

Unemployment Service Center

(405) 525-1500 (Oklahoma City calling area)

(800) 555-1554 (outside Oklahoma City calling area)

(866) 284-6695 (TTY/TDD Calls)

Hours of Operation: Mon-Fri 8:00 a.m. - 4:15 p.m.

Internet Address

(to file a claim or weekly claim)

<https://unemployment.state.ok.us>

Mailing Address or Fax Number

OESC UI Support

PO Box 52006

Oklahoma City, OK 73152-2005

FAX: (405) 962-7524

To Locate an Oklahoma Works Center Near You

888-980-WORK (9675) Toll Free

800-722-0353 TDD

Or

http://www.ok.gov/oesc_web/Services/Workforce_Services/index.html

Hours of Operation: Mon-Fri 8:00 a.m. - 5:00 p.m.

To Register for Employment Services and Look for Jobs

OKJobMatch.com

To Inquire about Direct Deposit, Debit Card, or Missing Payments

(866) 320-8699 (Inside the United States Only)

(210) 334-6616 (Collect, outside of the United States Only)

Text Telephone System (TTY/TDD)

If you are hearing impaired or need to use a text telephone system to file your initial claim for benefits you may do so using the following telephone numbers:

(800) 722-0353 (To have calls relayed)

(800) 522-8506 (Voice Calls)

Rights and Responsibilities Of the Unemployed Worker

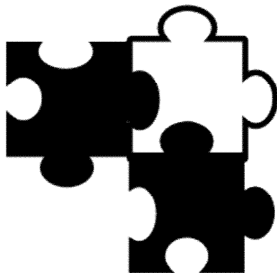
Oklahoma Employment Security Commission

To the Employer:

Rule 240: 10-3-52.

Information to separated worker

- (a) Each employing unit shall upon request furnish each worker separated from its employ (permanently or for an indefinite period, or for an expected duration of seven (7) or more days) at the time of such separation, or if delivery is impossible or impracticable, then by mail:
- (1) a copy of the Commission's booklet entitled "Rights and Responsibilities of the Unemployed Workers" (OES-341); and
 - (2) sufficient identification of the employer's name, address and account number under which the worker's wages were, or will be reported to the Commission.
- (b) Mailing shall be to the last known address of the employee as recorded in the employer's personnel records.



Sapulpa - 1700 S. Main, Sapulpa, OK 73533 (918) 227-2859

Seminole - 229 N. 2nd, Seminole, OK 74868 (405) 382-4670

Shawnee - 2 John C Bruton Blvd., Shawnee, OK 74804 (405) 275-7800

Stillwater - 3006 E. 6th St. (Hwy 51), Stillwater, OK 74074 (405) 624-1450

Tahlequah - 1755 S. Muskogee Ave., Tahlequah, OK 74464 (918) 456-8846

Tulsa - 201 W 5th St., Ste 200, Tulsa, OK 74103 (918) 796-1200

Woodward - 1117 11th St., Woodward, OK 73801 (580) 256-3308



OKLAHOMA WORKS CENTER LOCATIONS

Ada - 1500 Hoppe Blvd., Suite 2, Ada, OK 74820 (580) 332-1533

Altus - 1115 N. Spurgeon, Altus, OK 73521 (580) 482-3262

Ardmore - 2421 Autumn Run, Suite B, Ardmore, OK 73401 (580) 223-3291

Bartlesville - 210 NE Washington Blvd., Bartlesville, OK 74006 (918) 332-4800

Chickasha - 301 South 2nd St., Chickasha, OK 73018 (405) 224-3310

Clinton - 1120 Frisco Ave., Clinton, OK 73601 (580) 323-1341

Duncan - 1927 W. Elk Ave., Duncan, OK 73533 (580) 255-8950

Durant - 4310 Highway 70 West, Durant, OK 73533 (580) 924-1828

Enid - 900 W. Cherokee, Enid, OK 73701 (580) 234-6043

Guymon - 225 E. Highway 54, Guymon, OK 73942 (580) 338-8521

Idabel - 2102 SW Washington, Suite B&C, Idabel, OK 74745 (580) 286-6667

Lawton - 1711 SW 11th St., Lawton, OK 73501 (580) 357-3500

McAlester - 1414 E. Wade Watts Ave., McAlester, OK 74501 (918) 423-6830

Miami - 121 N. Main, Miami, OK 74354 (918) 542-5561

Muskogee - 717 South 32nd St., Muskogee, OK 74401 (918) 682-3364

Norman - 1141 E. Main, Norman, OK 73071 (405) 701-2000

OKC Brookwood - 9210 S. Western, Suite A-9, OKC, OK 73139 (405) 234-5000

OKC Eastside - 7401 NE 23rd St., Oklahoma City, OK 73141 (405) 713-1898

Okmulgee - 1801 E. 4th, Okmulgee, OK 74447 (918) 756-5791

Ponca City - 1201 W. Grand Ave., Ponca City, OK 74601 (580) 765-3372

Poteau - 106 Rogers Ave., Poteau, OK 74953 (918) 647-3124

Pryor - 219 NE 1st St., Pryor, OK 74361 (918) 825-2582

INFORMATION FOR WORKERS WHO ARE UNEMPLOYED

You are considered unemployed when:

- ◆ You are separated from your regular employer
- ◆ You are not self-employed, working on a commission basis or
- ◆ You are working less than full-time (full-time is considered 32 or more hours a week)

WHAT IS UNEMPLOYMENT INSURANCE?

Unemployment Insurance is a temporary income intended to help workers who are unemployed while searching for work. It is an insurance paid for by your employer(s). Deductions ARE NOT made from your wages to pay Unemployment Insurance. Social Security amounts deducted from your wages DO NOT help pay for the Unemployment Insurance Program.

DO YOU SHARE MY INFORMATION WITH OTHER ENTITIES?

Your social security number is required to file an unemployment claim. The Oklahoma Employment Security Commission has an agreement with various state and federal agencies to share data. Please be advised that when you file your claim for unemployment benefits, we may request information from other agencies as well as share common data we have on file.



HOW DO I FILE A CLAIM?

Your claim must be filed by you. No one else can file your claim for you.

You may submit your application over the Internet. The OESC homepage website address is <https://ok.gov/oesc>. You will be able to find information relating to claims filing and labor markets on this website. The direct link to the unemployment application is <https://unemployment.state.ok.us/>. You may also submit your application by telephone. Please call (800) 555-1554, if you live anywhere outside the Oklahoma City calling area. If you live within the Oklahoma City calling area, call (405) 525-1500. Claims may be filed by telephone only between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday (except for state holidays). Please note that Mondays are high volume call days.

You will need to be able to provide your social security number, driver's license number, and other identifying information.

Have the name, address, and dates of employment for the last employer for whom you worked.

If you are a veteran who separated from the armed forces in the past 18 months, have your DD-214 Member 4 available. If you were a federal civilian employee in the same period of time, have your SF-8 or SF-50 available. If you had out-of-state employment in the past 18 months, have the name(s) and address(es) of these employer(s) available.

Filing an initial claim is the first step you take when you file for unemployment benefits. You will answer questions about yourself and your last job. It is important that you provide correct information about your job separation.

Failure to report correct information about your job separation may result in an overpayment and interest. If you are unemployed for any reason other than lack of work you will be asked to provide detailed information concerning your separation. Detailed information will also be requested from your employer to determine your eligibility for unemployment benefits.

HOW DO I FILE MY WEEKLY CLAIM?

Weekly claim certifications can be filed by:

- ◆ Internet—Oklahoma Network Initial Claims (ONIC)
- ◆ Telephone—Interactive Voice Response (IVR)

The IVR system also allows you to inquire on:

- ◆ Your claim
- ◆ The Unemployment Insurance program
- ◆ Benefits reported to the Internal Revenue Service
- ◆ Overpayment balances and payments
- ◆ Speak with a Workforce Specialist

Detailed instructions will be provided when you file your claim.

The internet address to file a claim or a weekly claim is:

<https://unemployment.state.ok.us>

The IVR telephone number inside the Oklahoma City area is:

(405) 525-1500

If you live outside the Oklahoma City calling area, or out of state, please use:

(800) 555-1554

WHY DO I NEED TO REGISTER FOR WORK?

If you file an Unemployment Insurance claim and live in Oklahoma, you are required to register for work at your nearest Oklahoma Works Center. Failure to register will result in a denial of benefits.

If you file an Unemployment Insurance claim and live in Oklahoma, you are required to register for work online at <https://okjobmatch.com>. Failure to register will result in a denial of benefits. If you file an Unemployment Insurance claim and do not live in Oklahoma, you will be required to register for employment with the state in which you reside and provide proof of registration. Failure to register or provide proof of registration will result in a denial of benefits.

WHAT IS TRA/TAA?

Federal Trade Adjustment Assistance (TAA) pays benefits to workers who lose their jobs or their working hours are reduced as a result of increased imports. If you worked for an employer that has been impacted by TAA, you will receive notification of potential eligibility of the program.

Under the Trade Act of 1974, workers whose employment is adversely affected by increased imports may apply for TAA. TAA benefits include:

- ◆ Full-time training
- ◆ Subsistence while in training
- ◆ Job search allowance
- ◆ Job relocation allowance

Trade Readjustment Allowance (TRA) is essentially an extension of your weekly unemployment benefits. You must be enrolled in TAA approved training program or have received written certification waiving training requirements to be eligible for TRA. You must exhaust all rights to any state unemployment in order to be eligible for TRA. Once you have exhausted your basic TRA benefits you may request additional TRA weeks if you are still in TAA approved training. Once you have filed a TRA claim, if you are selected for a random audit of your claim, you will be required to submit weekly attendance and progress reports or work search forms for the particular week of your audit. If your claim is selected for audit, you will need to go to the unemployment website www.unemployment.ok.gov and select the link Benchmark Training Form which you will then need to take to the school to complete for the particular week in question.

You must inform the Oklahoma Employment Security Commission of all official school breaks. If you are on an official school break of 30 or less school days you may still be paid for TRA. You will need to continue to call in each week.

You may be contacted by mail, telephone, or email if additional information is needed. It is important that you provide correct contact information since it will be used in making a decision concerning your eligibility. ***Failure to respond could result in a denial of benefits.***

Any situation which may keep you from receiving benefits is called an “ISSUE.” You may be asked to provide information concerning your ability to work or conditions which could keep you from seeking or accepting work. If you have applied for or are receiving workers compensation benefits, you may be asked to provide a statement about your ability to work. You must also report income from other sources such as retirement, pensions, disability funds, self-employment, education or training allowances. Income from ANY source must be reported to the Unemployment Service Center. All statements must be made in detail before any determination is made on your claim. Remember, any statement you made can be investigated by the Oklahoma Employment Security Commission.

