

Unemployment Insurance Claimant Handbook



labor.alaska.gov/esd_unemployment_insurance



ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT

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INTRODUCTION

Please take a few minutes to review this handbook. It will help you receive benefits you are entitled to. The information in this handbook is based upon, but does not replace, Alaska Statute (23.20) and Title 8, Chapter 85, (8 AAC 85) of the Alaska Administrative Code.

For definitions of terms used in this handbook, refer to the Unemployment Insurance Web site at: labor.alaska.gov/esd_unemployment_insurance and click on "Definitions."

You must comply with the requirements outlined in this handbook to be eligible for UI benefits!

BENEFIT YEAR

A "benefit year" is typically the 52 weeks, sometimes 53 weeks, following the effective date of your claim. The effective date of your claim is Sunday of the week in which you file.

AMOUNT/DURATION OF BENEFITS

The maximum weekly benefit amount in Alaska is \$370. The minimum weekly benefit amount is \$56. Your claim is based on wages paid to you in the first four of the last five completed calendar quarters from when you file your claim. If you do not qualify, we will use wages earned in the last four completed calendar quarters from when you file your claim. The duration of benefits is 16 to 26 weeks, depending on the amount and distribution of wages paid in the base period.

BENEFITS ARE TAXABLE

When you file your federal income tax return, you must report 100 percent of the benefits paid. We will send you form 1099G by Jan. 31. Please keep us informed of your current address in order to receive your 1099G.

You may request that 10 percent of benefits be withheld for taxes. Call your UI claim center to start or stop tax withholdings. UI cannot refund any money withheld.

SOCIAL SECURITY NUMBERS

To protect your privacy, Social Security numbers are no longer displayed on documents mailed to you. A client ID number is displayed instead. Your Social Security number will still be used in correspondence with your former employer and shared with other government agencies such as Social Security Administration and U.S. Citizenship and Immigration Services.

DEPENDENTS' ALLOWANCE

You may be eligible to receive an additional allowance of \$24 per week per child, for up to three children. A dependent is your natural child, stepchild (by marriage), legally adopted child or court-appointed legal ward. Your dependent must be unmarried and under the age of 18, unless they have a long-term disability.

A dependent must reside with you, or you must certify that you provided more than 50 percent of the dependent's support over the past 12 months or since the loss of custody. If you certify

to providing more than 50 percent support, you may be required to provide proof.

You can add a dependent to your claim anytime during your benefit year before exhausting your regular benefits. To add a dependent, call your UI claim center.

WHEN AND HOW TO FILE AND REOPEN YOUR CLAIM

You must reopen your claim immediately if:

1. You stop filing biweekly claims for any reason and want to start filing again.
2. You move out of Alaska, move from one state to another state or move from one area to another within a state.
3. You travel in search of work for more than four weeks.

To avoid a loss of benefits, log in to **myalaska.state.ak.us** and click on "Unemployment Insurance Benefits" and select "File a New Claim" or "Reopen an existing UI claim." You can also call a UI claim center and speak to a claim specialist from 10 a.m. to 3 p.m. AST, Monday through Friday. Claims are effective Sunday of the week in which you reopen. (*You cannot reopen your claim through VICTOR.*)

You must call the UI claim center when your address changes. The U.S. Postal Service does not forward UI mail. Also, new work registration rules may apply.

ELIGIBILITY REQUIREMENTS

Ready and able to work

You must be able to work. You are able to work when you are physically and mentally able to work full time for an employer.

If you become unable to work due to a medical condition while receiving benefits, you may be eligible to receive a waiver of availability for up to six weeks.

You must be available, willing to immediately accept and actively seeking suitable full-time work. Employers and Employment Security Division offices must be able to contact you. You must have transportation (car, bus, etc.) and child care available. You may not be considered available for full-time work if you are incarcerated or have legal restrictions. Incarceration is being confined in a correctional center, city jail or community residential center. Legal restrictions would include, but are not limited to, electronic monitoring or subject to third-party custody.

Suitable work means work in your occupation that meets the prevailing wage and working conditions for your locality and is realistic to your labor market. Self-employment is not considered suitable work. It is work you are suited for by experience or training. You are expected to be flexible in your work search and to accept suitable work even if the pay is less than you earned in your last job.

