

Please read this book carefully  
to protect your benefit rights  
[ui.nv.gov](http://ui.nv.gov)

NEVADA  
UNEMPLOYMENT  
INSURANCE FACTS  
FOR CLAIMANTS



**Fraud**



**DETR**

Nevada Department of Employment,  
Training and Rehabilitation

Employment Security Division

# **Top 10 Things you should know...**

## **about Unemployment Insurance (UI) when filing your claim in Nevada**

**1. Accurately Report the Reason You Are Unemployed.** When you file your claim for benefits, provide the UI office with the exact reason for your separation so we can best determine your eligibility. Failure to report your work separation accurately may result in an overpayment and/or fraud penalties.

**2. Report Any Wages You Earn.** You must report all gross wages (before any deductions) in the week they are earned, regardless of when the wages will be paid. **Failure to report wages is considered fraud, which is a felony in Nevada.** Be sure to accurately report all earnings on your weekly claim certification – even those from self-employment, part-time, or temporary work.

**3. Keep Your Information Current.** The United States Postal Service will not forward UI Benefit Payments, Debit Cards, and other important UI related documentation. It is a requirement that you change your address when you relocate (even within the same city and state) and keep your telephone number up to date.

**4. Register With Nevada Job Services.** Unless exempt by law, you must register with Nevada JobConnect, or local Job Service if you live outside of Nevada, to be eligible to collect UI benefits. Failing to do so may result in a delay or denial of benefits. JobConnect provides valuable resources for your use including job referrals, resume building and re-employment services. [www.nevadajobconnect.com](http://www.nevadajobconnect.com)

**5. Be Available and Actively Searching for Work.** In order to collect benefits, you must continually verify that you are able, available and willing to accept suitable work. You must also search for work each week you file a claim for benefits. If you do not search for work during a week in which you file a claim, benefits may be denied.

**6. Develop an Effective Work Search Plan.** Contact a Nevada JobConnect office for help with creating a work search plan.

**7. Avoid Errors and Ensure Proper Payment of Benefits.** To prevent errors in payment of UI benefits that may result in an overpayment or underpayment, read all of the information provided to you when you file your claim.

**8. Don't Delay – Report Your Return to Work.** Be sure to report your hours and earnings on your weekly claim if you continue claiming benefits after you start a job. Do not wait until you receive your first paycheck to report your hours and earnings. If you have returned to work full time or are earning more than your weekly benefit amount, you can simply stop filing weekly claims.

**9. Follow the Rules to Prevent Committing Fraud.** Anyone who collects UI benefits is legally responsible to know and follow the requirements set by State Law. Failure to follow the rules can result in serious consequences such as repaying benefits with penalties, forfeiting a future income tax refund, losing future eligibility to collect UI benefits, prosecution, or the possibility of a jail sentence.

**10. Ask For Help.** Navigating through the UI system can be confusing. If you have additional questions, please visit our website or contact a Telephone Claim Representative for assistance.



# Fraud

**Report suspected UI fraud at**

**<https://uifraud.nvdetr.org>**

**or call (775) 684-0475, then select option 4.**

**Northern Nevada (775) 684-0350**

**Southern Nevada (702) 486-0350**

**Long Distance  
or  
Interstate  
(888) 890-8211**

***Claimant Self-Service (CSS)***

***— Internet Claim Filing***

***ui.nv.gov***

Appeals Office.....(702) 486-7933

Appeals Office Toll Free .....(866) 626-0629

***An Equal Employment Opportunity Employer/Program***

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

**TTY: Hearing Impaired Service Only**

Northern Nevada Telephone Claim Center .....(775) 687-1109

Southern Nevada Telephone Claim Center .....(702) 486-0157

**Voice Relay.....(800) 326-6868**

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## Unemployment Facts

### UNEMPLOYMENT INSURANCE FACTS FOR NEVADA CLAIMANTS

The Nevada Employment Security Division is processing your claim for Unemployment Insurance benefits. If you have any questions regarding your claim for benefits, contact your Telephone Claim Center or visit our Internet website listed in the front of this book. Please be aware that you have certain responsibilities listed in this booklet that you must fulfill. This booklet contains information on how to file your weekly claims by internet, telephone or mail. **Failure to follow these instructions will delay action on your claim and may prevent you from receiving unemployment benefits.**

Unemployment Insurance Fraud is a felony in Nevada. If you commit fraud, you will be subject to significant financial and administrative penalties, and may be prosecuted. Remember to report any work and all income from any source for each week you claim a benefit payment.

### USE OF MY SOCIAL SECURITY NUMBER

You are required to furnish your Social Security number on claim forms under the legal authority of the Internal Revenue Code of 1954. Your Social Security number will be used for processing your claim, gathering statistics and determining your eligibility for unemployment benefits.

Public Law 98-369 provides for a sharing of income and eligibility verification information among certain state agencies. If this information is requested by any of these agencies, it will be provided to them.

Your Social Security number will also be used to report the unemployment benefits you receive to the Internal Revenue Service.

The Employment Security Division may require that you present two pieces of identification, preferably your Social Security Card and driver's license, when you file a claim. The department representative will document what ID you present.

## Monetary Requirements

### WHERE DOES THE MONEY COME FROM?

Nevada employers pay all costs of Unemployment Insurance. There is no deduction from your wages.

## WHAT TYPES OF CLAIMS ARE THERE?

- A regular Unemployment Insurance claim—Nevada wages only.
- A federal service or military claim—Can be combined with Nevada wages.
- An interstate claim.
- A combined wage claim—Combination of Nevada wages and out-of-state wages.

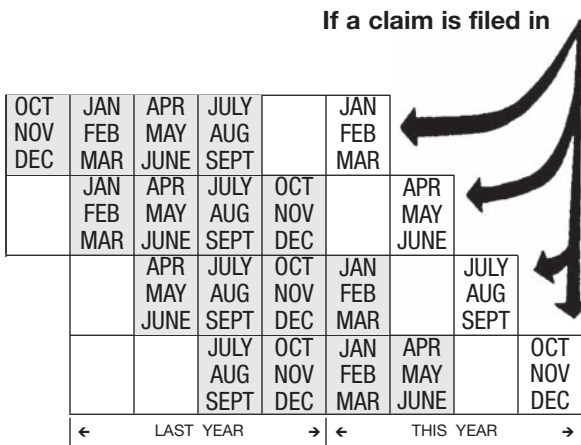
## WHAT IF I WORKED IN MORE THAN ONE STATE?

If you worked in more than one state, you may be eligible for a **Combined Wage Claim**. The base period wages from all states in which you worked are combined, and you may be able to make the choice of whether you want to file against one state where you worked or if you want all wages combined. An unemployment claims representative can explain the options and procedures for filing a combined wage claim if you think you qualify for one.

## WHAT IS A BASE PERIOD?

Benefits are not based on need, but on your earnings during a certain period of time—the **base period**. The more money you made during your highest quarter, the more your weekly benefit amount will be until you reach the maximum.