You must actively seek work each week you are claiming benefits. This includes individuals working part-time. You will receive specific work search instructions and will be required to keep a record of these contacts.

You must register for work unless you are a member of a trade or labor union or if you have a definite return to work date. Registration is completed online through OK Job Match at <https://okjobmatch.com>. Failure to register for work within seven (7) days of filing your claim will result in a denial of benefits. You may also be selected to participate in the Reemployment Service and eligibility Assessment program. Selection criteria have been set up using federal guidelines. Failure to participate as instructed will result in a loss of benefits.



WHEN WILL MY CLAIM BE EFFECTIVE?

In accordance with Rule 240:10-3-23 the effective date of an initial claim, additional initial claim, or a reopened claim shall be the first day of the calendar week in which the individual first files the initial claim, additional initial claim, or reopened claim.

HOW WILL I KNOW HOW MUCH I WILL RECEIVE IN BENEFITS?

A *Monetary Determination of Eligibility for Benefits* will be mailed to you when you file your initial claim for unemployment benefits. This determination will show:

- ◆ The employers you worked for during the base period who paid into the Unemployment Insurance Fund
- ◆ Your benefit year which begins Sunday of the week you file your initial claim and ends one year later
- ◆ Your weekly benefit amount
- ◆ Your maximum benefit amount

If you believe that wages on your determination are incorrect or missing, inform your claims representative immediately. You will be required to present check stubs, W-2 forms or other documents to show your correct wages. You must continue to file weekly claims while your wages are being investigated.

The amount that you can receive is based on wages paid during your base period. Your base period is the 12-month period consisting of the first four of the last five completed calendar quarters before the beginning date of your claim.

For base period purposes, quarters change after the first Sunday in the quarter (1st quarter—January, February and March; 2nd quarter—April, May and June, 3rd Quarter—July, August, September; 4th quarter—October, November and December).

Example: If you filed your initial claim *AFTER* the first Sunday in July 2018, and *BEFORE* the first Sunday in October 2018, your base period would be from April 2017 through March 2018.

ARE UNEMPLOYMENT BENEFITS TAXABLE?

Unemployment Insurance benefits are subject to federal and state income taxes. You must report 100% of the unemployment benefits you receive when you file your income taxes. You do have the option to choose to have federal or state income tax withheld from your unemployment benefits.

By January 31 of each year, the Commission will send you a form 1099-G with the amount of benefits you received the prior year. We will also send the Internal Revenue Service and the Oklahoma Tax Commission the amount of benefits you received the prior year.

If you have a change of address, you will need to notify the Commission by December 31 to ensure proper delivery of your 1099-G. Otherwise, your 1099-G will be mailed to your address on record and will be returned undeliverable.

APPROVED TRAINING

When you lose your job, you may be recommended for possible training or education. Your work skills and experience will be evaluated to match current job openings in your field. If training or schooling is recommended and it meets requirements outlined in Oklahoma law, it could be considered approved training. You should contact your local Oklahoma Works Center for information regarding Approved Training.

If your training has been approved, you will not be required to search for work while claiming benefits. However, you will be required to maintain satisfactory progress and attendance in school. You may be selected for audit and if so, will have to provide signed forms from your school showing your progress and attendance.



The Commission may recover any overpayment by deducting it from any benefits you may be eligible to receive on a current or future unemployment claim. If you are required to repay the total overpayment amount you may do so in a lump sum or under an installment payment plan; however, such plans must be approved by the Commission. No further benefits may be paid on a regular Unemployment Insurance claim until any outstanding overpayment has been recovered. Failure to repay benefits may result in recovery by garnishment of your state or federal income tax refund, garnishment of wages from future employment, bank account lien, or property lien.

If you are found to be overpaid due to your error, interest will be assessed at the rate of 1% per month on the unpaid amount until the entire amount is repaid.

WHAT ARE THE PENALTIES FOR FRAUD?

You commit fraud if you make false statements, provide false information or withhold information to obtain benefits. Examples of fraud include failure to properly report a job separation or earnings.

If you allow another person to file your claim(s) for benefits, you will be held responsible for any false representation.

Penalties for fraud include some or all of the following:

- ◆ Denial of unemployment benefits for the week the overpayment is established and the next 51 weeks for the first offense and 103 weeks for all subsequent offenses
- ◆ Repayment of the amount of benefits received as a direct result of fraud plus interest
- ◆ Criminal prosecution under federal and state law
- ◆ 25% fraud penalty
- ◆ Jail sentence

The Oklahoma Employment Security Commission has a full-time fraud detection unit to identify and recommend criminal prosecution of those who commit fraud.

WHAT ARE TAXABLE WAGES?

The employer is required to pay unemployment taxes on a certain amount of your earnings. These are called taxable wages. The taxable wages amount may change as defined by the *Oklahoma Employment Security Act*.

For example:

2018	\$17,600
2017	\$17,700
2016	\$17,500

Taxable wages does not mean the amount of money you earned subject to state and federal income tax. It is the amount of money on which your employer was required to pay unemployment taxes. Wages above the required amount or non-taxable wages, are not used to determine your weekly benefit amount. In some cases, these wages may be used to satisfy the total Base Period Wage requirement.

In order to receive regular benefits you must have earned a minimum amount of \$1,500.00 during your base period and have one and one-half times your high quarter wages in the remaining quarters. However, if you have base period wages equal to or more than the highest taxable wage that applies to the calendar year in which you filed your claim, you shall be eligible.



HOW DO I DETERMINE MY WEEKLY AND MAXIMUM BENEFIT AMOUNT?

Your Weekly Benefit Amount

The amount you may receive weekly is 1/23rd of the highest quarter of taxable wages in your base period or the maximum weekly benefit amount allowed by Oklahoma law. It will not be less than \$16.00.

For instance, in your base period, your highest calendar quarter of taxable wages was \$5,000.00. Using this rule, 1/23rd of \$5,000.00 is \$217.00, that will be your weekly benefit amount. This amount **cannot** exceed the maximum amount set by law for the calendar year.

Your Maximum Benefit Amount

Law establishes the maximum amount you may draw during your benefit year. This amount depends on the conditional factor of the Unemployment Insurance Trust Fund. When no conditional factors exist, you may draw:

26 times your weekly benefit amount

or

25% of the average annual wage

or

50% of your taxable wages, whichever is the lesser amount.



The Oklahoma Employment Security Commission discovers improper payments in a number of ways. Every three months all covered employers are required to send us reports listing their employees' names and the amount of wages earned. We match these reports against unemployment claims filed for the same period. Crossmatches are done on the federal and state level. If we find that you were paid benefits for any week that you were employed and did not report wages or reported wages incorrectly, we must investigate. If your claim appears on this "crossmatch," you will be asked to provide information so we can determine what action needs to be taken. Employers, both public and private, doing business in the State of Oklahoma report the hiring or employment of any person who resides or works in the State of Oklahoma to the Oklahoma Employment Security Commission.

Failure to report correct information to the Oklahoma Employment Security Commission is considered FRAUD. A fraud overpayment carries a one-year disqualification from receiving unemployment benefits, it also has a 25% (25% of the total amount of overpayment) and a 1% interest charge on the balance of the overpayment each month. A second fraud overpayment carries a two-year disqualification from receiving unemployment benefits, and it also carries a 25% penalty (25% of the total amount of the overpayment) and a 1% interest charge on the balance of the overpayment each month.

In addition, all claims are subject to random audits. If your claim is picked for such an audit, a Quality Control Auditor will meet with you to go over your claim. The auditor will contact former employers to verify payroll records and reasons you became unemployed. The Auditor will request your work search contacts during the time you claimed benefits. Employers you have contacted for a job will be asked to verify that you applied for work.

Work search audits can be performed at any time. If your work search documentation is audited and found to be incomplete or inaccurate, it will affect your claim.

These and other methods are used to make certain that only eligible claimants receive benefits and that each claimant is paid the proper amount.

WHAT SHOULD I DO IF I'M OUT OF TOWN?

If you are prevented from seeking or accepting work at any time or when you travel, you must report that you are not available for work. If the main reason for your travel is to seek or accept work, you may report that you were available for work. These work search contacts should be documented in your Work Search Form OES-622, which can be found at <https://ok.gov/oesc>.

WHAT DO I DO IF I GO BACK TO WORK FULL-TIME?

When you return to work full-time, you should contact your Unemployment Service Center for instructions. They will be able to tell you if you are able to claim for the week you started working. Please discontinue filing if you are working full-time. Ensure that you keep your Work Search Form for at least two years in case of an audit.

WHAT HAPPENS WHEN MY UNEMPLOYMENT PAYMENTS END?

As you near the exhaustion point of your claim, you will receive notification of pending exhaustion when you file your weekly claim. If you are filing continued claims by telephone or by internet, you will be reminded the last three weeks you file for benefits that you are close to exhausting benefits.

Once you exhaust your Oklahoma unemployment claim, you are not eligible for another Oklahoma unemployment claim for the remainder of the year. After your benefit year ends, you may file a new claim. In order to be monetarily eligible for a new claim, you must be reemployed and earned sufficient wages after filing your original claim.

WHAT HAPPENS IF I'M OVERPAID?

If you receive benefits to which you are not entitled, you will be liable for repayment of these benefits even if someone else made the mistake that caused the incorrect payment. When an overpayment is established, you will receive a written notice explaining why you were overpaid benefits. If you disagree with the reason you were overpaid, you have the right to appeal.

CAN I USE WAGES EARNED IN ANOTHER STATE, THE MILITARY, OR THE FEDERAL GOVERNMENT TO QUALIFY?

When you file your initial claim, you will be required to report all employers you worked for, including employers in any other state, during the past 18 months and employment from the military and federal government. It is important that you provide complete addresses and dates of employment.

If we have to request wage information from another state, the military or federal government to combine with Oklahoma wages, your claim **may be delayed** until we receive this information.

If you are new to Oklahoma and all of your base period wages are in another state you may file an interstate claim against that state.

WHAT IS A WEEK?

For the purpose of Unemployment Insurance, weeks begin at 12:01 a.m. Sunday and end the following Saturday at 12:00 a.m. You must file for each week after the week has ended. If you attempt to file before the week has ended, payment will not be made.

IS THERE A WAITING PERIOD?