Registration for work

If you are in Alaska and you are instructed to register for work, **you must post a resumé online.** Your resumé must remain online for continued eligibility. This must be completed within seven days of filing

your new or reopened claim. *(To register online, see Page 32, Register for Employment — ALEXsys.)* If you are a member of a dispatching union you must be in good standing and on the out-of-work list.

If you are outside Alaska, you must register with the local state employment service office or with the local chapter of a dispatching union.

Reemployment Services (WPRS)

Reemployment Services is a program for job seekers, especially individuals filing for UI benefits, who are seeking information that will lead to the rapid return to suitable work. Employment and training resources are available through the Alaska Job Center Network both online and from Alaska's 22 statewide job centers. If you are selected to participate in Reemployment Services, you must register on ALEXsys and complete the Reemployment Services Orientation. Failure to do so may result in denial of your UI benefits.

Quit, fired, refused work

You must report if you quit your job, are fired or refuse work so a determination of eligibility can be made. Penalties include a six-week disqualification period beginning with the first week you are unemployed, plus a three-week reduction in benefits. You also will be ineligible for Extended Benefits. If you return to work during the six-week disqualification period, the disqualification may end.

Attending school or training

You may be eligible to receive benefits while attending approved vocational or academic training. Call your UI claim center if you are enrolled in or attending school or training. Report your training when you file your biweekly claim.

WORK, WAGES, INCOME

Work

Work includes time spent on self-employment or volunteer activities as well as anything you do for wages, whether paid or not, during the seven days of the week you claim. Even if you are only working part-time or temporarily, all work and earnings must be reported on your certifications.

Wages

Wages are any kind of payment you receive for the work you do, including room and board, goods, barter, tips, commission, stipend, honorarium, per diem, COLA or payment for jury duty, volunteer capacity, bonuses and back pay.

You must report your gross wages earned each week, Sunday through Saturday, whether or not you have actually been paid. Report the amount earned before any deductions are taken out (your gross pay). Report the employer's name and address, dates and number of hours worked per week and your employment status. *(See Page 18, How to Figure Gross Wages.)*

When called to active duty, National Guard members must report encampments and wages earned. Weekend drills do not have to be reported.

If you are cyclically employed — such as working two weeks on, one week off — you may not be considered to be unemployed during your scheduled time off.

How wages affect your benefits

You can earn \$50 without reducing your benefit payment, but you must report the wages. Your benefit payment will be reduced by 75 cents for each dollar you earn over \$50. If you do not know how much you earned at the time you report, call

the UI claim center within seven days with the correct wage amount. Reporting less money than you earned could result in an overpayment of benefits that you will have to repay.

Excess earnings

If you have gross wages equal to or more than $1\frac{1}{3}$ times your weekly benefit amount, plus \$50, you will not receive a benefit payment for that week. To find out your excess earnings amount, call VICTOR or use your monetary determination to calculate.

Other deductible income

When you are filing for benefits you must report the gross amount of any of the following payments: vacation, holiday, sick, pension, retirement, severance, commission, bonus, wages in lieu of notice and back pay awards. Changes in your gross pension amount must be immediately reported to the UI claim center. A deduction may be taken from your weekly benefits if you receive any of these payments. Social Security is not deducted.

TRAVEL/RELOCATE

You must report all travel when filing for benefits. You are in travel status anytime you travel outside the area in which you reside. You may be eligible while traveling if:

1. You travel in search of work for up to four consecutive weeks, provided you make a reasonable effort to find work, which includes at least two documented in-person work searches each week.
2. You travel to accept an offer of work beginning within 14 days of your departure if your travel does not exceed seven days.

3. You travel to your home following discharge from the armed services if the travel is completed within seven days of the day you leave.
4. You were paid unemployment insurance benefits the week prior to your travel, and you travel to:
 - a. obtain medical services that are not available where you live, on the advice of a health care provider for yourself, or to accompany a spouse or dependent(s).
 - b. attend the funeral of an immediate family member for up to seven days.
5. If you travel or relocate outside the U.S., Canada, Puerto Rico or the U.S. Virgin Islands, you are not eligible to collect benefits.