The base period is defined as the **first four of the last five completed calendar quarters** immediately preceding your initial claim for benefits.



**the base period is the shaded area**

## WHAT ARE THE WAGE REQUIREMENTS?

To be eligible for Unemployment Insurance benefits, you must meet one or the other of the following conditions. You must have base period earnings:

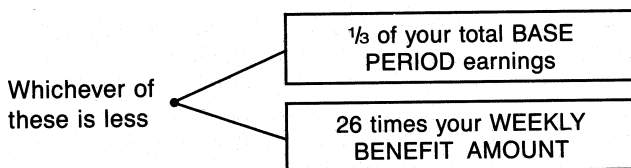
1. Equal to or exceeding one and one-half times the high quarter earnings,  
or
2. Wages in each of at least three of the four quarters in the past base period.

Under both conditions, you must earn at least \$400 in the high quarter.

## HOW IS THE WEEKLY BENEFIT AMOUNT FIGURED?

If you are monetarily eligible, your **WEEKLY BENEFIT AMOUNT** will be  $\frac{1}{25}$ , or 4 percent of your highest quarter earnings. This amount cannot be more than the maximum weekly benefit amount, which is set by law each year, beginning July 1.

The **TOTAL AMOUNT OF BENEFITS** for which you may be eligible will be based on:



A maximum of 26 weeks of your full weekly benefit amount is all that can be paid in one **benefit year** unless benefits are extended by law.

## WHAT IF SOME OF MY BASE PERIOD WAGES ARE MISSING?

Your monetary determination shows the wages reported by your employer(s) during each quarter of your base period. Study this notice carefully. **Be sure that it includes all wages paid during the quarters shown. Are you missing any wages, including military, federal or out-of-state wages?**

If you believe some wages that you earned are not shown, you should contact the Nevada Telephone Claim Center and file a request for redetermination or wage protest. Check stubs, W-2s or other proof may be submitted. You have 11 days from the mailing date shown on the monetary determination to make this request. During a redetermination, continue to file weekly claims, unless you get a job.

If you become monetarily eligible or your benefits are increased, you will be paid all the money you are due, provided you have met all other eligibility requirements and continued to file weekly claims. If the determination lowers your benefit amount, you may be required to repay any overpayment of benefits. If you still disagree with the amount of wages reported after the redetermination, you have the right to file an appeal. Your appeal rights are explained later in this booklet.

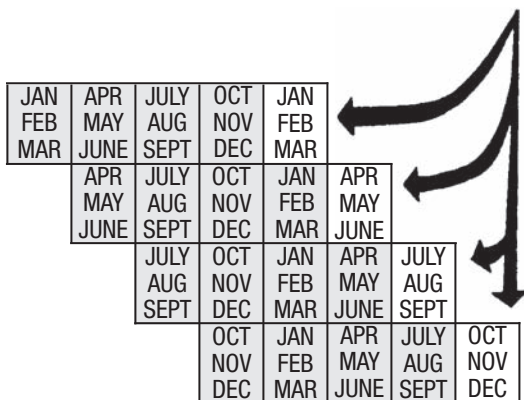
Please note: If wages are reported for you that you did not earn, you must report this fact to the Nevada Telephone Claim Center.

**A claim may be cancelled for any reason before the 11-day finality date on the monetary determination. Requests should be made in writing.**

## ALTERNATE BASE PERIOD

You could be eligible for an alternate base period claim if you do not meet the wage requirements in establishing a standard base period, using the first four of the last five completed quarters. The base period used for an alternative base period is the last four completed quarters at the time the claim is filed. It is essential you meet all other eligibility requirements.

**If a claim is filed in**



**Your base period is the shaded area. Please notice the first quarter is dropped and the most recently completed quarter is used.**

Use of the alternate base period is not a choice. The alternate base period may only be used if you are not eligible for any benefits using the first four of the last five completed quarters to calculate your benefit amount.

If you had an on-the-job injury, you may also be entitled to an extended base period claim that uses wages prior to your injury. Your claims representative will explain the requirements to you.

## Your Claim

### WHEN DOES MY CLAIM START?

Your claim begins the Sunday of the week you first file an Unemployment Insurance claim.

Benefits cannot be paid for weeks prior to the beginning Sunday of your claim.

### PROVIDE TRUE, ACCURATE AND COMPLETE INFORMATION

**Accuracy is essential when filing a claim for benefits. Report all facts exactly as they happened. Failing to report all information accurately is fraud.**

The Division sends a copy of your claim for Unemployment Insurance to your last and, in some cases, next-to-last employer. The law allows the employer to send us any facts that may affect your **ELIGIBILITY FOR BENEFITS**, including **WHY YOU ARE NO LONGER WORKING THERE**. If you are found to have intentionally or negligently failed to provide true and accurate information regarding your claim for benefits, you will be subject to significant financial and administrative penalties.

**When you file weekly claims for benefits, you MUST report any and all work and income derived from that work, including but not limited to: wages, show-up pay, orientation pay, bonuses, commissions and payments of a non-cash nature.**

### WHAT HAPPENS WHEN I FILE MY CLAIM?

Your MONETARY DETERMINATION will be mailed to you. This determination tells you if you had enough base period wages to qualify for Unemployment Insurance benefits. Keep in mind, however, this is only the first step toward determining if you will receive benefits. It does not mean that your payments will automatically start coming. Your monetary entitlement is explained on your Monetary Determination.

The next step in determining your eligibility is to look at the reason you became unemployed. Other factors will also be considered to determine if you will receive benefits. If you are eligible for benefits, payment will process within approximately 7 days after filing your first weekly claim. You have the option to automatically transfer funds from your debit card to your own bank account.

## Eligibility Requirements

### WHAT ARE THE REQUIREMENTS FOR ELIGIBILITY?

To receive unemployment benefits, you must be:

- **Filing your weekly claims as required**—Weekly claims filed late (7 days after week ending date) may be denied. You may file your claim using the automated system called **QuickClaim** or using our Internet Claim filing system.

- **Able to work**—You must be mentally and physically able to work your normal work week.

**EXCEPTION:** If you should become physically unable to work while continuously filing for Unemployment Insurance, you must advise your Telephone Claim Center promptly to protect your benefits. You may be eligible to continue to be paid benefits until such time as you are offered suitable work.

- **Available for work**—Be ready to go to work. You must be willing to accept both full-time and part-time work. You must have transportation and have made necessary child care arrangements. You cannot have conditions or barriers that prevent you from accepting work immediately.