Yes. If you are eligible for benefits, the first week you file will usually serve as your waiting period week. No benefits can be paid until this waiting period week has been served.

If you are disqualified or ineligible for one or more weeks from the beginning of your initial claim, no valid waiting period week can be served until this disqualification period ends or has been lifted. The first week following the disqualification that you are eligible will be your waiting period. Only one waiting period week is required during each benefit year.

HOW LONG WILL MY CLAIM LAST?

Your claim is good for one year. When your benefit year ends you may file a new claim. Keep in mind you may exhaust benefits before that one year period ends. In order to establish eligibility on your new claim, you must have been reemployed and earned ten times your weekly benefit amount.

WHEN DO I FILE MY WEEKLY CLAIM?

Weeks of filing begin on Sunday at 12:01 a.m. and end on Saturday at 12:00 a.m. After you have filed your application for benefits, you must claim each week after that week has ended, not before. Claims are late and will not be paid if filed 14 or more calendar days after the week has ended.

WHEN WILL I GET MY PAYMENT?

All initial unemployment insurance payments are made to a debit card. The debit card will be mail to you at the time your waiting period is served. Once you receive the debit card, you may request direct deposit into a checking or savings account. Debit cards are valid for three years. Do not throw the card away. Direct deposit will be deactivated on all bank accounts that have had no deposits for 180 days. If direct deposit is deactivated and you have to file again within three years any benefits issued will be issued to the original debit card. You will then need to request direct deposit again. If you change banks, you will need to contact our vendor, Conduent, to provide new direct deposit information. This can be done by either calling the automated system at 1-888-929-2460 or by going online to <https://goprogram.com>. For questions about debit cards or direct deposit, contact Conduent toll free at (866) 320-8699.

WHAT OTHER INCOME WILL REDUCE MY BENEFITS?

Pensions may reduce your weekly benefit amount and in some cases make you totally ineligible to receive benefits. Pensions are deductible at 100%, they are not subject to the \$100.00 rule used for earnings.

Example of pensions:

- ◆ Military retirement (including disability)
- ◆ Private employer pension
- ◆ Federal civilian pension
- ◆ State, country, or city pension

Vacation pay is deductible only if you have a definite date to return to work.

Holiday pay is deductible during the week in which the holiday occurs.

Severance or termination pay reduces your weekly benefit amount in the same way as wages. If this payment is required by law or written contract, it may affect your benefits. If payment is received in a lump sum and was paid to you before you file your claim for benefits, it may not be considered an issue on your claim. Your claim will be affected any week you file for benefits and receive lump sum severance or termination pay. If more than one payment is made, your benefits will be reduced or denied for the weeks in which payment was received.



IS CHILD SUPPORT DEDUCTIBLE?

The Oklahoma Employment Security Commission cooperates with the Child Support Enforcement Division of the Department of Human Services. The Oklahoma Employment Security Commission deducts amounts owed by claimants for child support obligations. These deductions are forwarded to the Child Support Enforcement agency. Child support deductions or the amount of the deductions **are not appealable** to the Oklahoma Employment Security Commission. Any questions about these deductions should be directed to the local child support agency.

CAN I WORK PART-TIME AND RECEIVE BENEFITS?

You may receive reduced benefits for a week if you work less than full-time (32 hours). Remember, a “week” begins at 12:01 a.m. Sunday and ends at 12:00 a.m. Saturday. You must continue to look for and be able to work full-time hours based upon your job history. You must report **ALL** earnings **even those less than \$100.00**. Failure to report **ALL** earnings will result in an overpayment and may result in a fraud disqualification. You must report your gross wages (wages before deductions) and not just “take home pay.”

Earnings must be reported the week you earn them, not necessarily when you actually receive them.

You will be paid the difference between your weekly benefit amount plus \$100.00 and your gross wages. The benefits that are payable to you are rounded to the next lower dollar amount.

Example:

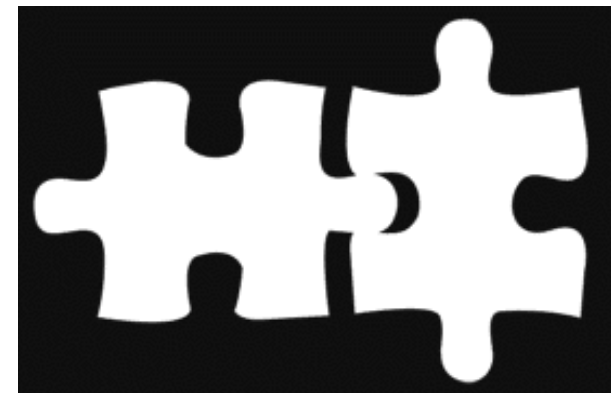
Weekly benefit amount	=	\$200.00
Allowable earnings	=	\$100.00
Subtract gross wages	=	\$149.87
Remaining total	=	\$150.13
The amount of your check (after rounding down)	=	\$150.00

Earnings of less than \$100.00, although reportable, will not affect the amount of benefits paid.

If you have no issues on your claim and are notified that you are eligible, payments are normally made within 48 hours following the receipt or acceptance of your continued claim. Your Electronic Funds Transfer (EFT) payment will not always arrive on the same day each week. EFT payments may be delayed for various reasons, such as holidays, computer problems, or failure to report to your local office as scheduled.

If you plan to change your address, report the change to an Unemployment Service Center. Contact the Unemployment Service Center by phone to change your address. **NOTE: Government mail will not be forwarded by the Post Office and you will miss important information regarding your claim and scheduled appointments. Failure to report for a scheduled appointment will result in a denial of benefits.**

If your financial institution information has changed, please notify Conduent so the changes can be made.



WHAT CAN KEEP ME FROM RECEIVING BENEFITS?

You may have enough covered wages during your base period and still be denied benefits for other reasons. The following is a partial list of reasons for which you may be disqualified or ineligible:

- ◆ Discharged or fired from your job for misconduct
- ◆ Voluntarily quit your last job without good cause connected to the work
- ◆ Not able and available to work
- ◆ Not a U.S. Citizen and not authorized to work in the U.S.
- ◆ Limited the wages, hours, days or areas of a job you will accept
- ◆ Did not report for or satisfactorily participate in reemployment services or other required services
- ◆ Self-employed
- ◆ Involved in a strike
- ◆ Not looking for work
- ◆ Refused suitable work

WHAT ARE MY APPEAL RIGHTS?

If you are disqualified or ineligible, you will receive a “Notice of Determination.” This determination will tell you why benefits are being denied, how long your benefits are being denied, and how you can remove that disqualification. Example: You must return to work and earn at least ten times your weekly benefit amount. If you do not understand any determination or notice you receive, ask your claims representative to explain.

Your appeal rights and time limits are explained on each determination. You must file your appeal within the time limit or you may lose your right to appeal. You may file the appeal by mail, fax, email or telephone.



You will receive a notice telling you when your appeal hearing will be held. It is important that you participate in the hearing since the decision on your claim will be based primarily on information given at the hearing. **Failure to take part in the hearing may result in a decision against you.**

At the hearing, which will be conducted by telephone, you will be given an opportunity to present your case. Facts in support of your claim should be presented at this time. If witnesses are needed to help present your case, you must arrange for them to participate. Information about subpoena of records or individuals will be listed in the appeal packet you receive.

If you have appealed, you must protect your right to benefits while waiting for the appeal decision **by continuing to file your weekly claims each week you are unemployed.** Even though an appeal decision may find you eligible for benefits, you will **not be paid** for any week for which you have not filed a claim.

In some cases, when you are found eligible for benefits, your employer may disagree and file an appeal. An employer’s appeal does not cause your benefits to stop. However, if the employer wins the appeal these benefits will be overpaid. **Since you must repay any overpaid benefits, it is important that you participate in the hearing to present your side of the case.**



Reemployment assistance for the unemployed

**Informational Booklet For Workers
Who Are Unemployed**

OKLAHOMA EMPLOYMENT SECURITY COMMISSION



OKLAHOMA
Employment Security Commission

Note from the Executive Director

The Oklahoma Employment Security Commission (OESC) is dedicated to helping you become reemployed as quickly as possible. We recognize your goal is to find a rewarding job that suits your unique talents and skills.

Unemployment Insurance benefits provide eligible recipients temporary support to ease the transition from unemployment to your next opportunity in the workforce.

OESC also offers a variety of services to assist with your work search and job attainment, including:

- referrals to jobs
- skill enhancement
- career guidance
- referrals to other supportive and training services

All of this assistance is offered at no cost to you. Let us help you get back to work. Our tailored services are designed to allow job candidates better understand their skills, improve those skills if needed, and find the best job available.

We hope this booklet is a resource for you. It is filled with practical, useful tips and information. We wish you a fruitful job search and are here to help you each step of the way.



Shelley Zumwalt

Quick reference & contact guide

For General Information or to file a claim:

Unemployment Service Center

(405) 525-1500

(405) 962-7524 FAX

Hours of Operation: Mon–Fri 8:00 a.m. – 4:15 p.m.

Home Website:

oklahoma.gov/oesc

File or Check Status of an Unemployment Claim:

ui.ok.gov

Mailing Address

OESC UI Support

PO Box 52006

Oklahoma City, OK 73152-2006

To locate an Oklahoma Works Office Near You

oklahoma.gov/oesc/locations

Oklahoma Works Office Hours:

Mon–Fri 8:00 a.m. – 5:00 p.m.

To Register and Search for Work

OKJobMatch.com

To Inquire about Direct Deposit, Debit Card, or Missing Payments

(866) 320-8699 Inside the United States Only

goprogram.com

Text Telephone System (TTY/TDD)

To use a text telephone system to file your initial claim for benefits, use the following telephone numbers:

(800) 722-0353 To have calls relayed

(800) 522-8506 Voice Calls

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

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This publication is issued by the Oklahoma Employment Security Commission, as authorized by provisions of the Oklahoma Employment Security Act. The publication will be made available online. A copy has been deposited with the publication clearinghouse of the Department of Libraries.

FAQs about unemployment insurance

What is expected of me?

When you file for unemployment benefits you must:

- register for work with [OKJobMatch.com](https://www.okjobmatch.com)
- file your weekly claims
- attend all required groups and appointments you may be scheduled for
- perform two (2) work search efforts each week, and keep a log of your work search efforts

What if I live outside of Oklahoma?

If you live out of state, you must register for work in your resident state. Please read all information included in this book for additional information regarding the claims process.

How do I find a job?