Filing while traveling within/outside Alaska

When traveling within or outside Alaska, you can file via the Internet. To file on the Internet, log in to **myalaska.state.ak.us** and click on "Unemployment Insurance Benefits."

If you choose to file by phone, and are traveling in Alaska, call the VICTOR number (Pages 14-15) for your area. If you are traveling outside Alaska, call VICTOR at 888.222.9989.

FILING BIWEEKLY CLAIMS

You can file your biweekly claims by using the Internet or phone (VICTOR). (*Filing instructions for the Internet and VICTOR are on Pages 12-14.*)

Once you've opened a claim, you must file every two weeks to keep your claim active and to receive benefits. Each week starts on Sunday and ends at

midnight on Saturday. (Use the log on Page 31 to keep track of when you file.)

File on the Internet or call VICTOR every two weeks to keep your claim active.

The first eligible week is a “waiting week.” You do not receive payment for this week. However, you must file to get credit for the week and meet the same requirements as any other week.

Unemployment benefits are primarily paid by two electronic payment methods — debit card or direct deposit. If you do not provide your bank information when you file for benefits, your payment method will be debit card. You will be sent a debit card within one week of filing for benefits.

Some individuals in remote areas of the state may not be able to use a debit card. For alternative payment methods, contact your UI Claim Center.

HOW TO FILE FOR BIWEEKLY UI BENEFITS

FILING ON THE INTERNET

To file your biweekly claims on the Internet, log in to **myalaska.state.ak.us** and click on “Unemployment Insurance Benefits.”

MyAlaska is operated by the State of Alaska, which provides single-sign-on for multiple state services available 24 hours per day.

Login: If you have an existing user account with myAlaska (user name and password used to file your Permanent Fund Dividend), you may use that user name and password to access online UI applications. Make sure to **remember your user name and**

password for future reference, as you will need to use the same myAlaska account each time you access UI applications.

INTERNET MENU

- File a new claim or reopen an existing claim
- File Extended Benefits (if available)
- File for biweekly UI benefits
- Debit Card enrollment
- Sign up, change or verify direct deposit
- Help finding a job

When filing on the Internet, you are allowed 20 minutes to complete **each** page. If you don’t complete a page in the allotted time, your session will expire and you’ll need to restart the application. If you need assistance, contact your UI claim center.

Important: Upon completion, you must click the button that says “I AGREE” for your application to be submitted and processed.

FILING BY PHONE — VICTOR

To file your biweekly claims by phone, use VICTOR, an automated system that is available every day, 6 a.m. to 7 p.m., Alaska Standard Time. (See the next page for VICTOR phone numbers.)

Important: If you hang up before VICTOR tells you your claim was accepted, your answers will **not** be recorded, and your claim will not be processed. You will have to call again to file.

If you are instructed to call the UI claim center, do so **within seven days**. You will be denied benefits if you do not call.

To use a rotary phone

A rotary phone responds to your speaking "one" for YES or "two" for NO, instead of pressing "1" or "2" on a phone keypad. For example, if you would like to return to the main menu, instead of pressing "8" on your phone, speak "eight."

VICTOR MENU

- 1** To claim weeks of unemployment
- 2** For information about your claim
 - Where's my payment?
 - Your excess earnings amount
 - The amount of benefits reported to the IRS on form 1099G
- 3** Direct deposit
 - How to sign up
 - Change
 - Cancel
 - Inquire
- 4** Hear your mailing address and how to change it
- 5** To change your PIN

Important: Whether filing online or by phone, you are responsible for the answers provided and payments made using your user name, password and PIN. These electronic signatures have the same legal authority as your signature on paper. **Do NOT share your user name, password or PIN with anyone.**

VICTOR PHONE NUMBERS

VICTOR is available every day from 6 a.m. to 7 p.m., Alaska Standard Time.

ANCHORAGE AREA

VICTOR: 907.277.0693
TDD: 907.269.4782

FAIRBANKS AREA

VICTOR: 907.451.6126
TDD: 907.451.5929

JUNEAU AREA

VICTOR: 907.586.4650
TDD: 907.465.1609

ALL OTHER AREAS (TOLL-FREE)

VICTOR: 888.222.9989
TDD: 800.974.4782

WHEN TO FILE

You will file for two weeks at a time (biweekly). Unemployment Insurance weeks begin Sunday and end Saturday. File within seven days after the last Saturday of your two-week claim period. Weeks that are filed late may be disqualified. Use the following calendar to determine the first two weeks to claim and when to file.

