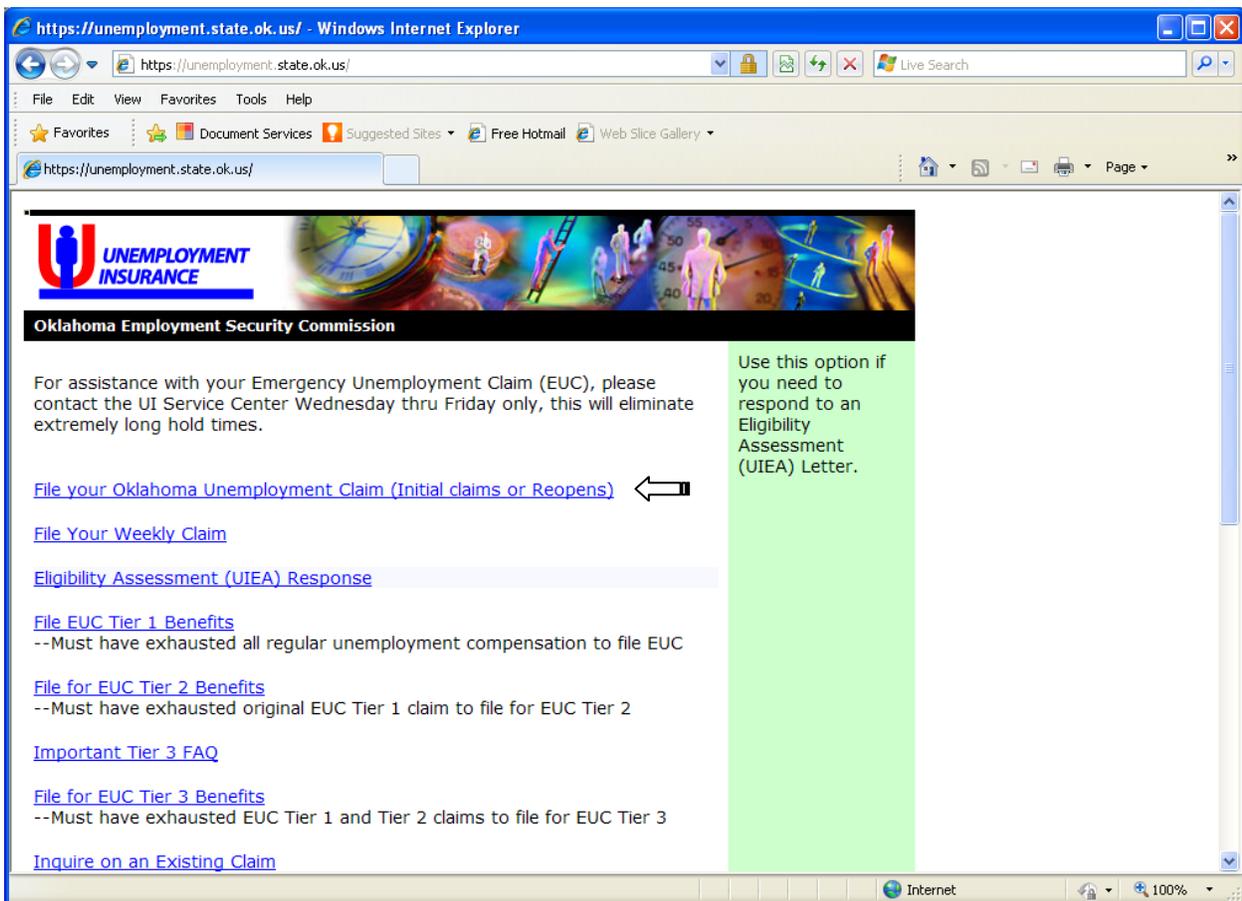


## Filing a claim on Temporary Layoff OR Reduced Hours From Oklahoma Employment Security Commission

Filing an unemployment claim during your temporary layoff OR reduced work hours is a two step process:

