

Preparation

Sample Frequently Asked Questions Template

States should plan to complete or modify this template to reflect the current disaster/MUE. Refer to [Public Communications Preparation Checklist](#) and [Interstate Communications Preparation Checklist](#) for guidance on the use of this template.

These sections reflect some frequently asked questions following a major disaster. Your UI agency should develop answers to the questions in each section. After the document is completed, it should be posted to your UI agency website and/or to the <Interstate Communications> section of the <Portal>.

Frequently Asked Questions – Public		
<i>Category</i>	<i>Question</i>	<i>State's Answer</i>
<i>Change of Address</i>	How do I change my address?	
<i>Checks</i>	My check was mailed to my old address and I didn't receive it. How do I get it replaced?	
	I have not received my check and it has been over 10 days since I certified. What should I do?	
<i>Claiming a Week</i>	How do I claim a week of benefits?	
<i>Direct Deposit</i>	I've had to change my bank? How do I get my direct deposit sent to my new bank?	
	How long does it take to receive a direct deposit?	

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Frequently Asked Questions – Public		
<i>Category</i>	<i>Question</i>	<i>State’s Answer</i>
Debit Cards	How long will it take to receive a debit card?	
	Why doesn’t my debit card have any money on it?	
	When will my card have money on it?	
	How will I know when there is money on the card?	
	My debit card was sent to my old address. How do I get a new one?	
	My debit card was sent to the right address but I didn’t receive it. How do I get another one?	
	My debit card has the wrong name on it. How do I correct that?	
	My debit card has the wrong date of birth. How do I correct that so I can activate the card?	
	My debit card was stolen. How do I get another one?	
	I lost my debit card. How do I get another one?	
Can I get the remaining balance transferred to a new card if I lost or had my debit card stolen?		

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Frequently Asked Questions – Public		
<i>Category</i>	<i>Question</i>	<i>State's Answer</i>
<i>Returning Benefit Payments</i>	I don't want to claim benefits, how do I return this money?	

Frequently Asked Questions – Helper State Staff		
<i>Category</i>	<i>Question</i>	<i>State's Answer</i>
<i>Alien Registration</i>	Where do we forward alien registration questions?	
<i>Benefits Rights Handbook</i>	Where can a claimant get the Benefits Rights Handbook?	
<i>Canceling/Suspending a Claim</i>	How are claims cancelled or suspended?	
<i>Claim Status Inquiries</i>	Where can a claimant call to get information on their claim?	
<i>Debit Cards</i>	How are debit cards issued?	
<i>Direct Deposit</i>	What is the procedure for setting up direct deposits?	
<i>DUA Claims</i>	With quarter change coming up will we have to file a UI claim with the disaster state in order for the claimant to return to their DUA claim?	

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Frequently Asked Questions – Helper State Staff		
<i>Category</i>	<i>Question</i>	<i>State’s Answer</i>
<i>Earnings Information</i>	Where can claimants send their earnings information?	
<i>Effective Date Issues</i>	When is the effective date for the disaster?	
<i>Eligibility Issues</i>	Can claimants who are unsure if they are going to be paid for the time off of work due to the disaster file claims?	
	How can self-employed individuals without documentation obtain the necessary tax forms if everything they had was destroyed in the disaster?	

Frequently Asked Questions – Other States		
<i>Category</i>	<i>Question</i>	<i>State’s Answer</i>
<i>Late Filings</i>	Where should we direct claimants who have been told they filed too late for a week?	
<i>Limited English Proficient (LEP)</i>	Where should we direct calls of LEP claimants if we do not have someone in our call center that speaks their language?	

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Frequently Asked Questions – Other States		
<i>Category</i>	<i>Question</i>	<i>State’s Answer</i>
<i>Lost, Missing, or Stolen Checks or Debit Cards</i>	Where can claimants call if they have a lost or missing check? Lost, Missing, or Stolen Checks or Debit Cards	
<i>Missing Claims</i>	What should we do if a claimant says they filed a claim but there is no record of the claim on the IBIQ?	
<i>Notices to Base Period Employers</i>	Are you sending out notices of claim filing to last and base period employers?	
<i>Payment Methods</i>	How are payments being made to claimants? How can we tell what method is being used?	
<i>Phone Numbers</i>	What number can claimants call if they must speak to someone from the UI office in the disaster state about their claims?	
<i>PINs</i>	Where can claimants call if they have questions about their PIN?	
<i>POC</i>	Please email your questions and concerns to:	
<i>Return to Work</i>	What should claimants do if they had a DUA claim but returned to work and they are now unemployed again?	
<i>TTY/TDD Access</i>	Are there any special access numbers established for disaster claimants?	

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Frequently Asked Questions – State Staff Concerns		
<i>Category</i>	<i>Question</i>	<i>State's Answer</i>
<i>POC</i>	Is there a POC where we can email our questions and concerns?	

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