



Information Regarding the Unemployment Insurance Application for Workers at App-Based Companies

As you begin applying for Unemployment Insurance (“UI”) amid COVID-19 concerns, you may have questions about the application process. Below is information that may be helpful.

Please note, the information below is not intended to provide, and does not constitute, legal advice. It is for general informational purposes only. If you have a specific question about your situation, please reach out to a non-profit legal service provider.

A. Here is a list of documents or information to have on hand before you apply for UI:

- Your social security number
- The date you last filed for unemployment insurance, if you ever have
- Your driver's license
- Estimates of your total wages while you worked for Lyft, Uber, or other app-based companies
- The dates that you started and stopped with all companies for whom you performed work
- The mailing information for all of your employers for the last 18 months. Here is the mailing information for Uber and Lyft (add others if you did any other work):
 - Uber:
Uber Technologies, Inc. OR Rasier LLC
1455 Market St., 4th Floor
San Francisco, CA 94103
(800) 593-7069
 - Lyft:
Lyft, Inc. OR Lyft Center, Inc.
185 Berry St., Suite 5000
San Francisco, CA 94107
(855) 865-9553
 - Here is the website you can use to find a business mailing address if you have additional employers: <https://businesssearch.sos.ca.gov/>

B. To start the application, apply online here:

https://www.edd.ca.gov/unemployment/filing_a_claim.htm

C. Some other notes for while you apply:

- Workers without a permanent address, including those residing in their vehicles, can use [General Delivery](#) through USPS. General Delivery allows these workers to pick up their mail at their local USPS office.
 - When prompted to provide an address, enter “General Delivery” in the street address line, and include the city, state, and zip code as appropriate. Workers using this method should continue tracking their claims online.



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- **IMPORTANTLY**, you are eligible for unemployment benefits if you (a) lose your job through no fault of your own and (b) are ready, willing, and able to work. Below are common scenarios workers may encounter while answering the “Reason No Longer Working” question in light of the coronavirus:
 - SCENARIO 1: Worker A is subject to a shelter in place order (that applies to San Francisco, Santa Clara, San Mateo, Marin, Contra Costa and Alameda Counties), and cannot work. Worker A selects “Laid Off/No work” when asked to explain why they stopped working. When providing a “Separation Explanation,” the worker selects “No Work Available/Not Enough Work.”
 - SCENARIO 2: Worker B lives outside of the Bay Area, but has been unable to work because there are no passengers to give rides to, for example. Worker B selects “Laid Off/No work” when asked to explain why they stopped working. When providing a “Separation Explanation” the worker selects “Work is slow.”
 - SCENARIO 3: Worker C lives inside or outside of the Bay Area, can still pick up passengers (who are requesting rides), but has an underlying health condition (like asthma or another respiratory condition) that makes it unsafe for them to work. Worker C selects “Quit.” When providing a “Separation Explanation” the worker selects “Safety Concerns/Working Conditions.”
- Many times, app-based employers don’t report their worker’s wages to the Employment Development Department (“EDD”). Workers may need to provide that information. In the “Last Employer” section of the application, a worker can add a note that they can provide that information in the “Explain Other Pay” field.
- For Uber or Lyft’s Business, they can be listed as a “Private Employer.” Their “Business Category” is “Trans, Comm, Gas Electric & Sanitary → Transportation Services.” Workers for those businesses can be described as “Taxi Driver → Taxi Drivers and Chauffeurs.”
- Unemployment Insurance requires that a worker is still able to work, even while they receive benefits. Therefore, to be eligible for benefits, a worker must truthfully state that they are eligible, willing, and expect to return to work anywhere the application asks that question.
- A driver is not required to list that they are an “independent contractor” or that they are “self-employed” just because an app-based company says they are. EDD will make its own determination regarding the status of the worker.
- Workers may also indicate, near the end of the application, that they have been unemployed because of a recent public health disaster.

D. After you apply

- After submitting your application, you will need to collect your wage history.
- If possible, collect as much as 18 months of earnings for ALL jobs.
- If you can download pay information (e.g., Lyft pay summaries downloaded from the app), gather screenshots.



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- If you can't gather pay information from the company, you can rely on bank deposit records. For example, Uber payments may appear as "Uber, Inc." or "Rasier LLC."
- After you submit your application, respond to any information from the government, especially to provide the wage information you collected.

E. Other Questions

- If you have other questions about your application, reach out to a non-profit legal service provider who may be able to assist you with your claim.
- Many non-profit legal service providers are members of the [Coalition of Low Wage and Immigrant Worker Advocates \(www.cliwa.org\)](http://www.cliwa.org).