S	M	T	W	T	F	S	
X	28	29	30	1	2	3	Week 1
4	5	6	7	8	9	10	Week 2
11	12	13	14	15	16	17	Week 3

On the calendar, the benefit year begins on the date marked X. (You can find the beginning date of your benefit year on your monetary determination.) The first two weeks to claim are weeks 1 and 2. The filing period to claim weeks 1 and 2 is shaded (week 3). File your biweekly claim during week 3 of your benefit year and every two weeks after that.

Keep track of the weeks you claim, dates you call, payments you receive and balance on the chart on Page 31. You will not be reminded of your next filing period.

Information you need for filing

- Your Social Security number
- Your self-chosen PIN (*for VICTOR only*)
- myAlaska login ID and password (*for Internet*)
- Dates of any travel during the week(s) claimed
- The gross amount and employer name for any holiday, vacation, retirement, severance and bonus payments you received during the weeks you are claiming

For any week(s) worked and claimed, report:

- Gross earnings before deductions (include earnings, jury duty, self-employment and commissions, even if you have not been paid.)
- Number of hours worked
- Last day worked in **that week**
- Employer(s) name and address

What to do if you need help

If you have any problems or need additional information or instructions, call your UI claim center. (*See Pages 26-27 for numbers to call.*)

What if you make a mistake?

If you make a mistake, don't worry. You are given a chance to make corrections before going on to the next question.

Setting up a Personal Identification Number (PIN) (*VICTOR only*)

The first time you call VICTOR and you do not have a PIN, you will be prompted to enter a four-digit number of your choosing. Once you set up your PIN, it is in effect until you change it. *Do not share your PIN with anyone.*

Questions you will hear

Each of the following questions pertains to the

entire biweekly filing period.

1. Were you available and physically able to work each day?

2. Did you miss work or refuse a job offer or job referral?

Select **YES** if you turned down a chance to work or to be scheduled to work with a new or continued employer.

3. Were you attending school or a training program?

4. Did you travel or move to a different town?

Select **YES** if you traveled or moved to a different town. Have the date you left and the date you returned home available. (*See Page 10 for definition of travel.*) If you traveled to accept work, have the date you left and the date reported to work.

How to enter dates

When filing on the Internet you will type in the month, day and year. If filing for Aug. 13, 2011, you will type in the date using the format, 08/13/2011. If you do not know the date, you must enter your best guess.

When filing on VICTOR, you must enter six numbers for the month, day and year. For example, for Aug. 13, 2011, you would press 081311 on the keys on your phone. If you do not know the date, enter in six zeros (0). For example: 000000.

5. Did you receive vacation, sick, retirement, bonus, holiday or severance pay?

If you received any of the above payments,

have the gross amount available and the name of the employer who paid you.
(Do not report Social Security.)

How to enter dollar amounts

If filing on the Internet, you need to type in a decimal between the dollars and cents. For example, to enter in \$60.72, you would type in 60.72. If you do not type in the decimal, your amount will be recorded as \$6072.00.

If you do not enter an amount, you will be instructed to contact your claim center. If filing on VICTOR, enter the amount of dollars and cents without using a decimal. For example, to enter \$125.72 press 12572 followed by the # sign. If you do not know the amount, press the # sign without entering any numbers.

6. Did you work for an employer or were you self-employed?

If **YES**, have the hours worked and income available. (See *Work, Wages, Income* on Page 9.)

How to figure gross wages

Multiply the total number of hours you worked during the week claimed by your hourly rate of pay. For example, if you worked 30.5 hours and earned \$8 an hour, multiply $30.5 \times 8 = \$244.00$. (These are your gross wages.) If you are unsure of hours worked or hourly wage, you can file up to seven days after the date you are paid. However, if you wait, you may not be able to file through the Internet or VICTOR. Call your UI claim center.

If you report less money than you earned, you will have to repay the benefits and may be subject to penalties for fraud.