You are required to register for employment services within seven (7) days of initially filing your claim. This can be accomplished by registering at [OKJobMatch.com](https://www.okjobmatch.com). This interactive job search tool is designed to help you connect with employers and their job openings.

You may also wish to access our services in one of the local Oklahoma Works - American Job Centers conveniently located throughout the state:
oklahoma.gov/oesc/job-seekers/oklahoma-works-locations

When will I receive my payment?

By law, the first payable (or allowable) week of the claim is considered to be a waiting period. Although you must still file your weekly claim (either by phone or online), you will not be paid for the waiting period week.

No benefits will be paid if there are insufficient wages to establish monetary eligibility, if there is an issue being investigated, or if you do not file your weekly claim. Once benefits have been approved and the waiting period week is done, payments are made within 2-3 days of the weekly claim being filed. Weekly claims are filed after the week ends but must be filed within fourteen (14) days of the week ending date. All weeks run Sunday through Saturday.

There is an 'issue' on my claim. What does that mean?

An "issue" on your claim, sometimes called a "stop," means that based on the way you answered a question, either on your initial claim, or on your weekly claim, further investigation is needed to determine if you are eligible for benefits. An issue or stop can also be added for failure to attend a required reemployment service session, or the failure to complete a required task.

You will be contacted if additional information is needed. An issue/stop on your claim will delay your claim and may result in a disqualification of benefits depending on the findings. In the meantime, you need to continue to file your weekly claims each week while the issue is pending. You may check the status of your claim at any time, by signing in to your account at ui.ok.gov.

How are payments made?

An Unemployment Insurance benefit debit card will be issued to you after the waiting period is served. It normally takes between 7–10 days to receive the card. Do not throw the debit card away. It is an important resource that you may need during the course of your claim. Keep the card for three (3) years.

You have two (2) options to receive unemployment insurance payments.

PREPAID DEBIT CARD

To receive payments to the debit card, you must activate the card by following the instructions sent with the card. For general information on prepaid accounts, visit cfpb.gov/prepaid.

DIRECT, NO-FEE TRANSFER FROM THE PREPAID DEBIT CARD INTO YOUR OWN U.S. BANKING ACCOUNT

To set up this recurring direct transfer, you must activate your card and then visit goprogram.com or call 1-866-320-8699 and use the automated system to enter your banking information.

How do I change my PIN number?

OESC does not have access to your PIN but can help you reset it. If you forget your number or want to change, we can reset your PIN so you can establish a new PIN. You can also change your PIN online. Contact our Unemployment Service Center or visit ui.ok.gov and sign into your account. Click on "Reset PIN" at the top of the page inside the My Account Box.

What do I need to do to have taxes taken out of my check?

Unemployment Insurance benefits are subject to federal and state income tax. If you choose to have taxes withheld, federal taxes of 10% and state taxes of 3% will be deducted from the gross amount of your payment each week. You must report unemployment benefits you receive when you file your income taxes. By January 31 of each year, the Oklahoma Employment Security Commission will send you a form 1099-G with the amount of benefits you received the prior year.

How and when do I file my weekly claim?

After you have filed your application for benefits, you must file weekly claims in order to receive benefits. The filing week begins on Sunday at 12:01 a.m. and end on Saturday at midnight. You cannot file a weekly claim until after the week is over. If you attempt to file before the week has ended, your claim will not be accepted.

Weekly claims can be filed online by signing into your account on ui.ok.gov.

OR by phone:

(405) 525-1500

(800) 522-8506 TTY/TDD Calls

What if I can't file my weekly claim?

Contact your nearest Oklahoma Works - American Job Center or the Unemployment Service Center during normal business hours if you encounter any problems when filing your weekly claim:

(405) 525-1500

(800) 522-8506 TTY/TDD Calls

Can I work part-time and still receive benefits?

To be considered part-time, you must work less than 32 hours per week. When filing you must report the amount of money you earned for each individual week, not just the weeks you were paid by your employer. This amount should be before any deductions are made. Earnings must be reported during the week you work, not when you actually receive the payment. Work is anything you do for wages, including self-employment, during the seven (7) days of the week you are claiming Unemployment Insurance benefits.

How do I change my address?

If you plan to change your address, you must report the change to the Unemployment Service Center prior to filing your weekly claim. Information required to change an address includes your name, social security number, old address, new address and the employer from whom you were separated when you filed your claim. You can go to ui.ok.gov and register or sign in to access your account information.

How do I file an appeal?

You can file an appeal in person, by mail, fax, telephone or email. Include your name, social security number, phone number, date of determination, section of law you are appealing and a detailed explanation of why you disagree with the decision. The mailing address, fax number, telephone number and email address will be listed on your determination.

REMEMBER!

Any questions regarding your Unemployment Insurance claim can be answered by calling one of the numbers listed on the Quick Reference & Contact page of this document or by visiting our website, oklahoma.gov/oesc

Services for Veterans

The U.S. Department of Labor provides grant funds to the State of Oklahoma to provide employment and training services to Veterans and eligible Covered Persons within all Department of Labor service programs. As a condition to receiving those funds, priority of service will be given to qualified Veterans and eligible Covered Persons when referring individuals to job openings, and in providing all Department of Labor funded employment and training programs/services.

Veterans and other Covered Persons are encouraged to identify themselves to staff when entering a workforce office. Disabled Veterans, Veterans with significant barriers to employment and other Covered Persons identified by the Secretary of Labor are eligible for specialized services and case management through Oklahoma Works offices.

To locate an Oklahoma Works - American Job Center near you, call us toll-free at (888) 980-WORK (9675) or (800) 722-0353 TDD, or visit oklahoma.gov/oesc/job-seekers/oklahoma-works-locations. Oklahoma Works office staff can further explain program details and benefits.

Reemployment services

OESC wants to help you get back to work as soon as possible. Our staff are skilled in matching the right candidate with the right job. We have many resources and tools to help you connect back to work. One of the tools we use is [OKJobMatch.com](https://www.okjobmatch.com) — The Right Match for Oklahoma Job Seekers. Check it out.

[OKJobMatch.com](https://www.okjobmatch.com) is an employment resource that matches job seekers with employers based on experience, education, skills, certifications and licenses. The website also allows Oklahoma's employers to search for talent in a single place. Its online resume-building tool helps applicants identify gaps in education, skill or credential requirements, and provide options for continuing education. [OKJobMatch.com](https://www.okjobmatch.com) uses your actual skills, education and experience to create a resume that takes the guesswork out of your job search. Completing the online resume process will help you generate the highest number of results, but you can also upload an existing resume for a revision to [OKJobMatch.com](https://www.okjobmatch.com) standards, or use it as-is.

[OKJobMatch.com](https://www.okjobmatch.com)'s powerful search engine scours more than 16,000 websites, matching you with the right job opportunities in all of Oklahoma's 77 counties and neighboring states — all at no cost to you. Go to [OKJobMatch.com](https://www.okjobmatch.com) to start your match today or visit your local Oklahoma Works office.

Our 27 Oklahoma Works - American Job Centers offer a variety of no-cost services to job seekers. In addition to job search assistance, your local Oklahoma Works office can help with resume writing, interview skills, and training assistance.

Other services include:

- Orientation to the information and services available
- Career Counseling & Consultation
- Pre-Employment Assessments
- Job Search and Placement Assistance
- Job Referrals
- Job Readiness Workshops
- Job Search Workshops
- Assessment of your needs and abilities
- Veteran Services
- Labor market information and statistics
- Follow-up services to help you obtain or maintain employment
- Federal bonding for certain job seekers
- Work Opportunity Tax Credit
- Basic skills training & skills upgrade, such as resume preparation, interviewing skills, math and computer skills
- Resume Software
- Typing, 10-Key and Microsoft Office Tutorials
- Phones, Fax Machines and Copiers
- Career Exploration - Information & Activities
- Job Seeker Networking and Support
- High-Speed Internet Access
- Assistance in establishing eligibility for other federal, state or local programs

Reemployment services

Unemployment Claimants may be required to participate in Reemployment Services provided through the Oklahoma Works offices. Our goal is to get claimants connected to work as soon as possible. If you receive notice to report to an Oklahoma Works office for Worker Profiling and Reemployment Services, sometimes referred to as RESEA, you are required to attend. Failure to attend may result in a denial of unemployment benefits. Some of the services you can expect to receive:

Oklahoma Works - American Job Center Orientation Session

You'll gain an overview of all available Reemployment Services provided through the Oklahoma Works offices and develop an employment plan to become reemployed.

Registration for Work

You are required to register for work online at [OKJobMatch.com](https://okjobmatch.com). This allows you to complete a resume and connect with employers. Our technology matches knowledge, skills and abilities with employers' requirements and qualifications for job openings. NOTE: Failure to register for work will result in denial of unemployment benefits.

Job Referrals and Job Placement

Claimants will be given job referrals based on skills, knowledge and abilities. Staff will match the claimants' qualifications with employers' requirements for the job opening. Staff may also contact employers on behalf of claimants to develop job opportunities.

Work Search Audits

Each week that you file for benefits you must search for work and keep a list of all your work search efforts. If you do not look for work, apply for work, or accept suitable work, you may not be eligible to receive benefits. OESC will randomly check your work search activities and ask for a copy of your work search list. Your efforts to find a job for each week in which you claim UI benefits will be reviewed. If you do not provide your work searches when asked, or if an employer disputes that you applied, you may be denied benefits. If you have already received benefits for one or more of the ineligible weeks, you will be required to pay back the money received.

Reemployment Needs Inventory

This service will quickly help to determine the claimant's readiness to return to work. The inventory evaluates job search activity, job search skills and confidence, and any barriers that may impact your chance of getting a job.

Employment Goal Determination and Labor Market Information

Staff will review your work history and collaborate with you to determine an employment goal, and discuss customized labor market information.

Job Search/Job Skills Workshops

Job search workshops include information on topics such as online job applications and resume writing as well as soft skills instruction including:

- Barriers to Employment
- Interview Skills and Etiquette
- Job Application
- Social Media
- Writing Resumes for Today's Employers

Follow Up Activities

After you receive the above services, staff will schedule a thirty (30) day follow-up meeting to review progress and discuss any barriers to employment and provide additional job referrals.

Training programs

What is Approved Training?

Approved training is a program that allows you to attend training or school while still drawing unemployment benefits. The requirement to perform work search efforts is replaced with a requirement to attend scheduled classes and make expected progress in those classes. Contact your local Oklahoma Works - American Job Center for more information regarding approved training.