- **Actively seeking work**—To meet availability requirements, you must make a “**good faith**” effort to find work. You must use those methods that a reasonable, prudent person anxious to find work would use. **FAILURE TO CONDUCT AN ADEQUATE WORK SEARCH CAN RESULT IN A DENIAL OF BENEFITS.** To meet work search requirements, you need to do the following:

- (1) You must actively seek work for which you are suited by experience and/or training. Apply for work in a method that is most likely to result in employment. Apply to employers who hire people with your experience and/or training. You must use all means available to find a job, including your Nevada JobConnect office or the Job Service office in your area. Make repeat contacts with employers only if you are encouraged to do so by the employer or if the employer states there is a chance for a job opening in the near future.
- (2) Apply with the individual who has the authority to hire, and file a written application for work whenever the employer will accept it. Contact employers during the hours of the day and days of the week when hiring is normally done.
- (3) If you are registered and on the out-of-work list with a **union that has exclusive referral to jobs in your occupation, you must meet reporting requirements of that union and be available for dispatch to jobs.**

- (4) You must be willing to accept the pay and hours that are customary in the area for your type of work. If you are unsure of the prevailing rate of pay or hours for your type of work, ask a division representative in the JobConnect office or the Job Service office in your area. You should be prepared to **immediately accept any offer of suitable work.**
- (5) **You must keep a weekly record of your work search contacts and maintain these records during the time you file for benefits. (Pages for keeping a record of your work search are provided at the back of this booklet, and are also available at [ui.nv.gov](http://ui.nv.gov).)**

## **DO PROGRAMS ADMINISTERED BY NEVADA JOBCONNECT AFFECT MY ELIGIBILITY?**

### **REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) & REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT, NEVADA (REAnv)**

The Employment Service (ES) Representatives at Nevada JobConnect administer both the Reemployment Services and Eligibility Assessment (RESEA) program and the Reemployment and Eligibility Assessment initiative in Nevada (REAnv). These initiatives are designed to help Unemployment Insurance (UI) claimants find suitable employment.

The RESEA program and REAnv initiative are approximately a 60 to 90 minute “one-on-one” in person interview at the Nevada JobConnect. These programs are used to conduct eligibility assessments by reviewing work search activities and techniques; conduct a job search assessment; discuss potential and existing barriers to reemployment; develop a work search plan, reemployment plan, and resume. Reemployment services are offered which include, job matching, referrals to open job orders and referral to job search, interviewing and/or resume assistance workshop.

If you are selected, you will receive a notification letter with appointment day, time, and location. Unless a letter is returned by the United States Postal Service (USPS), all claimants who are sent letters are considered to have received them and must report.

If the JobConnect Representative identifies UI eligibility issues, they will discuss the issues with you and see if it is possible to remove the barrier to employment. If not, it must be reported to the Unemployment Insurance Adjudication department for resolution. Possible issues are: lack of transportation, child care, requirements related to labor market not being met (e.g., tools, licenses, permits, shift available for, wage requirements), refusal of a job referral, failure to report to an interview,

or refusal of suitable work. All issues are reported to the Unemployment Insurance Adjudication Department and may result in a delay or denial of benefits.

The Nevada JobConnect Representative will advise you of work search requirements for the type of work you are seeking and labor market information, such as the labor market area, prevailing wage, and distance to travel. They will also advise you if an issue is identified that may affect your UI eligibility, and they will allow you an opportunity to remove the barrier if possible.

An Eligibility Review Form is used during the RESEA and REAnv appointments to obtain information from you about your availability for work and your plans to find work. The form must be completed and returned as instructed as well as providing your work search record. Failure to complete and return the forms as instructed may result in delay of payment or denial of benefits.

Subsequent follow-up appointments may be scheduled to discuss work search efforts, reemployment plan accomplishments, potential barriers, and provide additional services or referrals. Failure to attend a follow-up appointment may result in a delay payment or denial of benefits

## **PROGRAM EXEMPTION**

Claimants who have been granted a waiver of work search from UI, including members of a hiring hall union, claimants on a temporary lay-off returning to work for their previous employer within four weeks from initial claim filing, or claimants covered under the Illness & Disability provision, are excluded from RESEA/REAnv selection.

## **WHAT IF I REFUSE REEMPLOYMENT SERVICES?**

Public Law 103-152 specifies that an individual who is determined likely to exhaust unemployment benefits and will need job search assistance must be referred to such services. If you are offered reemployment assistance by a Worker Profiling and Reemployment Services Representative and refuse to participate without a justifiable reason, it may result in a delay or denial of benefits.

## **THE CAREER ENHANCEMENT PROGRAM (CEP)**

The Career Enhancement Program (CEP), sponsored by Nevada employers, is a training and employment program designed to assist Unemployment Insurance claimants to return to work through intensive work search or job skill training that enhances their employability.

The purpose of the program is to place program-qualified, job-seeking clients into training and retraining programs designed to increase their

potential for employment, and decrease the probability of future unemployment. It also ensures that Unemployment Insurance claimants continue to meet eligibility requirements to receive benefits.

You may be randomly selected for the CEP. Should this be the case, you will receive a letter stating that you have been selected to participate in the program. Make sure to follow the instructions on the letter, **as failure to do so may cause your claim to be delayed.**

However, if you are not randomly selected for the CEP, you may contact your JobConnect office CEP representative to inquire about becoming a CEP volunteer.

## **MUST I REGISTER FOR WORK WITH THE JOB SERVICE?**

Unless you are exempt by law, you must meet the work registration requirements in the state where you live. By filing a UI claim, you are partially registered for work in Nevada, but need to complete your registration by visiting a Nevada JobConnect office. If you live outside the state of Nevada, you must register with your local Job Service office in your area. You may also be asked to provide proof. Failing to do so may result in a delay or denial of benefits.

## **TRAVELING IN SEARCH OF WORK**

You are allowed to file weekly claims for benefits from outside your normal labor market area and residence for a period of two weeks while seeking work. If you want to continue to file for unemployment out of the area in excess of two weeks, you need to change your mailing address, as the Division issues time-sensitive correspondence that may require a response from you. See the Address Changes section of this book. For further information, contact the Telephone Claim Center.

### **Reporting Requirements**

## **IF I ACCEPT ODD JOBS OR PART-TIME WORK, WILL I STILL BE ELIGIBLE FOR BENEFITS?**

You are considered “**UNEMPLOYED**” in any calendar week during which you:

**Performed no work and earned no wages or worked less than full-time and were paid less than your WEEKLY BENEFIT AMOUNT.**

You cannot be paid unemployment benefits for any week:

- (1) If you worked full-time during the week; or
- (2) If you had earnings during the week equal to or more than your

weekly benefit amount; or

- (3) If you were self-employed during the week, whether or not you earned any money. **The amount of time devoted to self-employment is considered. Please contact the Telephone Claim Center if you have a question and are self-employed less than full-time; or**
- (4) If you are on a Leave of Absence.

## REPORTING WORK, WAGES, AND SELF-EMPLOYMENT

Failing to properly report work and earnings is a felony in Nevada. If you are found to have committed fraud, you will be disqualified until you have repaid the money you received from the fraudulent acts, as well as a financial penalty. You will no longer be able to use payable weeks to repay the over-payment resulting from fraud. IT IS JUST NOT WORTH IT!