How to enter hours

Round down the number of hours worked during the week to the nearest hour. For example, round three hours and 40 minutes to three hours. Three would be the number you would type in. If you are unsure, estimate the number of hours. *If filing on the Internet, enter the number of hours worked for each day worked.*

If filing on VICTOR, type in the number of hours followed by the # sign. When entering hours, VICTOR will not accept a # sign without a preceding number.

Reporting employment status

Once you have entered the number of hours you worked, you will be asked your employment status. Your options are: laid off, working on-call, part-time, quit, fired, working full-time. Note that if you fail to report that you quit or were fired from your job, you will have to repay any benefits paid to you in error and you may be subject to penalties for fraud. Also note that if you work on-call or part-time **do not select** "Working Full-time." Doing so could cause a delay in payment.

Income from self-employment

Report your net income and hours spent on your business for the week. To calculate your net income, take your total income minus business expenses for the week. If you did not earn any income, you must still report the hours worked each week you claim.

You'll be asked question seven only if you are on Extended Benefits and required to make work searches.

7. Did you search for work between Sunday and Saturday?

A work search may include: a call or visit with an employer about job openings, submission of an application or resumé to an employer, or applying for a job on the Alaska Labor Exchange System (ALEXsys).

PAYMENT OF BENEFITS

All UI benefit payments will be disbursed electronically by debit card or direct deposit. Paper checks will only be issued under special circumstances. If you have not established direct deposit as your form of payment, a debit card will be sent to you. Electronic payment is deposited within three days of filing your biweekly certifications. You can sign up for direct deposit or debit card online.

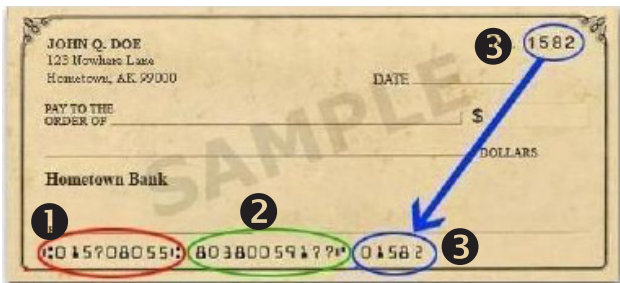
Debit card

JPMorgan Chase will send your debit card and information packet when you file a claim for benefits. Included in the packet is information on how to activate your card and contact numbers for customer service. **You must call 866.711.1860 to activate your card. For other questions, call 866.352.5878.**

Direct deposit

You can set up, reactivate or cancel your direct deposit online by selecting the "Direct Deposit," or you can call VICTOR and select option three (3). You will need the following information to establish direct deposit:

- 1 The routing number is 9 digits surrounded by | :
- 2 The account number, do not include hyphens or other special characters.
- 3 Do not enter the check number.



Important notice: The UI program's liability for your benefits ends once the money has been deposited into your account, even if it is a joint account.

APPEAL RIGHTS

You may appeal any written determination that denies or restricts your benefits. You must phone, fax, mail or email your request for an appeal to your UI claim center or an appeals office within 30 days. (For contact information, see Page 28.) Appeals will schedule a hearing and mail a notice to you (contact Appeals if not received within 10 days). After the hearing, you will receive a decision. If you disagree with the decision, you have the right to further appeal.

- Continue to file your biweekly claims throughout the appeal process.
- If the decision goes in your favor, weeks which were not filed timely cannot be paid.

Per Alaska Statute 23.20.110(r), appeal hearing decisions are public information and are posted on the Internet at: uiappeals.labor.alaska.gov.

AUDITS

Quality Control Audit

Under federal requirements, your claim may be randomly selected at anytime and audited to make sure that all payments or denial of benefits have been made properly. All information you have provided is checked for accuracy. The examinations are thorough and

may involve an interview with you and other interested parties. Failure to respond to a Quality Control audit request for information will result in denial of benefits.

UI crossmatch

Crossmatch compares the benefits paid to you with employers' reports of earnings. This process discovers errors in reported earnings which may result in repayment of benefits and penalties. This is also done for persons who may have worked in other states. If you or your employer report earnings incorrectly, you must repay benefits and may pay penalties.

