



Massachusetts Department of Unemployment Assistance

Frequently Asked Questions

Did you participate in the Early Retirement Incentive Plan (ERIP) offered by the Commonwealth of Massachusetts AND now wish to apply for Unemployment Insurance benefits? Before applying, please review these Frequently Asked Questions (FAQ's)

- Q: If I chose to participate in the ERIP, am I eligible to apply for Unemployment Insurance benefits offered through the Massachusetts Department of Unemployment Assistance?**
- A: Yes.** All participants will be able to apply for benefits; however, participant's eligibility to collect benefits will be determined on a case-by-case basis.
- Q: Do I need to let the Department of Unemployment Assistance know that I am receiving a pension?**
- A: Yes.** During the application process for Unemployment Insurance benefits, you will be asked if you are or will be receiving a pension. ***You must indicate that you will be receiving a pension and will be asked to fill out a document regarding the specifics of your pension.***
- Q: Will my receipt of a pension affect my Unemployment Insurance benefits?**
- A: Yes.** Because pensions from the Commonwealth of Massachusetts are financed by both employer and employee contributions, you will be subjected to a 50% deduction of your weekly Unemployment benefits due to your receipt of a pension. This means that every week you are eligible to collect benefits, your weekly benefit amount (approximately half of your average weekly wage), will be deducted by an amount based upon the amount you are eligible to receive from your pension.
- Q: I will not be getting my pension from the Commonwealth of Massachusetts for several months. Should I tell the Department of Unemployment Assistance that I am getting a pension now, even though I'm not receiving it yet?**
- A: Yes.** You ***must*** inform the Department of Unemployment Assistance that you will be receiving a pension when you file your claim. Pensions offered by the Commonwealth of Massachusetts are retroactive from the time you apply for them.
- Q: What if I do not report my receipt of a pension and/or I report my receipt of a pension after I have already collected Unemployment Insurance benefits?**
- A: If you do not report your pension and/or you report your pension late, you will be subject to an overpayment if you have already been in receipt of Unemployment Insurance benefits, ***and you will be required to pay back the amount that should have been deducted from your weekly benefit amount plus penalties and interest if it is determined that your overpayment was due to fraud.*** If you continue to collect Unemployment benefits, subsequent benefits will also be subject to an additional offset to pay back your overpayment.**



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Q: If I am approved to collect Unemployment Insurance benefits and/or are waiting for my application to process, what must I do to remain eligible to collect?

A: In order to make sure your payments are released timely, you must request benefits for every week in which you are unemployed. Weekly benefits can be claimed via our self-service UI Online website at www.mass.gov/dua or by calling TeleCert at (617) 626-6338. Both services are available Sunday through Saturday from 6:00 a.m. through 10:00 p.m.

You also must be **able, available, and actively seeking** new full-time work in order to be eligible for benefits. In addition, you must make at least 3 (three) attempts to look for work every week in which you collect. These attempts must be recorded and you may be asked to furnish these records at a career center seminar that you may be **required** to attend.

You will be disqualified from receiving benefits for any given week or weeks if you do not meet the aforementioned requirements. *For example, if you are away on vacation and not available for work, you will not be eligible to receive benefits for the week or week(s) in which you are not available.*

Q: How do I apply for Unemployment Insurance benefits?

A: You can apply for Unemployment Insurance benefits online or via telephone. If you choose to apply for benefits via our self-service UI Online system, please visit www.mass.gov/dua, click the link 'UI Online for Claimants', and the website will direct you through the application process. UI Online is available Sunday through Saturday from 6:00 a.m. through 10:00 p.m.

You can also apply for Unemployment Insurance benefits by speaking with an Unemployment representative located at one of our call centers. To speak to a representative, please call (617) 626-6800. Our TeleClaim Center(s) are open Monday through Friday from 8:30 a.m. through 4:30 p.m.

Q: Where can I go if I have more questions regarding Unemployment Insurance benefits?

A: Information regarding Unemployment Insurance can be accessed on our website at www.mass.gov/dua. In addition, our call center(s) are staffed 8:30 a.m. through 4:30 p.m., Monday through Friday, and agents are available to take your questions by calling 617-626-6800.

A Department of Unemployment Assistance representative may also be available at One-Stop Career Centers statewide. To view a list of centers, please visit www.mass.gov/careercenters. Please call ahead to ensure a Department of Unemployment Assistance representative will be available. These centers also provide additional resources, such as access to a computer, if you do not have one at home.