If you work during a week and claim unemployment insurance benefits the same week, **even if you will not be paid until a future date**, you are required to report that work and the gross amount you will receive for those services. Failure to do so is considered fraud. When you file the claim for benefits, we ask you, "Even though you may not yet have been paid, did you work?" If you answer that you did not work and you actually did, you will be disqualified. No excuses will be accepted. It is your responsibility to accurately report your employment and income when receiving unemployment compensation.

You must report any work or any wages earned during the week covered by the claim. "Wages" means **GROSS AMOUNT EARNED** before deductions. Wages must be reported in the week in which they are earned, not when paid.

### Wages include:

- Commissions
- Tips
- Cash/Casual Labor
- Cash Value of Meals (meal allowance per pay)
- Lodging (work in exchange for rent)
- Dividends paid to a Corporate Officer
- Profit Sharing
- Severance/Vacation/Wages-in-lieu/Holiday pay
- 401K and other Deferred Plans
- Other type of compensation for services (working off a debt)
- Military active duty

- **Residual pay**
- **Back pay awards**
- **Bonus payments**

Reporting your tip income correctly is not difficult. You should keep a daily tip record. The value of noncash tips, such as tickets, passes or other items of value, is also considered wages.

Seventy-five (75) percent of your gross weekly earnings will be deducted from your weekly benefit amount each week you report earnings. You will not receive benefits for any week your earnings equal or exceed your weekly benefit amount or if you are working full time. **While you are working part time or on call, you must seek other full-time work.**

If you work and become unemployed, you must contact the Telephone Claim Center or use our Internet Claim Filing system to reopen your claim.

### **WHAT IF I GET A PENSION OR RETIREMENT?**

You must inform the Nevada Telephone Claim Center if you receive any pension or retirement payments such as:

- Private employer plans
- Annuity
- Keogh
- Deferred compensation

Your unemployment benefits may be reduced if you receive income from any of the sources listed above.

### **ADDRESS CHANGES**

**The United States Postal Service will not forward Unemployment Insurance (UI) Debit Cards and other important UI related documentation.** It is a requirement that you change your address when you relocate (even within the same city and state) and keep your telephone number up to date. Failure to update your address may result in a delay or a denial of your benefits.

You can update your address yourself using the Internet UI Claims System, also known as CSS, at [ui.nv.gov](http://ui.nv.gov). After you log in to CSS, you arrive on the "Customer Menu" screen. On the left-hand side of the "Customer Menu" screen, click on the "Claimant Homepage" link located at the top of the screen. Click on the **Change Personal Info** link that will allow you to update your address. This screen will also allow you to update your e-mail address, name, and registration information.

## **WHAT INFORMATION MUST I REPORT TO THE DIVISION?**

You should always report information to the Division when any of the following occur:

- You plan to be out of the area for more than two weeks.
- You need to file a wage protest due to incorrect or missing wages on your Monetary Determination.
- You receive or will receive workers' compensation or unemployment benefits from another state.
- You are receiving or will receive a pension from a prior employer.

## **MOVING OUT OF STATE**

Unless you belong to a hiring hall union, you must report to your Employment Service Office in your new state of residence to register for work.

Contact the Telephone Claim Center for proper instructions before you move out of state. You must also change your address and phone number when you relocate. See the Address Changes section of this book.

Benefits cannot be paid to you if you reside in a country with which the U.S. has no UI agreement. Foreign residency does not allow you to readily register for work and continue to report to an Employment Service's Office or a hiring hall union.

## **REOPENING A CLAIM**

### **WHAT HAPPENS TO MY CLAIM WHEN I RETURN TO WORK OR IF I JUST QUIT FILING?**

#### **UNEMPLOYMENT INSURANCE TO BEGIN.**

A benefit claim is valid for one year from the time you filed for unemployment insurance benefits. If you stopped filing because of work or for any other reasons within your benefit year, payments will stop until you reopen your existing claim.

If you wish to reopen your existing claim, you must do so following your separation from work and/or after the week in which your gross earnings are less than your weekly benefit amount. Your reopened claim will become effective from the Sunday of the week in which you reactivated your claim. Remember to file your weekly claim to receive benefits.

### **Benefit Rights**

### **SUPPOSE I QUIT MY JOB OR GET FIRED?**

**Unemployment Insurance is for the benefit of persons unemployed through NO FAULT OF THEIR OWN.** Every person has the right to leave any job for any reason. But if it is determined that you quit without good cause or were discharged for misconduct in connection with the work from your last job, you must be denied benefits.

If you worked for your employer for less than 16 weeks, the separation from your next-to-last job will also be considered in determining your eligibility.

If you were fired, quit your job, or if additional information must be obtained from you and/or your employer due to a potential issue, you must file your weekly claim to be called for an interview and to receive a determination of your eligibility. Continue to file your weekly claim while you remain unemployed. It may take 21 days (or more) to resolve the separation issues and make a determination.

If you are disqualified because of the reason for your separation, you must return to work for an employer who pays Unemployment Insurance tax and earn your weekly benefit amount in each of the specified number of weeks. If you satisfy this requirement with subsequent work and are otherwise eligible, you would no longer be disqualified.

**Benefits are not retroactive.**

There are other reasons that would result in disqualification. Some of these are:

- Failing to apply for or accept suitable work
- Participating in a labor dispute
- Receiving disability payments for an on-the-job injury
- Withholding or giving false information may affect your claim
- Seeking or receiving unemployment benefits from another state while drawing unemployment benefits from Nevada
- Receiving vacation pay, wages in lieu of notice, severance pay, or deductible retirement equal to or greater than your weekly benefit amount
- Alien status—If you are not legally authorized to work in the United States
- Between academic terms
- Returning to work and continuing to file for benefits without reporting earnings

When it is determined that an individual has been discharged for crimes in connection with the work (gross misconduct), wages paid to that individual by that employer prior to the time of the discharge cannot be used to determine monetary eligibility to receive benefits. Gross misconduct includes: assault, grand larceny, arson, embezzlement, sabotage and wanton destruction of property.

The wages earned from that employment cannot be used to determine monetary eligibility for benefits.

If you are disqualified, found ineligible, or your benefits reduced, you will receive a written decision—a nonmonetary determination that will state the reason for the denial.

It is possible you may receive more than one determination on your

claim. It is important you examine each determination carefully to protect your appeal rights explained below. **Any ineligible determination prohibits payment of benefits even though other determinations may indicate benefits are allowed.**

## **WHO HAS THE RIGHT TO APPEAL ELIGIBILITY DETERMINATIONS?**

You and your former employer(s) have the right to appeal that decision and obtain a fair hearing before a separate and impartial appeals referee.

An appeal must be filed within **11 days** of the date the decision was mailed to you. You may appeal the decision by sending a letter to the address shown on the decision requesting an appeal.

Be sure to include your name, Social Security number, and the basis of your appeal. You must sign your appeal request. You may fax or mail your appeal.

## **WHAT HAPPENS AFTER I APPEAL A DECISION?**

When you file an appeal at any level, you must continue to file claims for the weeks that you remain unemployed. If you are found eligible to receive benefits, you will be paid for each week that you have filed and met all requirements of eligibility. Weeks cannot be filed retroactively. It is your responsibility to make sure claims are filed correctly and on time.