Training must be approved by OESC. Training is considered “approved” only if the individual's prior work is no longer an in-demand occupation, and the training program selected is for an in-demand occupation. With the exception of TAA/TRA training (explained below), enrolling in an approved training program will not provide additional unemployment benefits.

Individuals attending school who are not in an approved training program must still search for work and be available to begin work when a job is offered.

DIFFERENT TYPES OF APPROVED TRAINING INCLUDE:

- Regular approved training: No monetary assistance is given to defray school costs, but work search requirements will be replaced with satisfactory attendance and progress in training.
- Workforce Investment and Opportunity Act (WIOA) approved training: In some instances state agencies may be able to offset portions of tuition.
- Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA) approved training: TAA is a federally-funded program designed to provide additional training or schooling for individuals who lost their jobs due to increased imports from, or shifts in production to, foreign countries. TRA provides monetary assistance after normal state Unemployment Insurance benefits have expired. In order to receive TAA and TRA benefits, a group of workers must file a petition with the U.S. Department of Labor.

What is a TAA/TRA Claim?

Federal Trade Adjustment Assistance (TAA) pays benefits to workers who lose their jobs or their working hours are reduced as a result of increased imports. If you worked for an employer that has been impacted by TAA, you will receive notification of potential eligibility for the program. See oklahoma.gov/oesc/job-seekers/trade-adjustment-assistance-taa-workers-impacted-foreign-trade for more information.

Trade Readjustment Allowance (TRA) is essentially an extension of your weekly unemployment benefits. You must be enrolled in a TAA approved training; have completed a TAA approved or TAA approvable training program; or have received written certification waiving training requirements to be eligible for TRA. You must exhaust all rights to any state unemployment in order to be eligible for TRA. Once you have exhausted your basic TRA benefits you may request additional TRA weeks if you are still in TAA approved training.

You must inform the Oklahoma Employment Security Commission of all official school breaks. If you are on an official school break of 30 or less school days you may still be paid for TRA. You will need to continue to call in each week.

Unemployment insurance fraud

The Oklahoma Employment Security Commission is responsible for protecting the Unemployment Insurance Trust Fund. We have a full-time fraud detection unit to identify and recommend criminal prosecution for those who commit fraud.

Fraud, for Unemployment Insurance purposes, is knowingly making a false statement, misrepresenting a material fact, or withholding information to obtain unemployment benefits. Any statement you make in order to obtain unemployment benefits will be verified. If you are found to be overpaid, you will be required to repay benefits plus penalty and interest and you may be denied future benefits. All fraud cases are subject to possible criminal prosecution, fines and imprisonment.

EXAMPLES OF FRAUD INCLUDE:

- Failure to properly report a job separation
- Failure to properly report earnings
- Failure to report ALL earnings from any source
- Divulging your PIN number to anyone
- Allowing another person to file your weekly claim

PENALTIES FOR FRAUD INCLUDE:

- Jail sentence
- Denial of unemployment benefits for the week the overpayment is established and the next following 51 weeks for the first offense and 103 weeks for all subsequent offenses
- Repayment of the amount of benefits received as a direct result of fraud plus interest
- Criminal prosecution under federal or state law
- A 25% penalty on the amount of the original overpayment

Repaying Overpayments

If you have an overpayment, you can repay it in one lump sum or under an installment payment plan; however, OESC must approve such plans. If you are found to be overpaid due to your error, interest will be assessed at the rate of 1% per month on the unpaid amount until the entire amount is repaid. Interest will only accrue to the amount of the overpayment, for example, if you have a \$500 overpayment, your interest due will not exceed \$500.

Other Methods of Recovery of Overpayments Include:

- State income tax refund intercept
- Federal income tax refund intercept
- Bank account lien
- Garnishment of wages from future employer
- Property lien

Benefits will not be paid on a regular Unemployment Insurance claim until any outstanding overpayment has been recovered. OESC may recover an overpayment by deducting it from any benefits you may be eligible to receive on a current or future unemployment claim. If you are currently filing for and receiving Unemployment Insurance benefits, we will recoup your weekly claim amount and apply it to your established overpayment. You will not receive any unemployment benefits until the principal balance is completely recovered. You must pay accrued interest with a personal check or money order.

Unemployment insurance

What is Unemployment Insurance?

The intent of Unemployment Insurance is to pay benefits to eligible people during times of unemployment when suitable work is not available.

Unemployment Insurance is a temporary income intended to help workers who are unemployed through no fault of their own. It is an insurance paid by employers. Deductions ARE NOT made from your wages to pay Unemployment Insurance.

Benefits are payable to individuals who are:

- Unemployed through no fault of their own
- Able and available to look for and accept employment
- Monetarily eligible

MYTH

*Employees pay
UI tax*

FACT

*Liable employers
pay UI tax*

Monetary Determination

After you file an initial application for unemployment benefits, you will receive a Monetary Determination for Unemployment Benefits. This determination will show:

- The employers that paid unemployment taxes on your wages during the base period
- Your benefit year begins on Sunday of the week you file your initial claim and ends one year later
- Your weekly benefit amount (WBA)
- Your maximum benefit amount (MBA)
- Messages regarding your eligibility or overpayments on a prior claim

How are my WBA and MBA calculated?

Your Weekly Benefit Amount (WBA)

The amount you may receive weekly is one twenty-third (1/23) of the highest quarter of taxable wages in your base period not to exceed the maximum weekly benefit amount allowed by Oklahoma law.

Taxable wages are those wages during your base period that are subject to unemployment tax. This is a tax paid by your employer and is not taken from your paycheck.

If you are monetarily eligible, the weekly benefit amount will not be less than \$16.00 nor more than the maximum allowed by law. For 2021, the maximum WBA is capped at \$461.00. For example, if during your base period your highest calendar quarter of taxable wages was \$14,000, you would divide that by 23 which would be \$608.70. Since the maximum benefit amount allowed by law for 2021 is \$461, and \$608.70 exceeds that amount, your weekly benefit amount would be adjusted to \$461.

Your Maximum Benefit Amount (MBA)

State law establishes the maximum amount you may draw during your benefit year. Typically, individuals are able to receive benefits for up to twenty-six (26) weeks; although, in some cases this can vary.

Your Base Period is the twelve (12) month period consisting of the first four (4) of the last five (5) completed calendar quarters before the effective date of your claim. Once a monetarily eligible claim is established the base period cannot be changed. For base period purposes, quarters change after the first Sunday in the quarter.

1st quarter—January, February, March

2nd quarter—April, May, June

3rd Quarter—July, August, September

4th quarter—October, November, December

Example: If you filed your initial claim AFTER the first Sunday in April 2021 but BEFORE the first Sunday in July 2021, your base period would be from January 2020 through December 2020.

Monetary Determination for Unemployment Benefits				
Name <u>Mel Fishbaum</u>	SSN <u>123-45-6789</u>	Date Prepared <u>04-05-2021</u>		
Effective Date <u>04-04-2021</u>	Weekly Benefit Amount <u>\$304.00</u>	Maximum Benefit Amount <u>\$ 7904.00</u>		
Benefit Year Ending Date <u>04-03-2022</u>	Base Period <u>01-01-2020 Thru 12-31-2020</u>			
Employer Acct Number and Name	Mar-2020	June-2020	Sept-2020	Dec-2020
01-0000001 Poole's Fritter House	\$7000.00	\$7000.00	\$4100.00	
			* \$2900.00	* \$7000.00
Total Wages	\$7000.00	\$7000.00	\$7000.00	\$7000.00
* Denotes Non-taxable Wages. These wages are not used to calculate the weekly benefit amount				

These numbers are used for illustration purposes only and do not reflect a guaranteed amount.

How do I file my weekly claim?

After you have filed your application for benefits, you must file weekly claims to receive benefits. Each week begins on Sunday at 12:01 a.m. and ends on Saturday at midnight.

You cannot file a weekly claim until after the week is over. If you attempt to file before the week has ended, your claim will not be accepted.

Weekly Claims Can Be Filed Two Ways:

Online: ui.ok.gov

Phone: (405) 525-1500

THE ONLINE SYSTEM CAN BE USED TO:

- File a new unemployment claim or reopen an existing claim
- File your weekly claim
- Inquire about an existing unemployment claim
- View and print your 1099
- Visit the Oklahoma Employment Security Commission home page
- Change your address
- Change your PIN
- Change tax withholdings
- Find information regarding electronic payment options
- View non-monetary determinations
- View overpayment information
- File appeals

THE INTERACTIVE VOICE RESPONSE TELEPHONE SYSTEM CAN BE USED TO:

- File a new unemployment claim or reopen an existing claim
- File your weekly claim
- Inquire about an existing unemployment claim
- Inquire about amount of benefits reported to the IRS
- Find information on an existing overpayment
- Speak to an Unemployment Service Representative
- Get general information regarding unemployment benefits

BEFORE YOU FILE YOUR WEEKLY CLAIM, MAKE SURE YOU HAVE YOUR:

- Social Security Number
- Personal Identification Number (PIN)
- Information on any earnings and the number of hours you worked during the week (including vacation, holiday and severance pay)

HEADS UP!

When filing your weekly claim by phone, you must listen to the entire question before entering your response. If you try to enter your response before the system prompts you, it will start the question over!

Reminder: Be On Time

Weekly claims filed 15 or more calendar days after the week has ended are considered untimely and (in most cases) will not be paid.

Example questions when filing your weekly claim

If filing by phone, you will be given instructions on how to answer each question.

QUESTIONS MAY INCLUDE:

1. Oklahoma requires that you are able and available to work each week if employment is offered. Were you able and available for work during the week you are claiming?
 - a. *If yes, you will be prompted to enter hours worked and gross wages earned.*
2. You must report all work performed. Did you perform work this week for which you were or will be paid?
 - a. *If yes, you will be prompted to enter hours worked and gross wages earned.*
3. Did you receive or are you entitled to severance pay for the week?
4. Did you receive or are you entitled to vacation pay for the week?
 - a. *NOTE: Vacation pay is deductible if you have a return-to-work date.*
5. Are you entitled to holiday pay for the week you are claiming?
 - a. ***Note: (Holiday pay is deductible in the week in which the holiday falls.)*
6. Did you receive bonus pay for the week you are claiming?
 - a. *Note: bonus pay is deductible in the week in which it is received*
7. Has there been any change in the amount of retirement pay or pension previously reported?
8. Did you refuse work during the week you are claiming benefits?
9. Did you quit a job during the week you are claiming benefits?
10. Were you discharged or fired during the week you are claiming benefits?
11. Oklahoma requires that you search for work each week in accordance to the work search plan that you established at the time you filed your claim. Did you make the required number of work searches in accordance with your work search plan?
12. Realizing you are liable for any false statements made to receive unemployment, do you certify that you have answered these questions truthfully and accurately?