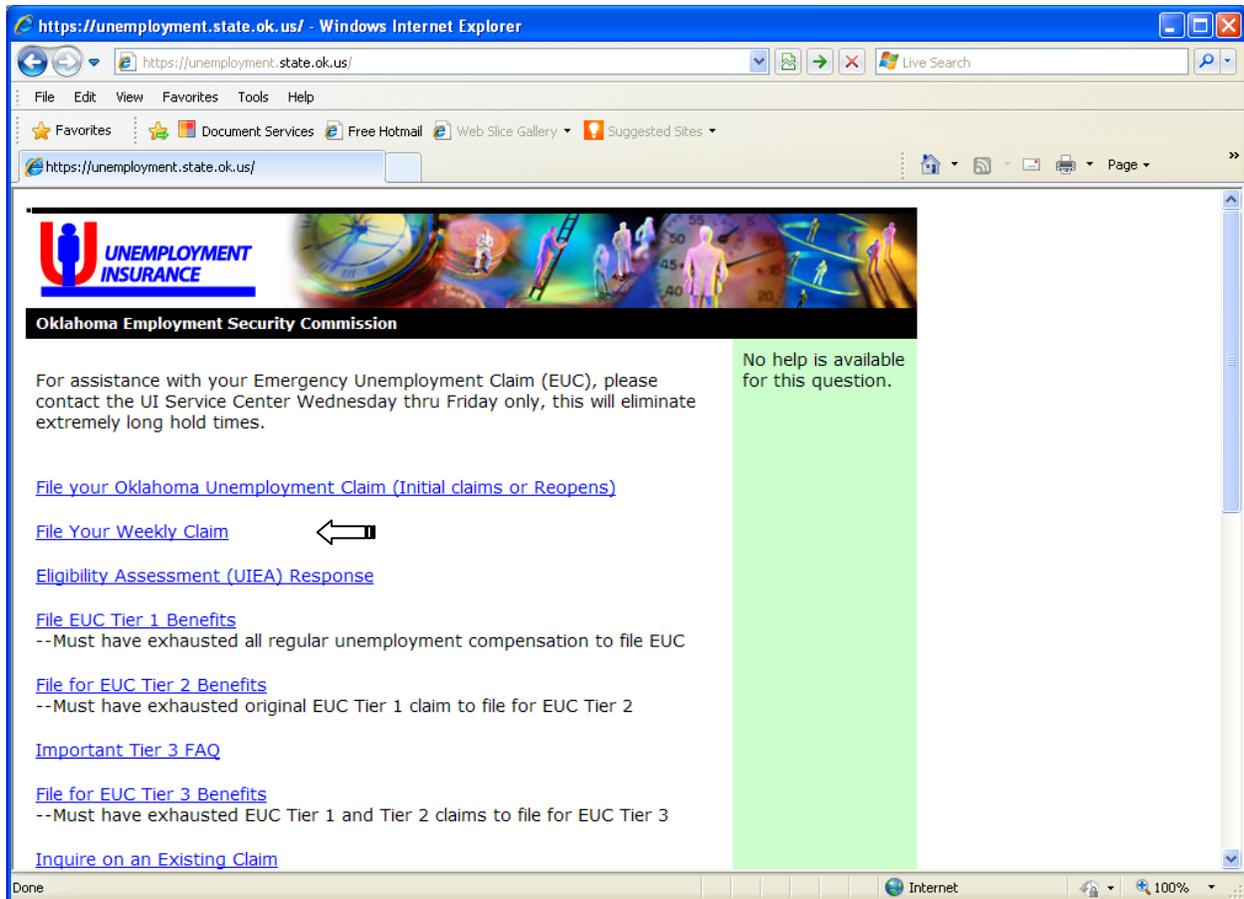
**Step 1:** The first week of your reduced hours or temporary layoff, you need to file a new unemployment claim, or reopen your claim if you've had one in the past year. This can be done by calling 1-800-555-1554 or file online at [www.unemployment.ok.gov](http://www.unemployment.ok.gov)

Here is the home page of the website listed above. For Step 1, choose the first link on the home page: File Your Oklahoma Unemployment Claim (Initial Claims or Reopens)



There will be a lengthy questionnaire you'll need to fill out, including a question asking if you have a definite return to work date, which you need to answer yes and fill in the date.

**Step 2:** Once you have established your claim, then each Sunday, until you return to work or return to working your full time hours, you'll need to file a weekly certification. This is also done by calling 1-800-555-1554, and answering yes to the first question, "do you wish to file a claim", OR by going to the website above and choosing link #2 below, "File Your Weekly Claim".



You actually have fourteen days which to file your weekly certification, but it's this certification that triggers payment, so most people wish to do this on Sunday when it's first available.

