

**State of Illinois  
Department of Employment Security**

**Benefit Rights Information**

**A Few Simple Guidelines To Avoid Claim Processing Delays**

**Your claim information is confidential** under the law. We cannot give claim or benefit-check information to your spouse or other family members. However, pursuant to Section 1900 of the Unemployment Insurance Act, any information that you provide to the Department of Employment Security in connection with your claim may be shared with your former employers or their representatives.

If notified to report to the office, you should bring **documents establishing your identity**. We will provide information on your claim only if you can sufficiently identify yourself. Also bring the most recent notification received from IDES, as well as your current work-search list, in case there are questions regarding your compliance with work-search requirements.

**You must serve a waiting week** on each benefit year. This is the first eligible week of your claim. No benefits are paid for the waiting week. To receive waiting week credit, you must file a claim for the week and be otherwise eligible for benefits for the week.

**Unemployment Insurance Is Subject To State and Federal Income Taxes.** You may voluntarily elect to have either or both state and federal income taxes deducted and withheld from your benefit payments. Withholding is at pre-set levels only: 10% for federal and 3% for state of Illinois.

**If You Were Last Employed By A Temporary Help Firm**, failure to contact that firm each week may affect your eligibility for benefits.

Under Federal Guidelines, you may be identified as eligible for **Re-Employment Services** offered by various state and local organizations. If you are referred by IDES to any of these re-employment services, you are **required to participate** in those services, or your benefits may be suspended.

**INTERVIEW PROCESS:**

**It may be necessary for you to be interviewed regarding your eligibility for benefits.** In these cases, you will be informed on the day you file your claim of the date and time of the interview, or you will receive a notice at your home providing you with this information. **Most interviews will be conducted by telephone.** Failure to be available for the interview may affect your eligibility for benefits. **If you cannot be available at the date and time of your scheduled interview, it is your responsibility to contact your local office.**

**CERTIFICATION PROCESS:**

**Tele-Serve filers should file on their assigned day or on open call days.** Late certifications will not be accepted through the telephone system. Failure to call on your assigned day could cause denial of benefits or a delay in processing your benefits.

**Mail filers will receive the first certification form** in the mail approximately seven (7) days after the claim for benefits was filed, and it should be mailed back on the date indicated on the form. Mailing the certification form before or after the date indicated may cause a delay in the processing of your benefits. **In order to prevent delays** when completing your forms, make sure you use a pen, answer all questions, sign and date the forms, and mail to the **Central Processing Unit** as directed on the forms. **Dropping your form off at the Local Office will result in a delay of processing.**

(Continued on Next Page)

## Benefit Rights Information

Unless you have been otherwise instructed by IDES, you must be actively looking for work while receiving benefits. **You must maintain your work search information on a weekly basis on the form provided by IDES.** The days that you looked for work must occur during each of the weeks for which you claimed benefits. It is your responsibility to **provide your work search upon request.** Failure to do so may result in a denial of benefits. If you are called to report to the IDES office, you will need this list. The law provides penalties for giving false answers to obtain benefits.

### **Important Notice: Keep Those Work Search Records**

An initial determination that you were actively seeking work during a week for which you claimed benefits is subject to later reconsideration. (The determination may be reconsidered even though you have been paid benefits or have since returned to work.) To preserve evidence that you were actively seeking work, do not discard your written work search record for any week being claimed until one year has passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your written work search until there has been a final resolution of the matter.

**Report your return to work to IDES immediately!** Employers are required to report all new hires to this agency immediately. These reports are used to identify individuals who are collecting U.I. benefits after they have returned to work. Failure to report your return to work or all gross wages earned during weeks covered by your certification, will result in an overpayment of benefits and could result in a determination of fraud which incurs penalty weeks, comptroller's offset of state payments (such as state income tax and lottery winnings) and prosecution for state benefits fraud.

**You must report all gross wages earned** during the weeks covered by the certification. These wages must be reported for the week in which they are earned, not the week in which you receive the payment. If your gross wages in any week are less than your weekly benefit amount, you may still be eligible to receive *part* of your benefit payment.

**You should receive your check and/or other response within 10 working days** after filing your certification. Tele-Serve allows you to get information about your benefits whether you are filing by mail or by phone. When calling for payment information, telephone filers should allow one business day after filing and mail filers approximately five business days from mailing before inquiring. If you drop your certification off at a local office, allow ten days. You must allow time for processing and delivery. Please call Tele-Serve before you contact your local office for benefits.

**You have the right to appeal** any decision denying your benefits. If you have any questions about your appeal rights, contact your local IDES Office. If you filed an appeal, **continue to make your certifications** for your weeks of unemployment **even though you may not receive benefits until the appeal is decided.**

**Keep In Touch With Employment Service.** We encourage you to visit your IDES office or use IllinoisSkillsMatch.com, our computerized job search system to view job listings. On any given day IllinoisSkillsMatch.com will contain thousands of jobs in Illinois and around the U.S., together with information on federal civil service job opportunities.

**Read your "Summary of Services" booklet** for more detailed information regarding your rights and responsibilities while receiving Unemployment Insurance benefits and IDES Employment Services.