

FREQUENTLY ASKED QUESTIONS

HOW LONG DO I HAVE TO APPLY FOR DUA?

- ◆ You have thirty (30) days after the date DES announces that your county is covered by the Federal Disaster Declaration.
- ◆ A list of counties and eligible dates can be located on the DES website at des.nc.gov.

IF I AM ELIGIBLE, HOW WILL I RECEIVE DUA BENEFITS?

- ◆ Your weekly benefits will be paid by direct deposit or by agency issued debit card.

ARE THERE ADDITIONAL REQUIREMENTS I MUST MEET?

- ◆ Yes. Periodically, DES will review your claim to verify your continued eligibility for disaster-related benefits.

WHAT INFORMATION DO I NEED TO APPLY FOR DUA?

- ◆ Names and addresses for all employers you worked within the last 24 months.
- ◆ County of residence.
- ◆ County of employment.
- ◆ Mailing address and zip code.
- ◆ Valid telephone number.

EXAMPLES OF PROOF OF EMPLOYMENT AND INCOME:

Employment Proof

- Recent Pay Stubs
- Copy of Work schedule
- Notice of Employment from Employer

Scheduled Employment

- Notice of Hire from the Employer
- Copy of Employment Contract

Self-Employment

- Federal Tax Return (most recent)
- Business License
- Recent Bill in the Company's name

For a complete list, consult Frequently Asked Questions (FAQs) online at des.nc.gov.

CONTACT INFORMATION

BY PHONE:

DUA Hotline **1.866.795.8877**
Employer Call Center **1.866.278.3822**

WEEKLY CERTIFICATION:

Online at des.nc.gov
By phone **1.888.372.3453**

EMAIL:

des.dua@nccommerce.com

FAX:

DUA fax # **919-715-8423**

WEBSITE:

des.nc.gov



NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY

UNDERSTANDING DISASTER UNEMPLOYMENT ASSISTANCE (DUA) IN NORTH CAROLINA

Information about DUA and Instructions on How to File a Disaster-Related Claim.

DISASTER UNEMPLOYMENT ASSISTANCE (DUA)

Disaster Unemployment Assistance (DUA) is a federal program that provides temporary payments to people in a federally declared disaster area whose employment has been lost or interrupted as a direct result of the disaster.

I'M UNEMPLOYED DUE TO THE DISASTER, WHAT ARE MY NEXT STEPS?

- ◆ First, file an Unemployment Insurance (UI) claim. (See instructions to the right).
- ◆ While filing your UI claim, you'll also provide disaster related information.
- ◆ Once a determination is made you will receive notification.

IF I HAVE RECEIVED NOTICE THAT I'M NOT ELIGIBLE FOR UI, WHAT'S NEXT?

- ◆ DES will use the "disaster-related" information you provided during the claims filing process to determine if you are eligible for the (DUA) program.

WHAT MAKES SOMEONE ELIGIBLE FOR DUA?

You exhausted your UI benefits and are still unemployed as a result of the disaster.

- ◆ You are self-employed and lost income due to the disaster.
- ◆ You are prevented from working due to an injury caused by the disaster.
- ◆ You cannot reach your job location because you are unable to travel through the affected area.

HOW TO FILE YOUR CLAIM ONLINE AT DES.NC.GOV

1. Go to *des.nc.gov*.
2. Click on **Sign Up** for new customers, or **Sign In** for returning customers.
3. You must complete the online claimant registration.
4. You must file an Unemployment Insurance (UI) claim.
5. Click the link "File New Unemployment Insurance Claim."
6. Select your last employer, or add your last employer if it's not listed.
7. Click the link "Provide additional information," when instructed.
8. Select "A federally-declared disaster," when asked to give a reason for unemployment.
9. Complete **ALL** eligibility information
10. Select the FEMA disaster number when presented.
11. Click "Next" and review all information.
12. Review and complete "Acknowledgments," and then click "Next" and then click "Submit."
13. You will then be directed to the Customer Homepage. From there, click the link(s) that state(s) "Provide Additional Information."
14. You must answer **ALL** questions. Review all responses and submit your disaster-related claim.
15. Check your claimant homepage weekly for more information.

IMPORTANT FACTS

1. If you are self-employed, a farmer, or commercial fisherman, you **must provide** proof of employment and income within **21 days** of filing your disaster-related claim. (**Examples on back**)
2. Submit documentation (Include Claimant ID in all correspondence) by:
 - Uploading information via the link on the Claimant Homepage online at *des.nc.gov*.
 - Fax: 919-715-8423.
 - Email: des.dua@nccommerce.com
3. Each week you must attest to your continued unemployment by completing a weekly certification.
 - Certifications can be completed online at *des.nc.gov* or by phone at 888-372-3453.

- ◆ You were unable to begin employment or self-employment due to the disaster.
- ◆ You became the major supplier of household income due to a disaster-related death.