UNEMPLOYMENT COMPENSATION

1. **You will file an initial claim**
   - If you file online, you'll receive a confirmation page at the end of the online application and a confirmation email that includes the date that you will file your "continued claim" or "biweekly claim.

2. **You will receive your claim confirmation letter in the mail**
   - It will have your four-digit Personal Identification Number (PIN) that you will need to access your account AND file your biweekly claims.

3. **You'll file online or using the Pennsylvania Teleclaim (888-255-4278) and you have all week (Sunday through Friday) to complete it.**

4. **File your biweekly claim**
   - Similar to working for two weeks and getting a paycheck a couple weeks later, UC is similar.

5. **After the two weeks are over**
   - You file your biweekly claim to tell us that you were unemployed so that we can provide your temporary financial support.

6. **For your first biweekly filing and claim, it can take up to four to six weeks to receive payment**
   - Moving forward, you'll receive payment within two to three days after filing your biweekly claim if you filed your biweekly claim on:

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

7. **You will receive your financial determination letter in the mail**
   - Keep this letter in a safe place! It states your financial eligibility.

8. **Your financial determination letter will tell you:**
   - Your application for benefits date (AB date) and the date your claim expires.
   - Your weekly benefit amount and eligible weeks AND how they were calculated.
   - How much you will receive if you are totally unemployed and how to estimate your partial benefits for part-time work.

9. **If you have claim issues**
   - If there is an issue with your claim, you will be asked to contact our team by the system; however, please do so via email at ucheelpa.gov and send only one email to prevent delays.

For specific questions about your claim, provide your full name (as it appears on your claim, including any suffix used) and the last four digits of your Social Security Number.