The Appeals Tribunal will send you a "Notice of Hearing" at least seven (7) days before the hearing. Review the document carefully when it arrives and note the time, date, location of the hearing, and whether the hearing will be by telephone. Also review the notice to see what issues may be discussed at the hearing so you can present your side of the story. If there is more than one issue involved, you should be prepared to discuss all of them. You may be represented at the hearing by anyone of your choice, such as an attorney. However, it is not essential, and most people who appeal do NOT hire a lawyer.

Any documents that you intend to submit as potential evidence for the hearing must be submitted to the Appeals Office and any opposing party at least 48 hours prior to the scheduled hearing date. This is your only opportunity to present testimony, witnesses and documentation.

For more information, consult the Unemployment Insurance Appeals pamphlet and/or the Appeals Handbook located online at [ui.nv.gov](http://ui.nv.gov). The appeal exhibits file is available for your review prior to the scheduled hearing. Log into your online account, select the Appeal Information option and click on the Marked Appeal Packet link to view the documents.

If there is a language barrier, please inform the Appeals Office that an interpreter will be needed. An interpreter will be provided.

## THE DAY OF HEARING

Read your "Notice of Hearing." This notice will give you instructions on how the hearing will be conducted.

The Appeals Office will schedule a hearing in which you and any other interested party have the opportunity to present testimony either in person or by telephone.

For telephone hearings, you may be required to call the referee 15 minutes prior to your scheduled hearing time.

**Conduct at hearing**—All hearings are informal and conducted in a courteous manner. The referee begins the hearing by identifying the case name, number, and by referring to the determination under appeal. The referee identifies all persons present at the hearing and administers an oath or affirmation to all persons who intend to testify. All witnesses must testify truthfully.

## THE REFEREE'S DECISION

A verbal decision will not be issued at the hearing. A written referee's decision will be mailed to you and all other parties. The decision may be to keep the original decision the same (affirmation); to change it in some manner (modification); or to reverse it entirely (reversal).

If you or any interested party, including the Division and your former employer, are dissatisfied with the referee's decision, you have **11 days** from the mailing date shown on this decision to file a written appeal to the Board of Review. Include your name and Social Security number, and attach a copy of the referee's decision. You must sign your appeal request.

If you or any interested party, including the Division and your former employer, are dissatisfied with the decision of the Board of Review, all parties may petition the District Court for appeal. Once the decision has been made by an Appeals Referee or the Board of Review, no one but the next appellate level has the authority to intervene.

- File your petition through District Court in the county where the employment giving rise to the claim was performed.
- The petition must be filed within 22 days of the mailing date of the Board of Review decision.



In 2009 and 2013, Nevada enacted legislation that defined unemployment insurance fraud, imposed significant administrative penalties

for commission of fraud, added financial penalties for the commission of fraud, and added methods of collecting fraudulent overpayments from parties not willing to voluntarily repay those amounts. Committing unemployment fraud is a felony in Nevada.

**DON'T JEOPARDIZE YOUR FUTURE BY COMMITTING UNEMPLOYMENT INSURANCE FRAUD. IT'S NOT WORTH IT!**

Fraud is defined as:

- Making any false statement relating to a claim for benefits, or deliberately failing to provide complete and accurate information relating to your circumstances.
- Failing to report all work and income from work for each week you claim benefits.
- Filing a claim for unemployment benefits while incarcerated, or allowing another person to file a claim on your behalf while you are incarcerated and not disclosing the fact of being incarcerated.
- Using a name and/or Social Security number other than your own legal name and the number issued to you by the Social Security Administration to file a claim for benefits.

In an effort to ensure that no one else claims benefits using your name and Social Security number, the Division will ask you personal identifying information. This information is compared against records on file with other government agencies, including the Department of Motor Vehicles and the Social Security Administration, to verify your identity. This information is kept strictly confidential and is used to protect you from identity theft. You may also be asked to complete an identity affidavit, which must be notarized and mailed back to the Division. You may also be asked to report in person for verification of your identity. Failure to complete and return the form as instructed, or to appear for an appointment to verify your identity, may result in delay of payment or denial of benefits.

Employers report the names and Social Security numbers of their newly hired employees. The Employment Security Division's computer system matches the employer's information with benefit payments and investigates all cases where it appears a person worked at the same time they filed for unemployment benefits. The Division also verifies work search contacts, school attendance, and job separations. You **MUST** tell us about anything that keeps you from working or looking for work. You **MUST** truthfully answer all questions that affect your rights to benefits. Withholding information is just as serious as giving false information. If you knowingly make a false statement or fail to disclose information to get benefits, you may be prosecuted. **If you are found to have committed fraud, you WILL be disqualified until all money**

**is repaid, plus any penalties and interest. The Nevada Employment Security Division has legal authority to intercept your Federal Income Tax Refund, garnish your paychecks and prosecute you for felony theft.**

### **REPORTING UNEMPLOYMENT INSURANCE FRAUD**

If you have any information about unemployment fraud, please contact our Investigation Unit at (775) 684-0475 and select option 4, or you may submit a tip on the Division's website <https://uifraud.nvdetr.org>. The information you provide will be kept confidential.

### **WHAT IF I AM OVERPAID?**

Occasionally, benefits are improperly paid. Overpayments may occur for a variety of reasons that may include, but are not limited to, claimant error, appeal reversals, fraud, failure to report earnings or income, or Division errors. All overpaid benefits must be repaid to the Division.

**IF YOU ARE OVERPAID UNEMPLOYMENT INSURANCE BENEFITS**, the Division will notify you. **If you were not at fault for creation of the overpayment**, the Division may withhold your weekly benefit entitlement and apply that amount to repay the overpayment. You may be eligible for a reduced weekly withholding. Contact the Benefit Payment Control Collections office at (775) 684-0475 to discuss your eligibility for this option. You may also apply for this option through the Telephone Claim Center.

### **OVERPAYMENTS DUE TO FRAUD OR WILLFUL NON-DISCLOSURE**

The Division will take civil and criminal action to collect fraud overpayments if no repayment is received.

Benefits may not be withheld to repay the fraudulent amount received except in circumstances where you have been making good-faith efforts to repay the amount overpaid and subsequently become unemployed through no fault of your own, upon approval of the Administrator. This change in the law has the effect of leaving a person disqualified for fraud ineligible until they repay all benefits received due to the fraud, as well as any penalties and interest. Nevada has legal authority to intercept any Federal Income Tax refund you may be due to recover fraudulent overpayments that have not been repaid and can require your employer to recover on behalf of the Division by garnishing your paycheck up to 25% of your pay.

### **REPAYMENT**

You will be directed to repay the amount by mailing in a check or

money order made payable to the Nevada Employment Security Division. Be sure your name and Social Security number is written on your check or money order. However, if you are unable to pay the amount in full, a repayment agreement can usually be arranged that will allow you to repay the overpaid amount in monthly installments.