OVERPAYMENT OF BENEFITS

Repayment

You are entitled only to benefits for which you are eligible. You must repay all benefits that are overpaid even if you were paid in error. Overpayments are legally enforceable debts. Payment arrangement can be made by contacting Benefit Payment Control in Juneau. *(See Page 28.)*

Fraud

Alaska law provides severe penalties for attempting to collect benefits to which you are not entitled. For UI purposes, fraud is knowingly making a false statement, misrepresenting a material fact or withholding information to obtain benefits. You will be required to repay the benefits. You may also have to pay a penalty that is equal to 50 percent of the benefits that were paid to you as a result of the misrepresentation. Additionally, present and future benefits may be withheld. All fraud cases are subject to criminal prosecution, fines and imprisonment.

FEDERAL EMPLOYEES

If you were a civilian employee for the federal government, wages from federal civilian work are requested from your employer at the time you establish a claim. Temporary wages may be added to your claim if you provide proof of earnings to your UI claim center. When wage information is received from your federal employer, you will receive a monetary re-determination.

MILITARY SERVICE MEMBERS

If you had at least 90 consecutive days of active military service during the past 18 months, you may be eligible for benefits. You must supply a copy of your DD-214 copy 4 that was issued at the time of your discharge.

EMPLOYMENT OUTSIDE ALASKA

If you worked outside Alaska in the last 18 months prior to your new claim, you may be able to include these wages to increase your weekly benefit amount. Or you may choose to file separately with the state where you were employed. However, you may not file against more than one state at a time.

EXTENDED BENEFITS (EB)

EB provides additional benefits during times of high unemployment for those who exhaust their regular benefits. These benefits are available only while this program is active. When the program becomes active you will be mailed EB instructions.

ALASKA JOB CENTERS

If you are interested in seeking work, job training or advancing in a career, check in with one of the Alaska job centers listed on the following pages. Call toll-free: 877.724.2539.

ANCHORAGE — MIDTOWN

3301 Eagle St., Suite 101
Phone: 907.269.4800
Fax: 907.269.4825
Job Line: 907.269.4770 (in-state)
Job Line: 907.269.4865 (out-of-state)

ANCHORAGE — MULDOON

1251 Muldoon Road, Suite 111
Phone: 907.269.0000
Fax: 907.269.8896

BARROW

1078 Kiogak St.
Phone: 907.852.4111
Fax: 907.852.4122

YK DELTA (BETHEL)

460 Ridgecrest Drive, Suite 112
Phone: 907.543.2210
Fax: 907.543.2099

BRISTOL BAY (DILLINGHAM)

503 Wood River Road
Phone: 907.842.5579
Fax: 907.842.5679

EAGLE RIVER

11723 Old Glenn Highway, Space B-4
Phone: 907.694.6904
Fax: 907.694.1490

FAIRBANKS

675 7th Ave., Station D
Phone: 907.451.5967
Fax: 907.451.2919

GLENNALLEN

Mile 186.5 Glenn Highway
Phone: 907.822.3350
Fax: 907.822.5526

HOMER

3670 Lake St., Suite 300
Phone: 907.226.3040
Fax: 907.235.6143

JUNEAU

10002 Glacier Highway, Suite 100
Phone: 907.465.4562
Fax: 907.465.2984

PENINSULA (KENAI)

11312 Kenai Spur Highway, Suite 2
Phone: 907.283.2900
Fax: 907.283.3544

KETCHIKAN

2030 Sea Level Drive, Suite 220
Phone: 907.225.3181
Fax: 907.247.0557

KODIAK

309 Center St.
Phone: 907.486.3105
Fax: 907.486.4716

KOTZEBUE

333 Shore Ave.
Phone: 907.442.3280
Fax: 907.442.3920

MAT-SU (WASILLA)

877 Commercial Drive
Phone: 907.352.2500
Fax: 907.352.2522

NOME

214 Front St., Suite 130
Phone: 907.443.2626 (or 2460)
Fax: 907.443.2810

SEWARD

809 Second Ave.
Phone: 907.224.5276
Fax: 907.224.5277

SITKA

304 Lake St., Room 101
Phone: 907.747.3423
Fax: 907.747.7579

TOK

State Office Building
Phone: 907.883.5629
Fax: 907.883.5628

VALDEZ

State Office Building, Room 22
Phone: 907.835.4910
Fax: 907.835.3879

CLAIM CENTER ADDRESSES AND PHONE NUMBERS

Community by UI claim center

Determine where you physically live, and use the following addresses and phone numbers.

