## **TiPS FOR APPLYING FOR unemployment insurance benefits DUE TO COVID-19**

The fastest and most efficient way to file a new claim is to file online at des.nc.gov. If you don’t have access to a computer or need assistance, you may file over the phone by calling the Customer Call Center at 888-737-0259 or Pandemic Unemployment Assistance line at 866-847-7209. Click here to access the tip sheet.<https://files.nc.gov/des/filing-for-unemployment-due-to-covid-19-tip-sheet_mar26.pdf>

**Work Search Requirements.** Executive Order 118 allows some requirements to be waived for people filing for unemployment due to **COVID-19**. If you are filing due to **COVID-19**, you may answer ‘yes’ to the following question on the Weekly Certification: ‘Did you look for work?’

**Note:** Requirements for performing a work search and being able and available for work are still in effect for individuals filing for unemployment due to reasons other than COVID-19.  No charges will be assessed to an employer’s account for any benefits paid as a direct result of COVID-19.

**For more information, guidance and FAQs** to help individuals better understand the impacts of the COVID-19 coronavirus on unemployment insurance benefits. Please visit the North Carolina Division of Employment Security’s website at <https://des.nc.gov/need-help/covid-19-information/covid-19-information-individuals>

The following phone numbers are available to help get your questions answered. However, you may experience long wait times so please be patient.

