistance

ARRA

Arizona Re-employment Rapid Access

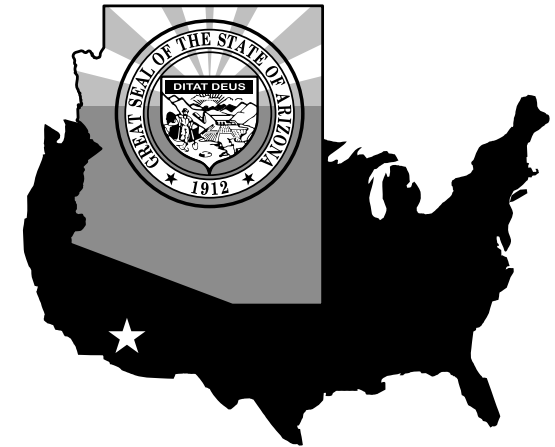
Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the local office manager; TTY/TDD Services: 7-1-1.

Disponible en español en la oficina local.



UIB-1015APAMNA (2-08)

Take Care Of Unemployment Business By The Internet Or Telephone



Arizona Department of Economic Security

HOW TO PREPARE TO FILE FOR UNEMPLOYMENT BENEFITS

If you have worked in Arizona at any time during the past 18 months and are unemployed or working part-time, you may be eligible to file an unemployment insurance claim.

Please have the following information available when you call:

- Social Security Number
- Alien Registration Number
(If you are not a U.S. citizen)
- Your residence address, city, state, and zip code
- County of residence
- Federal Forms SF-8 and SF-50
(If you worked for the Federal Government in the last 18 months)
- DD-214
(If you separated from active military service in the last 18 months)
- Name, mailing address, and zip code of your last employer, whether you worked full-time or part-time
- Be prepared to provide complete names and addresses of all employers that you worked for in the past 18 months

If you are currently receiving Arizona unemployment insurance benefits and you have moved to another state, you must call to reopen your claim.

HOW TO FILE AN UNEMPLOYMENT INSURANCE CLAIM APPLICATION ON THE INTERNET

You may file your initial claim, additional claim, or you may re-open an existing claim online. The Internet is a secure website to file your UI claim. The Internet access is open from 12:01 a.m. Sunday until 5:00 p.m. Friday. The web site address is <http://www.azui.com>.

HOW TO FILE AN UNEMPLOYMENT INSURANCE CLAIM APPLICATION BY TELEPHONE

Use one of the initial claim telephone numbers listed on the back of this pamphlet. Your call will be answered by our Telephone Initial Claim System. Press the numbers on the telephone keypad to choose the service you want. You will also use the telephone keypad to enter information and to give answers to questions asked by the system.

At the beginning of your call, the system will ask if you want to have the questions spoken in English or Spanish. Then it will allow you to choose one of the following services:

- Press 1 File Initial Claim
- Press 2 Employer Only
- Press 3 File Weekly Claim
- Press 4 Address change and information on existing claim
- Press 5 General Information

Once you have selected option #1 to file an initial claim application, the system will ask you questions and will tell you what numbers to press to give your answers.

At the end of the call, you will be instructed to wait on the line for a Claims Specialist to help you complete your initial claim application.

YOUR INITIAL CLAIM APPLICATION DOES NOT BEGIN UNTIL THE WEEK YOU CALL.

Calls can only be placed on certain days of the week depending on the last digit of your Social Security Number. Refer to the schedule below.

ARRA Initial Claim Filing Schedule

- If your Social Security Number ends with 0, 1, 2, or 3 — file your claim on Monday.
- If your Social Security Number ends with 4, 5, 6, or 7 — file your claim on Tuesday.
- Wednesday, Thursday and Friday are open to all Social Security Numbers.

TELEPHONE INFORMATION AND PAYMENT SYSTEM (TIPS)

- Sunday TIPS will only accept calls from claimants whose Social Security Number ends in 0, 1, 2, 3, 4 or 5.
- Monday TIPS will only accept calls from claimants whose Social Security Number ends in 6 or 7.
- Tuesday TIPS will only accept calls from claimants whose Social Security Number ends in 8 or 9.
After 7:00 p.m. on Sunday, Monday and Tuesday TIPS will accept all calls.
- Wednesday, Thursday and Friday TIPS will accept all calls until Friday at 6:00 p.m.

INTERNET WEEKLY FILING

Weekly Certification Filing Schedule may be accomplished online beginning 12:01 a.m. Sunday until 5:00 p.m. Friday.