You'll then be asked a series of questions, such as the following:

- Were you able and available to perform work during the week in question? (\*\*This question means, if work was available, would you have been able to work)
- Did you perform work during the week in question?
- Did you receive severance pay during the week in question?
- Did you receive vacation pay during the week in question?
- Did you receive holiday pay during the week in question?
- Did you receive bonus pay during the week in question?
- Was there a change in the amount of retirement you receive?
- Did you refuse work during the week in question?
- Did you quit a job during the week in question?
- Were you discharged from a job during the week in question?
- Are you still scheduled to return to work on (return to work date)?

Remember, these questions pertain only to the week being claimed.

If you answer a question incorrectly or make a mistake, you will be instructed to contact the Service Center (same phone number) to speak to a claims representative.

Once you have returned to work, you need to quit filing your weekly certification.

**Other Important Information:**

**If you have gone back to work but now have reduced hours or are off work again:**

Important note! If it has been **three weeks or more** since the last week you filed a claim, then you need to start at Step 1 again, as noted above. You can do that either by phone or online. However, if it has been **less than three weeks** since the last time you filed a claim, you will have to call the Service Center (1-800-555-1554) and ask to speak to a claims representative. Tell the claims rep that you went back to work, but are now back off again on a temporary layoff, and you need to reopen your claim. They will assist you to do that. Do this, the week you have the reduced hours or layoff. And remember, as noted elsewhere, to try to avoid calling on Mondays, the highest hold time during the week

**Waiting Period:** Each individual who files a claim for unemployment benefits must serve a one-week waiting period. That is normally the first week that you file. If you fail to file the weekly certification and there is a layoff down the line, the first week that you file will be considered the waiting period.

**Return to work date:** In some temporary layoffs everyone will not return to work on the same day. As a result, we use a general date for all employees. If you are returning to work within 1-2 days either side of the return to work date given by the system, go ahead and answer that question YES.

**Filing Options:** You can file either by telephone or over the internet. Either way will require you to establish a Personal Identification Number (PIN). This is a 4-digit code that only you will know. Do not share this PIN with anyone else or let anyone else use your PIN to file the claim. If you forget your PIN you can contact one of our Service Centers to have the number reset. We will not know your PIN.

**Telephone Filing: DO NOT USE CELL PHONES**

Call 525-1500 if you live inside the OKC calling area.  
Call 1-800-555-1554 if you live outside the OKC calling area.

You will be given two options at the time you file your weekly claim.

Option (1) CLAIMS INFORMATION

Enter your nine-digit social security number.

To file a claim, **press 1.** (This is the option you will use to file the weekly claim)

To inquire about your current unemployment claim, press 2.

For the total amount of unemployment benefits paid to you and reported to the Internal

Revenue Service, press 3.  
For information on an existing unemployment overpayment, press 4.  
To speak to a CSR regarding other issues, press 5.  
To exit, press 9.  
To see if a claims representative is available in order to provide additional information now, press zero.

## Option (2) GENERAL INFORMATION

### **Internet Filing:**

Go to [www.oesc.state.ok.us](http://www.oesc.state.ok.us). This is the agency homepage. Under Jobseeker / Unemployed, select “Unemployment Benefits.”

On the next page, select “File for Unemployment Insurance (UI) benefits.”

This will bring you to the main UI benefit menu. Select “File Your Weekly Claim.”

You will have to go through a few instructional pages and will then be asked for your social security number. After that is given you will be asked for your PIN. You will then be shown the weekly claims questions for the week you are claiming.

### **Payments:**

Payments are made either by debit card or direct deposit. You will receive a debit card by mail, from ACS (Affiliated Computer Services), which is the company that handles our payments. If you prefer direct deposit, you can call ACS at 1-866-320-8699 (toll free) to request the direct deposit form.

### **Work Search Requirement:**

**If you are working reduced hours, you MUST look for work for each week you claim for benefits. Even if you don't know that you will have a reduction of hours until near the end of your normal work week, if you are going to file for that week of benefits, you must conduct at least two work searches. If you are unable to do this, you are not eligible to file a claim for that week.**

**If you are on a temporary layoff of 8 weeks or less, your work search can be waived during that time period, IF your employer provides proof of the layoff, including the name(s), Social Security number(s), the last day worked and the anticipated date of the return to work. If no letter is furnished, you are required to conduct your work search for each week you file for benefits and accept a suitable job if one is offered.**

### **Job Separation:**

If you actually separate from the job (discharged, quit or laid off) during the time you are filing due to reduced hours, you must notify the OESC either by phone or going to your local office.

