

## **What DUA Applicants Will Need**

*To apply:*

- (1) Personal information (name, address, social security number, *etc.*);
- (2) Employer information (federal tax ID, dates of employment).

*To qualify:*

- (1) Proof of identify;
- (2) Proof of employment, income;
- (3) Weekly certifications.

## **Further Guidance**

- (1) People can apply for unemployment/DUA online at [des.nc.gov](https://des.nc.gov) or over the phone at 919-629-3857 (English) or 919-276-5698 (Spanish).
- (2) DUA is broader than traditional unemployment insurance. For example, it includes relief for self-employed people and potentially for reduced hours due to Helene. Folks should be encouraged to apply, even if they aren't sure if they're eligible.
- (3) DES is accepting employer-filed claims. To do so, email [NCDES-HeleneEmpSupport@commerce.nc.gov](mailto:NCDES-HeleneEmpSupport@commerce.nc.gov) or call 866-278-3822. DES has waived the normal requirements of employer-filed claims as a direct result of Hurricane Helene. Employers can file claims for a period of more than six weeks of benefits and can submit a claim for an employee more than once in a year. Employers do not need to have a positive credit balance with DES to file claims and DES has waived prepay requirements of employer-filed claims that are a direct result of Helene.
- (4) Within 21 days of filing, applicants must submit at least one required proof to process a disaster-related claim. However, providing more proof will help DES process your claim quickly. List of proof can e found at the NCDES FAQ page here: <https://www.des.nc.gov/need-help/faqs/ui>.
- (5) We believe that ALL applicants should qualify for the extra \$250 weekly amount but that depends on NC DES implementation.