



UNEMPLOYMENT INSURANCE AND APP-BASED WORK: POST-APPLICATION FAQ - CALIFORNIA

THIS RESOURCE HELPS EXPLAIN THE UNEMPLOYMENT INSURANCE PROGRAM IN CALIFORNIA. IT MAY BE MOST USEFUL AFTER YOU HAVE COMPLETED THE APPLICATION PROCESS.

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.

WHAT STEPS SHOULD I TAKE AFTER I APPLY?

1. After you apply for Unemployment Insurance, EDD will send a “Notice of Unemployment Insurance Claim Filed” and a “Notice of Unemployment Insurance Award” that will list your employer and your past earnings. **IMPORTANT: *you should review these documents and correct any incorrect or missing information within 10 days*** by contacting EDD through your account or over the phone (using the number below or in your letter). **Keep a copy of any correspondence you send to EDD.**
 - a. You may need to send information verifying your wages to EDD. That information can be a bank statement, deposit records, or other summaries of wages from your employer.
2. EDD may then reach out to interview you about your claim. If EDD asks to interview you, you must complete the interview to receive benefits (**see detailed interview tips below**).
 - a. During this interview, you will be asked by an EDD representative why you stopped working and you may be asked about how much money you’ve earned in the past.
 - b. You should truthfully state your reason for stopping work. Some examples of reasons workers may offer include a significant slow-down in work; being at an increased health risk because of COVID-19 exposure; or complete loss of child care.
3. After your interview, your claim may be denied, since some companies (or the EDD) may consider you an “independent contractor” or for some other reason.
 - a. **IMPORTANTLY, if you are denied, you can appeal.**
 - b. You will receive a letter from EDD (a “Notice of Determination” letter), where you can state the reason for an appeal. It is enough to write “I disagree with the decision. I wish to appeal.” and mail back the form (within 30 days) to the address listed on the letter.
 - c. Your appeal will then be set for a hearing where a judge will ask you questions about your termination. A representative from your company may be there.
4. **Reach out to a legal service provider below as soon as possible after you have sent your appeal**, since there may be other details about your case that will need to be reviewed.
5. If your benefits are approved, respond to all information requests from the EDD, especially information about how you’re searching for a new job. This should be done every two weeks (and should be completed even if you’re claim is in process).
 - a. **NOTE:** if you plan to return to the same employer after the COVID-19 crisis concludes, you **do not need** to meet the usual requirement of looking for work while you are collecting unemployment benefits. The [EDD has stated](#) that they will inform you if you are not required to look for work each week.
 - b. If you don’t expect to return to work for the same employer, the safest course of action is to make a written log of job search efforts, and apply for open positions for which you’re qualified. Job search efforts can also include searching the internet, newspapers, or other publications for jobs, and contacting prior employers about job openings.



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HOW SHOULD I PREPARE FOR MY INTERVIEW?

Don't panic. While this interview is important, remain calm and focus on relaying the basics, like the information in your application and how you lost work or hours at your job. Below are some simple tips to help you across the finish line.

1. Before your interview, you should consider some of the following:

- a. Review the EDD letter that mentions your interview. It will include the window of time that EDD will call. On the back is an initial list of questions they will ask.
- b. Log into your account to look over your application, noting dates you worked, prior employers, and the reason you listed for separating from employment.
- c. Have a pen and paper ready to take notes about your call.
- d. Make sure that you're available and won't be distracted during the window of time that EDD will call. Make sure to have a fully charged phone.

2. During the interview, you should consider some of the following:

- a. Be calm and direct when answering questions. EDD staff will be doing hundreds of these interviews and will respond best when an interviewee makes the process smooth.
- b. Keep answers short and focused, answering the direct question the interviewer asks. Remember, you're only being interviewed to determine your eligibility for benefits, not about anything the company may have done wrong.
- c. Answer the questions honestly and make sure they match the information in your application – consistency is key.
- d. The interviewer may seem indifferent or cold. This is not an indication of the merits or success of your application.

3. After your interview, you should consider some of the following:

- a. Write down any notes about what the interviewer asked and what they said would come next.
- b. Review those notes for anything that might concern you. If you want to supplement your answers, you can contact EDD through your account or with the phone numbers below.
- c. Reach out to a legal services provider if you have any questions.

LEGAL SERVICE PROVIDERS

Many non-profit legal service providers may be able to help with your claim and are members of the [Coalition of Low Wage and Immigrant Worker Advocates \(www.cliwa.org\)](http://www.cliwa.org).

PHONE NUMBERS TO CONTACT EDD REGARDING YOUR UNEMPLOYMENT INSURANCE APPLICATION

English 1-800-300-5616

Mandarin 1-866-303-0706

Spanish 1-800-326-8937

Vietnamese 1-800-547-2058

Cantonese 1-800-547-3506

TTY 1-800-815-9387