Telephone service hours are 10 a.m. to 3 p.m. Monday-Friday (except holidays).

IF YOU LIVE IN ONE OF THESE COMMUNITIES:

Anchorage	Ft. Richardson	Ninilchik
Anchor Point	Fritz Creek	Nome
Bethel	Gakona	Northway
Big Lake	Girdwood	Palmer
Bird Creek	Glennallen	Peters Creek
Chickaloon	Homer	Seward
Chiniak	Houston	Slana
Chitina	Indian	Soldotna
Chugiak	Kasilof	Sterling
Clam Gulch	Kenai	Sutton
Copper Center	Kodiak	Tanacross
Dillingham	Kotzebue	Tetlin
Dot Lake	Mat-Su	Tok
Eagle River	Mentasta Lake	Valdez
Eklutna	Moose Pass	Wasilla
Elmendorf AFB	Nikiski	Willow

Use this address and phone number:

ANCHORAGE UI CLAIM CENTER

P.O. Box 107224

ANCHORAGE, AK 99510-7224

Phone: 907.269.4700

Fax: 907.269.4853

IF YOU LIVE IN ONE OF THESE COMMUNITIES:

College	Fox
Eielson AFB	North Pole
Ester	Salcha
Fairbanks	Two Rivers
Fort Wainwright	UAF

Use this address and phone number:

FAIRBANKS UI CLAIM CENTER

675 7th Ave., Station M

FAIRBANKS, AK 99701

Phone: 907.451.2871

Fax: 907.451.2870

If you live anywhere else in Alaska that has not been listed, or if you live outside of Alaska, use this address:

JUNEAU UI CLAIM CENTER

P.O. Box 115510

JUNEAU, AK 99811-5510

Phone: 907.465.5552

Fax: 907.465.5573

TOLL-FREE

If you cannot call any of the above numbers without paying for a long distance call, use these toll-free numbers:

Phone 888.252.2557 / 888.25CALLS

FAX 888.353.2937 / 888.35FAXES

NOTE: In Anchorage, Fairbanks or Juneau, these toll-free numbers will not work. When out of your regular filing area, call the local number for the UI claim center nearest you for assistance in reaching your claim center.

OTHER UI CONTACTS

APPEALS

P.O. Box 115509
JUNEAU, AK 99811-5509

Phone: 907.465.2775
Fax: 907.465.3374

APPEALS

3301 Eagle St., #206
ANCHORAGE, AK 99503

Phone: 907.269.4890
Fax: 907.269.4840
Toll Free: 800.232.4762
Email: appeals@alaska.gov

BENEFIT PAYMENT CONTROL

Audit and Recovery
P.O. Box 115505
JUNEAU, AK 99811-5505

Phone: 907.465.2863
Fax: 907.465.6010
Toll Free: 888.810.6789

INVESTIGATIONS

3301 Eagle St., #205
ANCHORAGE, AK 99503

Phone: 907.269.4880
Fax: 907.269.4835
Outside Anchorage: 877.272.4635

INVESTIGATIONS

675 7th Ave., Station L
FAIRBANKS, AK 99701

Phone: 907.451.2952
Fax: 907.451.2965
Outside Fairbanks: 877.272.4635

QUALITY CONTROL UNIT

P.O. Box 115509
JUNEAU, AK 99811-5509

Phone: 907.465.3000
Fax: 907.465.2247
Toll Free: 800.478.2999

QUALITY CONTROL UNIT

P.O. Box 241767
ANCHORAGE, AK 99524-1767

Phone: 907.269.4859
Fax: 907.269.4855
Toll Free: 800.478.4859

QUALITY CONTROL UNIT

675 7th Ave., Station L
FAIRBANKS, AK 99701-4513

Phone: 907.451.2966
Fax: 907.451.2883
Toll Free: 800.478.1614



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

VISIT US ON THE INTERNET

UI home:

labor.alaska.gov/esd_unemployment_insurance

File a claim:

myalaska.state.ak.us

(Log in, then click on "Unemployment Insurance Benefits.")

Register for employment — ALEXsys:

jobs.alaska.gov

Alaska job centers:

jobs.alaska.gov/offices