REMEMBER!

MAKING FALSE STATEMENTS IS FRAUD.

Issues that may affect your claim

YOU MAY BE MONETARILY ELIGIBLE FOR UNEMPLOYMENT BENEFITS AND STILL BE DENIED BENEFITS FOR OTHER REASONS

Any situation that may keep you from receiving benefits is called an “ISSUE” or a “STOP” on your claim. When this happens, OESC representatives will investigate the issue or stop, and may ask you to provide additional information regarding the situation before a decision can be made on your unemployment claim.

Some possibilities include:

Discharged or Fired Due to Misconduct:

You *may* be eligible for payment if you were discharged or fired from your job. An investigation of your job separation by OESC will determine whether your discharge was due to misconduct. If your job separation was due to misconduct, benefits will be denied. Misconduct shall include, but is not limited to, the following:

- Any intentional act or omission by an employee which constitutes a material or substantial breach of the employee’s job duties or responsibilities or obligations pursuant to his or her employment or contract of employment;
- Unapproved or excessive absenteeism or tardiness;
- Indifference to, breach of, or neglect of the duties required which result in a material or substantial breach of the employee’s job duties or responsibilities;
- Actions or omissions that place in jeopardy the health, life, or property of self or others;
- Dishonesty;
- Wrongdoing;
- Violation of a law; or
- A violation of a policy or rule enacted to ensure orderly and proper job performance or the safety of self or others.

Quitting Your Job:

You have the right to leave a job for any reason at any time, but the circumstances of the separation will determine if and when you will qualify for benefits. If you quit your job you will have to prove that your job separation was for good cause.

GOOD CAUSE MAY INCLUDE:

- A job working condition that has changed to such a degree that it was harmful, detrimental, or adverse to the persons health, safety, or morals, that leaving the work was justified.
- Substantially unfair treatment or the employer was creating difficult working conditions
- Separation under some collective bargaining agreements
- Not being paid for work performed

The burden of proof, when you quit, falls upon you as the claimant. You will have to offer evidence of the reason and show that you tried to correct the problem with your employer before quitting. One person’s word versus the other person’s word is not likely to prove good cause to quit. Quitting for personal reasons is not considered good cause connected to the work unless the separation is due to compelling family circumstances.

COMPELLING FAMILY CIRCUMSTANCES:

If you had to quit due to a medical condition or to care for someone in your immediate family, you may be eligible depending on the circumstances. However, you must be able to work and available to seek and accept work while filing your unemployment claim. You must also be willing to accept any suitable job offers.

- You or a family member has a medically documented illness that prevented you from working, but you are now able to work.
- You had to quit to move with your spouse who obtained a new job more than 50 miles away or was transferred.
- You were separated from employment due to domestic violence or abuse.

Other Reasons You May Be Disqualified Include:

- Failing to participate in required reemployment services (See page 9)
- Failing to search for or accept work
- Refusing a job offer for suitable work or refuse a referral to a suitable job
- Being unavailable to seek and accept work
- Not being a U.S. citizen and not authorized to work in the U.S.
- If you have limited the wages, hours, days or areas of a job you will accept
- If you were employed by an educational institution (certain conditions apply)
- If you are self-employed
- If your gross earnings, deductible severance payments, deductible vacation payments, or deductible bonus payments are \$100 greater than your weekly benefit amount.
- If your deductible retirement pay is greater than your weekly benefit amount.
- If you work full-time
- If you received bonuses
- If you are a union member involved in a strike

***Note: You must be able and available to seek and accept work in keeping with your past work experience and education. If you are going to school while filing for unemployment benefits, you must still meet this requirement. Under certain conditions, if you get accepted into approved training in coordination with an approval process at an Oklahoma Works office, then your work searches can be waived (see page 10). Work searches can only be waived upon receiving this specific approval. Contact your local Oklahoma Works office for more information.**

Working While Receiving Benefits:

Any employment (full-time, part-time, temporary, short term, volunteer, or cash-in-hand such as mowing lawns and babysitting) MUST be reported when you are filing for unemployment benefits.

- You may be entitled to a reduced amount of Unemployment Insurance benefits while you are working.
- You are still considered “unemployed” any week that you perform no services and are paid no wages or any week that you work less than full-time and your earnings are less than your weekly benefit amount plus one-hundred dollars (\$100.00).
- Full-time work is defined as thirty-two (32) or more hours of work per week. Remember “weeks” begin at 12:01 a.m. on Sunday and end at midnight on Saturday.
- You must report your gross earnings before any deductions were made for each week, whether or not you were paid during that same week.
- Earnings must be reported during the week you earn them, not when you actually receive the payment.

REMEMBER! You are responsible for the answers you provide and can be penalized under the law for withholding or willfully giving incorrect information.

Qualifying for benefits

In Order to Qualify for Benefits You Must:

BE MONETARILY QUALIFIED

To be monetarily qualified you must have earned a minimum of \$1,500 during your base period AND have total wages of one and one-half times your high quarter.

BE UNEMPLOYED THROUGH NO FAULT OF YOUR OWN

In order to qualify for benefits, you must have lost your job through no fault of your own; for example, a layoff or reduction in hours or pay not related to your performance.

BE ABLE, AVAILABLE, AND ACTIVELY SEEKING WORK

To qualify for benefits, you must be able and available for work. You must also be actively seeking work and documenting your work search efforts.

BE REGISTERED FOR WORK IN [OKJOBMATCH.COM](https://okjobmatch.com)

To qualify for benefits, you must be registered in [OKJobMatch.com](https://okjobmatch.com)

Work Search Requirements

To receive unemployment benefits, you are required to:

- Perform a minimum of two (2) work search efforts during each week benefits are being claimed.
- Keep track of your work searches using the work search log in the back of this guide.
- Work search efforts must include a minimum of two (2) different employers each week to meet the minimum work search requirement. Work searches cannot be repeated with the same employer until four (4) weeks have passed. Job placement agencies can be utilized in back to back weeks.
- If direct contacts are made, they should be made with an individual in the company who has hiring authority.
- Work searches should be for work you are willing and qualified to do, pay that you are willing to accept, and in the area that you are willing to work.
- All work search efforts are subject to verification in the event you are selected for an audit. Failure to make the required number of work searches each week could result in a denial of benefits and possible overpayment.
- Union members that have a hiring hall must contact the hiring hall each week. If you do not have a hiring hall, you must make the required number of work searches each week.

How do I receive my payments?

The Oklahoma Electronic Payment Program is handled by an outside company, Conduent. All eligible individuals will be mailed a debit card after the waiting period is served. Unemployment payments will be issued to this debit card, but you may elect to have funds transferred to your personal bank after you have received and activated this card.



FOR PAYMENT INQUIRIES OR TO SET UP DIRECT DEPOSIT,
CONTACT CONDUENT AT:

- (866) 320-8699
- goprogram.com

The debit card is valid for three (3) years. However, direct deposit will be deactivated for all bank accounts that have had no deposits in the last 6 months (180 days). If you want to receive your current benefit payments by direct deposit, you MUST contact Conduent to update your banking information; otherwise you will receive your payments via debit card. Additionally, if you have changed banks, you need to submit new direct deposit information to Conduent.

REMEMBER: DON'T SHARE YOUR PIN WITH ANYONE!

Maintaining your eligibility

To maintain your eligibility for benefits you must:

- File your weekly claim each week
- Actively seek work and record your work searches
- Be able and available to seek and accept work
- Report ANY and ALL wages, including commission, bonuses, cash or anything of value the week you earn it, NOT the week you are paid. This amount should be before any deductions are made.

You must notify OESC if:

- You refused a job referral from a local Oklahoma Works office
- You refused a job offer
- You are self-employed or working on commission, even if you are not being paid
- You are enrolled in or plan to enroll in school or training
- For any reason you are not able and available to seek and accept employment
- You change your address or telephone number. The post office will NOT forward government mail.
- You need instructions on how to continue filing for benefits if you are moving to another state
- You make an error while filing your weekly claim

What if I can't return to my previous job or career?

There are specialists at your local Oklahoma Works who will customize an individual service plan for you which includes employment goals, plans to overcome barriers, job search workshops and job referrals. You MUST attend a follow-up appointment within thirty (30) days of the completion of required initial RESEA.

Notification of change of address:

You must keep the Oklahoma Employment Security Commission (OESC) informed of your current mailing address at all times. You MUST inform OESC in writing, by telephone, or online of any changes to your address. You may be mailed important documents and/or instructions to follow that, if action is not taken, might delay your claim or cause a denial of benefits.

NOTE: OESC may reach out to you at times regarding your benefits. If you fail to respond to any correspondence, you could experience delays in receiving benefits, or even be denied benefits.

What do I do when I return to work?

What do I do when I return to work?

First of all, congratulations! Your next step will depend on when you return to work (what day of the week) and whether you return to full-time (32 or more hours per week) or part-time (less than 32 hours) work.

What do I do when I return to work full-time?

- Simply stop filing for unemployment benefits the week you return to full-time work.
- Report your new job to OESC.
- Retain your work search efforts for at least two (2) years.

What if I return to work part-time (less than 32 hours per week)?

People who accept part-time employment are allowed to continue filing for unemployment benefits; However, you must:

- Report earnings (before any deductions) during the week they are earned, not the week you are paid.
- Continue to search for full-time work.
- Continue to attend all required groups and workshops.

NOTE: If you are unwilling or unable to continue to search for full-time work or attend all required groups and workshops you should stop filing for benefits.

What if I start a full-time job in the middle of the week?

- If you work less than 32 hours the first week of employment you may still file for benefits for that week only.
- You must report your hours worked and gross earnings for that week when you file your weekly claim and then stop filing weekly claims.
- Failure to report your hours and earnings is considered fraud and will be subject to the fraud penalties.

What if my new job ends?

You may reestablish your unemployment claim by contacting OESC and providing the name, address and phone number of the job that just ended, along with the reason for separation. A notification will be sent to that employer.

A determination will be made on whether you are eligible to continue drawing unemployment benefits.

NOTE: Unemployment claims are open for one year. Once you reach the end of your benefit year, you will be required to file a new claim, even if you have remaining benefits on your previous claim. The new claim will require that you serve a new waiting period, and may result in new weekly and maximum benefit amounts.