If you feel that repaying the overpayment would cause you extreme hardship, you may request that the overpayment amount be waived. Waiver request must be in writing and include all financial and/or personal circumstances to support your claim of hardship. **Waivers CANNOT be granted if the overpayment is due to fraud or willful non-disclosure, regardless of the hardship.**

### **BANKRUPTCY**

Unemployment insurance benefit overpayments are eligible to be discharged via bankruptcy if the overpayment is not due to fraud or willful non-disclosure. Should you file bankruptcy, you must advise the court as to why you were overpaid. If you fail to disclose a fraudulent act that resulted in the receipt of benefits, the court may dismiss your bankruptcy petition.

### **APPEALS**

You have the right to file an appeal to any amount overpaid. If your overpayment was caused by a determination, you must appeal the Notification of Overpayment letter. You must file your appeal within the date requirements stated on the Notification of Overpayment, You will be notified of the date and time of the appeal hearing.

### **DO I PAY FEDERAL INCOME TAX ON MY UNEMPLOYMENT INSURANCE?**

In certain circumstances, you have the right to file an appeal to any amount overpaid. The Employment Security Division is not qualified to answer income tax liability questions. Please contact the Internal Revenue Service for answers to questions regarding your Federal Income Tax liability.

Section 121 of the Tax Reform Act of 1986 amended the law to provide that all unemployment benefits received are considered gross income.

You may choose to withhold Federal Income Tax from your unemployment insurance weekly benefits. The amount withheld must be 10 percent (10%) of your gross weekly entitlement. If your weekly entitlement is reduced because of earnings, child support, pension or overpayment offset, and the balance is less than 10 percent, the entire balance is withheld. Taxes must be withheld to the extent funds are available. If you wish to change your Federal Income Tax deduction from your Unemployment

Insurance benefits, log in to CSS, on the “Customer Menu” screen, click on the “Claimant Homepage” link located at the top of the screen. Click on the **Change Personal Info** link that will allow you to change your Federal Income Tax deduction.

**WARNING:** You will be furnished a 1099-G by January 31 of the **BENEFITS PAID** for the **PREVIOUS YEAR**. The **IRS** will be given the same information. **Be sure to keep us informed of any address change.**

**If you have not received your 1099-G by February 15, you may view and print a duplicate by logging in to your claimant account at [ui.nv.gov](http://ui.nv.gov). You may also send a written request for a duplicate notice by mail or fax to:**

**EMPLOYMENT SECURITY DIVISION  
ATTN: UI BENEFITS—MONETARY UNIT  
500 E. THIRD STREET  
CARSON CITY, NEVADA 89713  
FAX: 775-684-0463**

## **IMPORTANT**

### **CAN I RECEIVE INFORMATION FROM MY CLAIM FILE?**

While you are filing for benefits, you will receive important documents about your claim. Keep these documents for your records in case you need information about your claim to give to other agencies, insurance, mortgage and credit card companies, future employers, etc. If you misplace the documents you have received, some of the documents sent to you can be obtained by clicking on the “Determination History” link found on the “Customer Menu” screen after you have logged in to CSS.

**Confidentiality and disclosure of information**—The Employment Security Division is restricted by law, in most cases, from providing copies of claim documents, answering questionnaires or verifying information about your claim. For this reason, it is very important for you to keep copies for your records of all documents and messages you receive about your claim. Although you may have originally provided the information, the Division may not be able to give information about your claim to you or anyone else if you need it for the purposes listed above.

## **BENEFITS AVAILABLE UNDER THE TRADE ACT**

If you were laid off as a result of competition from imports, you may be eligible for TRADE READJUSTMENT ALLOWANCES (TRA/TAA) and other worker benefits under the Trade Act of 1974.

### **OR**

If you were laid off as a result of your employer being affected by imports from Canada or Mexico, or by relocation of production to those countries, you may be eligible for North American Free Trade Agreement (NAFTA) allowances and other worker benefits under the North American Free Trade Implementation Act, Public Law 103–102.

Benefits may include:

- Relocation and job search allowances
- Training assistance
- Weekly readjustment allowances
- Job search assistance
- Employment services

If you think you qualify for these benefits, contact your local Nevada JobConnect or Employment Service office. A representative will assist you in filing worker petitions or claims.

## **KEEPING WORK SEARCH RECORDS**

**YOU MUST KEEP A RECORD OF YOUR WORK SEARCH IN THE LOG PROVIDED IN THE BACK OF THIS BOOKLET.**

**YOUR WORK SEARCH WILL BE VERIFIED.** You may be asked to produce your record periodically. If you need more space to record your work search, a sheet of plain paper may be used. During an Eligibility Review Interview, you will be asked what you did to try to find a job. **FAILURE TO PROVIDE YOUR WORK SEARCH RECORDS WHEN REQUESTED MAY RESULT IN A DENIAL OF BENEFITS.**

### **Filing Weekly Claims**

#### **How Do I File a Weekly Claim?**

There are two steps to UI claims filing.

1. Establish a claim for benefits, either by telephone or using the Internet Claim Filing System.
2. Certify a week of unemployment and request a weekly benefit payment.

When you establish a claim for benefits, you have not requested a week's payment. You have created a claim. A new claim for benefits is available for one year from the date the claim is filed, or until all avail-

able benefits have been exhausted. If you return to work and again become unemployed within that year, you will file an additional claim for benefits on the existing year.

To receive a weekly payment, you must call into our weekly claim filing system, called **QuickClaim**, or use the Internet Claim Filing System the following Sunday and request payment for the week. You may not claim a week's payment until the week is completed.

For example, you create a claim for benefits on Friday, January 3. The claim week ends Saturday, January 4. You may claim the week ending Saturday, January 4, any time between Sunday, January 5, and Saturday, January 11.

Claims become effective the Sunday prior to the date the new or additional claim is filed. You may request to have your claim backdated if you wish to claim a week prior to the week you file the claim. Backdate requests will be reviewed for cause before being processed and may be denied if good cause does not exist.

## HOW DOES QUICKCLAIM WORK?

To file a weekly claim for Unemployment Insurance benefits, obtain benefit payment information, or your benefit balance, just dial the **QuickClaim** telephone number for your area: Northern Nevada call (775) 684-0350, Southern Nevada call (702) 486-0350, or Rural Nevada/Interstate call (888) 890-8211. The first time you call, it may take four or five minutes to file your claim. It is important that you listen to each question before answering.

If you have any problems or doubts about how to answer the questions or how to file your weekly claim, contact the Telephone Claim Center.

**IMPORTANT:** You must receive confirmation that your claim has been accepted.

## WHEN DO I FILE MY WEEKLY CLAIM?

The telephone **QuickClaim** system will accept claims for the prior two weeks only. The Internet Claim Filing System will accept claims for all available (unfiled) weeks.