Unemployment Insurance is payable only when you are unemployed

Once you begin working again, even if you do not receive your first paycheck for a few weeks, you must stop filing for weekly benefits. If you continue to file and do not report your earnings (remember, they are reported the week they are earned, not the week paid) you are committing fraud and will be subject to the fraud penalties.

Unemployment Insurance is payable only when you are unemployed

Once you begin working again, even if you do not receive your first paycheck for a few weeks, you must stop filing for weekly benefits. If you have not resumed full-time work, and are working part-time instead, you must report any and all wages the week they are earned. If you continue to file and either do not report your earnings or have returned to work full-time, you are committing fraud and will be subject to the fraud penalties.

One of the main causes of overpayments is an individual's failure to stop filing after returning to work.

Remember!

If you accept employment and your start date is within three (3) weeks or less, you may continue to file your weekly claims until the week you begin work. You will not have to search for work during this time period; however, you must notify OESC of the scheduled date to begin work.

Reopening your claim

If you quit filing weekly claims for three weeks or more, your claim will become inactive. You can reactivate your claim online by signing into your account at ui.ok.gov or call the Unemployment Service Center at (405) 525-1500.

Fraud

The Oklahoma Employment Security Commission has a Fraud Investigation Unit that obtains information from the State and Federal New Hire Directories. Employers are required to report new hires and former employees who have returned to work. The Commission cross matches those reports against our active claim files to determine if someone returned to work and continued to file for unemployment benefits. If a match is found an investigation is done to determine why the individual continued to file. If it is determined that the individual should not have filed, an overpayment will be established for each week in which benefits were improperly claimed and paid. Remember, failure to report earnings during the week in which they are earned may be considered fraud. Fraudulent overpayments accrue interest, have a 25% penalty, could result in incarceration and will prevent future claims filing for one to two years, depending on the particular case.

MAIN RESOURCES FOR RECOUPING OVERPAYMENTS INCLUDE:

- State and federal tax return intercepts
- Wage garnishments
- Lottery winnings
- Liens against property; and
- Offsets of weekly benefit amounts

Keep track of your hours and earnings using our earnings log in the back of this guide. You will need to report this information when you make your weekly claim.

Additionally, you must report when you no longer work for an employer.

Report your earnings during the week in which they are earned, not the week you are paid. Failure to report earnings is considered fraud against the State of Oklahoma. Penalties for fraud include having to pay back all money obtained through fraudulent means, paying interest of 1% on the outstanding balance and a penalty of twenty-five percent (25%) of the amount of the original overpayment.

What if I don't qualify?

When you have an issue or stop on your claim, it can take some time for OESC to thoroughly investigate and determine whether you qualify. We must notify your last employer and investigate your job separation and any other issues. When the investigation is complete, OESC will mail you a determination on each issue telling you whether or not you are approved for benefits. If you disagree, you can appeal the decision.

Appealing a notice of determination

Any time a determination of eligibility is made on your claim, you will receive a determination in the mail that will explain if you are allowed or disallowed benefits. If you do not understand the determination, or have questions regarding the appeal process, contact the Unemployment Service Center at (405) 525-1500. You may appeal any Notice of Determination which denied benefits. Other interested parties, such as your employer may also have appeal rights.

Parties have ten (10) calendar days from the mail date of the determination to appeal the determination.

If the tenth (10) day falls on a weekend or state holiday, the deadline will be the following business day. If you are unable to file an appeal within ten (10) days, you must provide a detailed explanation as to why you are filing untimely. The Appeal Tribunal will determine if good cause for filing an untimely appeal is established before a hearing is held on the issue being appealed.

If it is determined that you have been overpaid, you will have twenty (20) days after the date of the mailing of the notice to file an appeal with the Appeal Tribunal. If the overpayment is a result of a determination, you must appeal both the overpayment and the determination.

You can file an appeal in person, by mail, fax, telephone or email. In your appeal include:

- your name
- social security number
- phone number,
- date of determination
- section of law you are appealing
(found on the determination)
- a detailed explanation of why you disagree with the decision.

NOTE: The mailing address, fax number, telephone number and email address will be listed on the Notice of Determination.

Once an appeal is filed, parties will be mailed an appeal packet with copies of all pertinent claim information. After your hearing has been set, you will then be mailed a notice of hearing. The notice will indicate what action is required for you to participate in the hearing. It is important for you to participate in the hearing since the decision on your claim will be based on information given at the hearing.

Failure to participate in the appeals hearing may result in a denial of benefits!

If witnesses are needed to help present your case, you must arrange for them to participate. Information about subpoena of records or individuals will be included in the appeal packet.

Protecting your rights while appealing a determination

Know Your Rights

You must continue filing your weekly claims while you are in the appeal process!

- If you are found eligible for benefits, you will only be paid for weeks you filed a weekly claim. Any weeks without a weekly claim will not be paid.
- If you fail to appear for your scheduled hearing, you must contact the Appeal Tribunal within ten (10) days after the mailing of the Appeal Tribunal's Order of Decision if you would like to reopen your appeal.
- Please note, your employer has the same appeal rights as you.
- If your employer appeals the decision, the appeal does not stop your benefits. However, if the employer wins the appeal, you will be considered overpaid for any benefits you received.
- It is important that you participate in the hearing on the employer's appeal so you may present your side of the case.

Your next step: Board of Review appeal

If the Appeal Tribunal determines you are NOT eligible for benefits you may appeal that decision to the Board of Review.

- Your appeal must be filed within ten (10) calendar days from the mail date of the Appeal Tribunal decision.
- If you file the appeal late, you must explain why you are filing untimely.
- The Board of Review may affirm, modify, reverse or remand any decision of the Appeal Tribunal. The hearing tape and decision are reviewed to ensure the evidence and UI law supports the Appeal Tribunal decision.
- You will be notified in writing of the Board's decision.
- The Board of Review's mailing address and fax number will be listed on the Appeal Tribunal decision.
- The Board of Review decision shall be final unless within thirty (30) days of the mailing of the decision either party appeals the decision to district court.
- If you have any questions, contact the Board of Review at (405) 962-7570.

Oklahoma Works - American Job Center locations

Oklahoma Works - American Job Centers are conveniently located throughout the state at the locations below. Contact information for each office can be found at oklahoma.gov/oesc/job-seekers/oklahoma-works-locations

Ada	Enid	Oklahoma City	Shawnee
Altus	Guymon	Okmulgee	Stillwater
Ardmore	Idabel	Ponca City	Tahlequah
Bartlesville	Lawton	Poteau	Tulsa
Chickasha	McAlester	Pryor	Weatherford
Duncan	Miami	Sapulpa	Woodward
Durant	Muskogee	Seminole	



Important reminders!

Reemployment Services at OESC are responsible for administering Labor Exchange programs and services to employers and job seekers through local Oklahoma Works - American Job Centers strategically located throughout the state. Our mission is to provide a smooth transition to self-sufficiency and economic stability for all Oklahoma citizens.

To locate your nearest Oklahoma Works - American Job Center, visit: oklahoma.gov/oesc/job-seekers/oklahoma-works-locations

REGISTER FOR WORK

You are required to register for work within seven (7) days of filing your unemployment claim. Do this either online or by going to your local Oklahoma Works office for assistance. Go to OKJobMatch.com and click on "Create a Job Seeker Account" to register for work by creating an account and completing your resume. Failure to register may cause a delay or denial of your claim.

NOTE: YOUR CLAIM WILL BECOME INACTIVE IF YOU QUIT FILING FOR THREE CONSECUTIVE WEEKS.

RECEIVING YOUR DEBIT CARD

Unemployment Insurance benefits debit cards will be issued to you at the time the waiting period processes. It normally takes between 7-10 business days to receive the card after it has been issued. If you have not received your debit card by the 10th business day, please contact Conduent toll-free at (866) 320-8699 to inquire about your debit card.

REPORT ALL EARNINGS

You must report earnings during the week in which they are earned, not the week you are paid. Failure to report earnings is considered fraud against the State of Oklahoma. Penalties for fraud include having to pay back all money obtained through fraudulent means, paying interest of 1% on the outstanding balance and a penalty of twenty-five percent (25%) of the amount of the original overpayment.

CHANGE YOUR ADDRESS

If you move you **MUST** change your address by contacting our Unemployment Service Center or a local Oklahoma Works office! Government mail will not be forwarded by the Post Office and you will miss important information regarding your claim.

RETAIN WORK SEARCH EFFORTS

Be sure to keep a record of your work searches for at least two (2) years. Your claim could be audited and you will be required to provide documentation of work searches.

CONFIDENTIALITY OF RECORDS

Your social security number is required to file an unemployment claim. OESC has an agreement with various state and federal agencies to share data. Please be advised that when you file your claim for unemployment benefits, we may request information from other agencies as well as share common data we have on file.

**OKLAHOMA EMPLOYMENT SECURITY COMMISSION
WORK SEARCH FORM**

Name: John Smith - Example						
Claim Week (Sun-Sat)	Date	Employer Information (include address/location or website)	Position or Type of Work Applied for	Method of Application	Results	
1/3/21 - 1/9/21	1/5/21	Fishbaum's Fritter House 3242 Fryer Ln, Norman, OK	Head Cook	emailed	Will call if needed - not hired	
1/3/21 - 1/9/21	1/7/21	Emmett's Auto 1640 Riverside Dr, OKC, OK	Mechanic	In-person	not hiring	
1/10/21 to 1/16/21	1/12/21	Bank of Metropolis 1938 Illinois Ave, Guymon, OK	bank teller	online	Interviewed 1/14/21 - no offer	
1/10/21 to 1/16/21	1/14/21	Veterans Affairs - OKC www.usajobs.gov	Maintenance Technician II	online	Waiting - no response	
1/17/21 - 1/23/21	1/19/21	Mc-Fil-A 742 Evergreen Terrace, Tahlequah, OK	manager	Job Fair at OK Works office	Interviewed on the spot - no offer	
1/17/21 - 1/23/21	1/21/21	Restaurants To-Go www.restaurantstogo.com	work from home agent	online	no response	
1/24/21 to 1/30/21	1/26/21	Staffing Solutions 4132 Wurking Ave, Lawton, OK	anything maintenance	phone	interviewed 1/27/21 - will call if offered	
1/24/21 to 1/30/21	1/28/21	Tardis Tasty Treats 76 Totter's Ln, McAlester, OK	Decorator	Facebook jobs	phone interview 1/30/21 and again 1/31/21 - no offer yet but promising	
1/31/21 - 2/6/21	2/2/21	Resume Workshop Oklahoma Works office in Muskogee, OK			Built a better resume	
1/31/21 - 2/6/21	2/4/21	Watson Pest Detection 221B Baker St, Enid, OK	Office assistant	In-person	Met owner at networking event and gave my resume. He called 2/5 and hired me.	