It is important that you file your claim for the previous week within fourteen (14) days of the week ending date. **If you do not file within fourteen days, your claim may be considered untimely and potentially disqualifying. You must contact the Telephone Claim Center to resume filing your weekly claims.**

EXAMPLE: Because the claim week ends at midnight Saturday, to file for the week ending February 10, the last day to file would be Saturday, February 24. **If you have not filed your weekly claim by that date,**

**you must contact the Telephone Claim Center to provide additional information.**

**REMEMBER:** You must file every week to be paid Unemployment Insurance benefits weekly.

## **PERSONAL IDENTIFICATION NUMBER**

Our systems require that you enter a Personal Identification Number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

**NEVER TELL ANYONE YOUR PIN.** Your PIN is your electronic signature for claiming and receiving Unemployment Insurance benefits. You are responsible for all activity on your claim, which is part of your permanent record.

Be sure to select a PIN that will be easy for you to remember since you must use it each time you file a claim or receive benefit information. Do not select a number that will be easily guessed by another person, such as all similar digits or consecutive numbers.

The first time you select the claim filing or benefit inquiry functions on the **QuickClaim** system, you will hear the following:

“At this time, you must select a new Personal Identification Number, or PIN.”

**NOTE:** You will enter that PIN on all subsequent calls to **QuickClaim**.

If you forget your PIN or if you believe someone else knows your PIN, immediately contact the Telephone Claim Center and advise them that you need to change your PIN. Our claims representatives do not know your PIN, but will arrange for you to establish a new one.

## **INTERNET CLAIM FILING SYSTEM** **ui.nv.gov**

**The Nevada Employment Security Division has an Unemployment Insurance Claim Filing System for the Internet. Any instructions or availability of additional services listed on the website supersede information in this booklet.**

**You can use the Internet Claims System if you:**

- Wish to establish a new claim for benefits.
- Are no longer working, or working fewer hours and wish to reopen your Unemployment Claim.
- Wish to file a weekly claim for Unemployment Benefits.
- You have an existing Nevada Unemployment Claim.

**Services Available:**

- Personal information changes such as address, phone number, and e-mail addresses.
- Information regarding your Unemployment Claim.
- View and print duplicates of correspondence and notices.

**When you can use this system:**

- **Hours:** Every attempt will be made to have the Internet Claims System available 7 days a week, 24 hours a day.
- **Maintenance:** The Internet Claims System will be down for maintenance periodically. When there is a scheduled maintenance, the Division will post it. However, there are times when the Division is unable to predict when maintenance is required. Every attempt will be made to inform users of the system status.

**System Requirements:**

- The Internet Claims System works best with current versions of Internet Explorer, Chrome or Firefox. Use of this application with other browsers may produce unpredictable results.
- Your browser must be JavaScript enabled.
- A full description of the system requirements is available at [ui.nv.gov](http://ui.nv.gov).

## **FILING WEEKLY CLAIMS BY MAIL**

If you are not able to file your weekly claims using the **QuickClaim** or Internet Claim Filing system (i.e. you have a disability or language barrier), you can request to file your weekly claims by mail. This request must be submitted in writing and must include the reason why you are only able to file by mail. If your request is approved, you will be mailed a weekly claim filing form that can be returned via mail.

## **PREPAID DEBIT CARD PROGRAM**

**If you do not already have a debit card for unemployment insurance, you will receive one within 7 to 10 days of filing a claim.** The card is valid for three years of claim filing.

**If you are eligible to receive benefits, the payment for your first claim will be issued within approximately 7 days.**

**Weekly claims filed thereafter will be paid and loaded on the card within 48 hours of filing for an eligible week.**

**You must activate the MasterCard® prepaid debit card prior to using it.**

**Card account numbers and transaction details are not used for any other purpose than paying unemployment insurance.**

**Use the Internet or contact the Telephone Claims Center for all matters regarding your claim.**

**Contact the MasterCard® Call Center for all matters concerning your debit card, such as:**

- Issuing and Activating the Card
- Cardholder Information
- Personal Identification Number used for Debit Card
- Replacing Lost, Damaged or Stolen Cards
- Balance Inquires
- Fees Associated with Use of the Debit Card

**Nevada's Employment Security Division (ESD)** will post your payments to your personal MasterCard® prepaid debit account for your convenience. You are not allowed to spend more than the amount of funds posted to your account.

**Benefits of the MasterCard® Debit Card:**

- Automatic funds transfer of unemployment benefits to a checking or saving account.
- Customer service toll-free number to answer questions and obtain your balance.
- Web access to your account and personal transaction history.
- Access to your funds anywhere MasterCard® debit cards are accepted.

**Fees can be avoided by using your card to make purchases and get cash back at merchants, and by using Bank of America and Allpoint ATMs.**

**Making Purchases**

Purchase with a signature:

- Present or swipe your card.
- Choose "credit".
- Sign, take your card and receipt.

Purchase with a PIN (Personal Identification Number):

- Swipe your card.
- Choose "debit" and enter your PIN.
- If needed, ask for cash back.
- Take your card, cash and receipt.

**Accessing Cash**

Getting Cash at an ATM:

- Insert your card and enter your PIN.
- Select "checking" and enter the amount to withdraw.
- Take your card, cash and receipt.

To get cash at a bank or credit union that accepts MasterCard:

- Verify your available balance.
- Present your prepaid debit card and ID to the teller.
- Request the dollar amount you want from your balance.
- Take your card, cash and receipt.

**Schedule of Bank Fees**

Bank fees for Nevada Unemployment Insurance Debit Card transactions will be charged to your account as they occur on a daily basis.

**Services with NO fees:**

- Purchase Transactions:  
(At Merchants, signed, using PIN, online, phone or mail purchases)
- ATM Transactions:  
Bank of America or Allpoint ATM Withdrawal (in the U.S.)  
ATM Inquiries (all ATMs)  
Declined Transactions (ATMs only)
- Other Services:  
Teller Cash Access (Available at financial institutions that accept MasterCard) (Limited to available balance only)  
Card Replacement (in the U.S.)  
Account Alert Service  
Online Funds Transfer  
Online, Automated, Live or International Customer Service Inquiry  
Mailed Account Statement  
Account Closure Check Issuance

**Services with fees:**

- ATM Transactions:  
Non-Bank of America or non-Allpoint ATM (\$1.25 per transaction)  
ATM Withdrawal International (all ATMs outside U.S.) (\$1.25 per transaction)
- Other Services:  
Emergency Cash Transfer (in the U.S.) (\$15.00 per transaction)  
Card Replacement- Express Delivery (additional charge) (\$12.00 per request)  
International Transaction Fee (2% of U.S. Dollar amount of transaction)

**Allpoint ATM Locator:**

**<http://www.allpointnetwork.com/locator.aspx>**

**Customer service is available 24/7 for inquires about your card.**

Online: [www.bankofamerica.com/nevadauidebitcard](http://www.bankofamerica.com/nevadauidebitcard)

Phone (toll free): 1-888-339-8569

TTY (toll free): 1-866-656-5913 or Nevada Relay 711

Outside U.S. (collect): 423-262-1650

**Call immediately if your card is lost or stolen.**

## FINDING A JOB

### MAKE YOUR JOB SEARCH WORK FOR YOU

Nevada's Employment Security Division (ESD) is your full-service, no-fee employment resource. For more than 60 years, the Division has served the needs of Nevada's job seekers through a statewide network of offices providing a full line of employment services.

- **Career Information System**—The Nevada Career Information System is a **comprehensive career guidance system** that provides information and exploration tools to people throughout Nevada.

- **Job Opportunities**—Nevada JobConnect has lists of jobs received from employers in your community, as well as listings of jobs throughout the state. The office can and may refer you to any job opening for which you are qualified.

- **Job Search Online**—Internet Services available at no cost.

- **Job Search Workshops**

- **Resource Centers**—Nevada JobConnect Offices offer computers, fax machine, telephones and copiers to assist in your job search.

- **Veteran Services**—**The Veterans Employment Service** provides one of the highest quality job referral and placement systems in the nation. Employer job orders immediately gain statewide exposure to Nevada's labor force. And, for hard-to-find specialized workers, our affiliation with America's Job Bank offers exposure to employer job openings in employment service offices throughout the nation.

- **Vocational Counseling**—All job seekers can take advantage of vocational counseling for help in making career decisions applicable in today's job market. By arranging an appointment with a trained employment counselor, job seekers can assess their goals and interests, develop an effective job search plan, gain useful contacts, and receive valuable suggestions.

- **Trade Adjustment Assistance (TAA)**—If foreign imports or free trade have affected your job, the Department of Employment, Training and Rehabilitation's Employment Security Division administers the U.S. Department of Labor's program designed to assist individuals who are unemployed as a result of foreign imports or free trade. The program, Trade Adjustment Assistance (TAA), helps dislocated workers find suitable employment at an equal or higher skill level.

## **LOOKING FOR WORK ON YOUR OWN**

Find out what companies or employers hire workers who do your kind of work.

Any or all of the following sources can be very helpful in obtaining information on where job openings exist. Expand your job search to include:

- Former employers
- Friends and relatives
- Unions
- Trade journals
- Private employment agencies
- Federal, state, county, and local governments
- Community service organizations
- Yellow pages in the telephone directory
- Newspapers—classified ads, news articles about new plants, company expansions and business trends
- Professional and trade organizations
- Online job searches

## **HOW TO HANDLE JOB INTERVIEWS**

- (1) When you have a job interview, arrive on time.
- (2) Your personal appearance is important! Be neat, clean, and dressed ready to start work.
- (3) Try to relax. Avoid gum chewing, fiddling with a purse or jingling coins in your pocket.
- (4) Be ready to talk about the kind of work you have done and skills you have to offer.
- (5) Be prepared to furnish names and addresses of former employers, dates worked, your Social Security number, and permits or licenses, if required.
- (6) Speak clearly and answer questions honestly. Be businesslike and brief.
- (7) If the interview does not result in your being hired, thank the interviewer for his/her time and ask about any openings elsewhere in the company.
- (8) After applying at one business, try other nearby companies.

The more places you try, the sooner you will find a job. To increase your chances of finding work, we also suggest you:

- (1) Avoid repeat contacts with the same employer unless the employer encourages you to try again.
- (2) Ask only for the types of work you are willing and qualified to take.
- (3) Apply for a job by mailing résumés only if this is the customary way to find work in your occupation.
- (4) Always contact employers during the hours of the day or days of the week in which business is normally conducted and they are more likely to consider the hiring of new employees. Do not apply during lunch hours or after working hours.
- (5) Always go alone to a job interview.
- (6) Attend one of the Group Job Search Workshops offered at or through JobConnect offices to improve your work search skills.







**REMEMBER, YOU MUST ALWAYS:**

- **Include your Social Security or Claimant ID number** any time you write, fax, or call concerning your claim.
- Let us know about anything that could keep you from working or looking for work.
- Tell us about any **job offers** or **job referrals** you received and/or refused.
- Tell us about **any work** you did or **any wages** you earned **in each week you claim**. **Remember**, report wages when you **do** the work, not when you get paid.
- Be **ready, willing** and **able** to take any offer of suitable work.
- The “Claimant Homepage” on CSS is your dashboard that provides an overview of your claim history and payment history. The “Claim History” screen will display the amount you were paid, your remaining balance, and any overpayment balances you may have on your account. The “Payments” section contains a list of your payment history.
- **Restart** your claim if you stop reporting for any reason or earn more than your Weekly Benefit Amount and wish to begin receiving benefits again.
- Carefully **read any letters or forms you receive** and **follow the instructions**.

**CLAIMS ARE CHECKED FOR ABUSE OF THE  
UNEMPLOYMENT INSURANCE PROGRAM**

**Each claim is thoroughly checked!** All claims are matched by a computer to find out who worked while claiming benefits. Failure to report earnings while working and filing is **fraud**. Violators are disqualified from receiving benefits for up to 52 weeks or until all improperly received benefits are repaid, whichever time period is **longer**. All cases of fraud are punishable by prosecution resulting in fines and/or jail time.

You must volunteer full information about anything that affects your claim. **Withholding information is just as serious as giving false information**. In any case, money improperly received must be repaid. Take our word, **it's not worth it!**

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## NEVADA JOBCONNECT LOCATIONS/ZIP CODES AND PHONE NUMBERS

|                      |                              |             |                |
|----------------------|------------------------------|-------------|----------------|
| Henderson .....      | 4500 E. Sunset Rd., Suite 40 | 89014 ..... | (702) 486-0300 |
| Las Vegas.....       | 3405 S. Maryland Parkway     | 89169 ..... | (702) 486-0100 |
| North Las Vegas..... | 2827 Las Vegas Boulevard     |             |                |
|                      | North                        | 89030.....  | (702) 486-0200 |
| Carson City .....    | 1929 N. Carson Street        | 89706 ..... | (775) 684-0400 |
| Reno.....            | 4001 S. Virginia Street      | 89502       |                |
|                      | (Reno Town Mall, Suite H)    |             | (775) 284-9600 |
| Sparks.....          | 2281 Pyramid Way             | 89431 ..... | (775) 284-9520 |
| Elko .....           | 172 Sixth Street             | 89801 ..... | (775) 753-1900 |
| Ely .....            | 1500 Avenue F, Suite 1       | 89301 ..... | (775) 289-1616 |
| Fallon .....         | 121 Industrial Way           | 89406 ..... | (775) 423-5115 |
| Winnemucca.....      | 475 W. Haskell Street        | 89445.....  | (775) 623-6520 |

For assistance with finding a job, register at a Nevada JobConnect office nearest you. To find a location near you, or to obtain more information about skill training, visit [www.nevadajobconnect.com](http://www.nevadajobconnect.com).



*DETR - a member of America's Workforce Network*





Employment Security Division  
500 E. Third Street  
Carson City, NV 89713

**First Class**