In accordance with the [Rules for the Administration of the Oklahoma Employment Security Act](#), all individuals filing for unemployment must perform a minimum of two (2) work searches each week that benefits are claimed, unless they meet the criteria of an exempted group. Please record all efforts on this form and retain for three (3) years for audit purposes. Please note that proof of applications may be required.

OES-622 (Rev. 1-21)

For additional copies of the Work Search Form OES-622 go to oklahoma.gov/oesc.

OKLAHOMA EMPLOYMENT SECURITY COMMISSION
WORK SEARCH FORM

Name:					
Claim Week (Sun-Sat)	Date	Employer Information (include address/location or website)	Position or Type of Work Applied for	Method of Application	Results

In accordance with the [Rules for the Administration of the Oklahoma Employment Security Act](#), all individuals filing for unemployment must perform a minimum of two (2) work searches each week that benefits are claimed, unless they meet the criteria of an exempted group. Please record all efforts on this form and retain for three (3) years for audit purposes. Please note that proof of applications may be required.

Regular Claims Benefit Rights Information

Reemployment Assistance for the Unemployed Booklet

The Commission has provided a booklet entitled Reemployment Assistance for the Unemployed which explains your benefit rights. This booklet explains when and how to file your unemployment claim. You will need to read this booklet carefully. You may access this booklet online at www.unemployment.ok.gov. It is your responsibility to read the booklet and to contact us if you have any questions.

Reemployment Services

Our goal at the Oklahoma Employment Security Commission is to assist with the transition to your next employment opportunity. We offer a comprehensive menu of services designed to help you quickly and successfully get back to work! These services include:

- Job Referrals: Access to Oklahoma's largest job bank
- Build A Resume: Expose your resume to more Oklahoma employers than any other web site
- Job Search/Readiness: We offer proven techniques for accessing today's workforce
- Job Fairs: We host more live events in Oklahoma matching employers with jobseekers than anyone else
- Pre-Employment Assessment: Let us help you identify your value to employers

To find out more about these and other services call 1-888-980-WORK (9675) or find us on the internet at www.oesc.ok.gov.

Work Registration is Required

You must register for work in your resident state. If you are an Oklahoma resident you must register for work within the next seven (7) days with the Oklahoma Employment Security Commission. You must either register online at www.okjobmatch.com or at the Workforce Oklahoma Office closest to you. Select "create a jobseeker account" to access the registration portion of the site. In order to be considered registered you must create a resume. The resume must include at least one method of contact, your current work experience within the last two years, detailed job descriptions for each job listed, and a summary of qualifications or an objective statement. If already registered you must ensure that your resume has been updated and activated with the last six (6) months. Even if you have no new employment or other changes to the resume you must review the information and make sure your resume is active. Also, make sure your My Profiles page has the most current information.

If you are not an Oklahoma resident you must register for work with the State Employment Service Office nearest you and provide proof of registration within the next seven (7) days. Once you are registered you must send proof of work registration to the Oklahoma Employment Security Commission by one of the following methods: By mail to OESC P.O. Box 52006 Oklahoma City, Ok 73152-2006; or by fax to 405-962-7524.

If already registered in Oklahoma you must ensure that your registration has been updated within the last six (6) months. Even if you have no new employment or other changes to your registration, you must review the information to ensure it is still correct. You must provide a

screen shot of your registration or a letter for the other State Employment Service indicating the date you reviewed your registration in order to meet the work registration requirement.

Failure to register for work, failure to create, update, and activate your resume or failure to provide proof of registration within 7 days as mentioned earlier will result in a denial of benefits.

Work Search is Required

Oklahoma requires that you look for work each week that you are unemployed. You must complete at least two work search efforts each week you claim benefits. You must keep a detailed record of your work search efforts. You can access the work search forms online at www.ok.gov/oesc_web/documents/oes-622.doc. Remember, the Commission conducts regular, random audits of work search. Failure to report information or reporting false information to receive benefits is deemed to be fraud against the State of Oklahoma. This could result in a denial of benefits, an overpayment of benefits and possibly incarceration. Claims are subject to audit so retain your work search information for at least two years.

You Must be Able and Available to Seek and Accept Work

You must be physically able to seek work and available to go to work each week you claim benefits. If at any time you are unable to fulfill those requirements during a week you must contact the Unemployment Insurance Service Center.

You Must be Willing to Accept Suitable Work

If you are offered a job by any employer and do not accept it, you must tell us what the job offer was and the reason you did not accept it. Suitable work is defined as work in which you have experience or training to do the job duties and with a salary in keeping with your experience, and the wages are comparable to that paid in your area. Turning down a job offer of suitable work may result in a denial of benefits.

You Must be Willing to Accept Job Referrals

If the Employment Service or Workforce Center instructs you to check on a specified job opening, you must follow instruction on applying for the job. Failure to do so will result in a denial of benefits. If you are offered the job and turn it down, then you must report why, and a determination of your continued eligibility will be made.

School Attendance May Not Interfere with Seeking and Accepting Work

You must notify the Commission if you enroll in school. If you are in school, you must be willing to withdraw or change your class hours if they conflict with the hours you normally work, or a job is available during those hours. If you are in an approved training, you may be asked to provide progress and training reports from the school. If you are planning on enrolling in school and have questions on whether your training may be considered approved, contact your local Workforce Office.

You May Not Draw Benefits if Full-time Self-Employed

You are not eligible for benefits if you are self-employed on a full-time basis regardless of whether you are making any money. If you go into business for yourself, you must notify your Unemployment Insurance Service Center.

You Must Report All Earnings

You must report ALL earnings. All monies earned should be reported in the week it is earned, not the week it is paid. You must report the total amount of earnings BEFORE any deductions are made. Failure to report earnings can result in an overpayment and denial of future benefits.

You Must Report Any Retirement Pay

Report all retirement payments to the Unemployment Insurance Service Center. Retirement may be deductible and the Unemployment Insurance Service Center will advise you on the proper procedure.

You Must Report Any Address Change

If you move, you must notify the Unemployment Insurance Service Center of your new address. The U.S. Postal Service does not forward our mail. If you do not contact us, your payment may be delayed and you will not receive notification regarding the outcome of pending issues. This could result in an untimely filing of an appeal.

You Must Serve a One-Week Waiting Period

Oklahoma Law requires a one-week waiting period when you file your initial claim. The first week that you claim during a benefit year in which you meet all of the eligibility requirements will be a waiting period week. No payment will be made for this week.

You Must File Timely Weekly Claims

You must file a weekly continued claim for each week you wish to claim benefits. Failure to file your claim on a timely basis will result in a loss of benefits. Claims must be filed within fourteen days of the week ending date. Claims can be filed by telephone or internet. Each time you claim a week of benefits you are certifying your answers are true and complete. A false answer may be deemed to be fraud; you could be overpaid and denied future benefits.

All Work Search Efforts are Subject to Audits

Every claim is subject to audit. You must keep a detailed record of your work search efforts. You can access work search forms online at www.ok.gov/oesc_web/documents/oes-622.doc.

You must report all earnings during the week in which they are earned. You must report gross earnings. Remember, the Commission conducts regular, random audits of unemployment claims, including work search. Failure to report information or reporting false information to receive benefits is deemed to be fraud against the State of Oklahoma. This could result in a denial of benefits, an overpayment of benefits and possibly incarceration.

There are Penalties for Fraud

Each time you claim a week of benefits, you are certifying that your answers are true and complete. Claiming benefits for someone other than yourself, failure to report information or reporting false information to receive benefits is deemed to be fraud against the State of Oklahoma. Fraud could result in a denial of benefits, an overpayment and possibly incarceration.

Information on TAA/TRA Eligibility

Workers whose employment is adversely affected by increased imports may apply for Trade Adjustment Assistance (TAA). TAA may include training, job search allowance, relocation allowance and weekly TRA benefits, if enrolled in a TAA federally approved training course following the exhaustion of unemployment insurance benefits. There are definite time limits to apply for these benefits and you should contact the Unemployment Insurance Service Center or the Workforce Center in your area to determine whether or not you may be eligible.

Aliens Must Have Right to Work in the United States

Aliens must have authorization to work in the United States in order to be eligible for unemployment benefits. If you are not a U.S. citizen, your alien status will be verified through the U.S. Citizenship and Immigration Services. You may be asked to provide a copy of the front and back of your alien registration card so your work authorization can be verified. Failure to provide the requested documentation will result in a denial of benefits. You will be contacted by mail if you are required to provide documentation.

Payments are Made By Direct Deposit or Debit Card

Unemployment Insurance payments are issued either to a debit card or by direct deposit. If you choose to receive a debit card no action is necessary on your part. However, if you wish to have your payments direct deposited into your bank account you must call 1-866-320-8699. This will be a toll free call. You cannot set up the direct deposit until the next business day after filing your claim for benefits. You may also access the direct deposit form at www.eppicard.com/okedcuiclient/pdf/OKUI_DD_Form.pdf. If you do not set up your direct deposit before a payment is made a debit card will be sent to you. Debit cards are sent to you within 7-10 days after your eligibility is established.

You Must Provide True and Correct Answers to Questions

You will be required to certify that the answers you have given to all questions are true and correct to the best of your knowledge and that no information has been intentionally withheld or misrepresented in an attempt to obtain benefits to which you are not entitled.

NOTICE TO WORKERS

If you lose your job or if you work less than full time and get less than your full time wages – you may be entitled to receive unemployment insurance benefits. Ask your employer for a free copy of the booklet entitled ***Information for Workers Who are Unemployed*** or obtain a copy from the nearest Workforce Oklahoma office or go online at www.oesc.ok.gov. This explains your rights and how to file an unemployment insurance claim.

All unemployment claims are now filed by telephone or internet. You may obtain help in finding a job or obtain help in filing your claim at the nearest Workforce Oklahoma office of the Oklahoma Employment Security Commission.



OES-44 (Rev 6-10)

NOTICE TO EMPLOYERS: It is required by Sec. 2-502 of the Oklahoma Employment Security Act that you shall post and maintain this notice in places readily accessible to individuals in your employ. Copies may be obtained from the Oklahoma Employment Security Commission, PO Box 52003, Oklahoma City OK 73152 or go online at www.oesc.ok.gov