

Unemployed?

This official guide for Massachusetts workers helps you learn about:

Unemployment benefits and FREE services to help you find a new job.



You are getting this guide because you applied for unemployment benefits. Losing a job is stressful. **Use this guide to learn how to:**

- Become **eligible** and stay eligible for benefits,
- Get **free** services to help you get back to work, and
- **Connect** with us online, by phone, and in-person.

If you did NOT apply for unemployment benefits...

Someone may be using your identity. Protect yourself and report it right away:

Visit mass.gov/dua/fraud or call us at (617) 626-6800.



**MASSACHUSETTS DEPARTMENT OF
UNEMPLOYMENT ASSISTANCE**

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What happens after you apply for unemployment benefits?

We process most claims in 3-4 weeks. Here are the steps we follow after you apply for unemployment benefits:

<p>We contact your employers <i>Page 3 of this Guide explains how we calculate benefits</i></p>	<p>We ask all employers you listed on your claim about your past wages and why you stopped working there. If an employer does not respond within 10 days, we may contact you for this information.</p> <p>We review your wage and employment information to decide if you have earned enough wages to qualify for benefits, and for how long. We will send you a “monetary determination” with this information before we decide if you are eligible for unemployment benefits.</p>
<p>We may send you follow-up questions</p>	<p>We will do this if we need more information to decide your claim. Make sure you answer follow up questions by the deadline.</p>
<p>We review information about why you stopped working</p>	<p>We review the reason you stopped working to decide if you are entitled to unemployment benefits.</p>
<p>We send you our determination</p>	<p>Our determinations could say:</p> <ul style="list-style-type: none">■ You are eligible for benefits. You will get benefits by direct depositing your bank account or on a DUA debit card (you decide which).■ You are not eligible for benefits. Look for a letter on your DUA online account or in the mail that explains why we decided you are not eligible.

<p>You can disagree with our determination</p>	<p>If you think our determination about your benefits is not correct you can ask for an appeal hearing within 10 days. Your notice explains how.</p>
<p>Other eligibility requirements</p>	<p>Even if you are eligible for benefits, you must also meet all other DUA eligibility requirements for each week that you claim benefits. See <i>page 6</i>.</p>

How we calculate your weekly benefit amount (WBA):

Eligible claimants receive unemployment benefits each week. The amount you can receive each week is called your “weekly benefit amount,” or WBA.

Your WBA is about 50% of your average weekly wage from the last 4 calendar quarters before you applied for benefits (up to a maximum amount set by law).

The quarters are three-month periods in a calendar year. Quarter 1 is January 1-March 31. Quarter 2 is April 1-June 30. Quarter 3 is July 1-September 30. Quarter 4 is October 1-December 31.

The last 4 completed calendar quarters before you filed is called the **primary base period**. For example, if you lost your job on April 30, the last 4 completed quarters would be Quarter 1 of the current year, and Quarters 4, 3 and 2 of the year before that.

If you are not eligible based on the earnings from your primary base period, we will ask for your wages from the last 3 completed calendar quarters PLUS the current quarter up to the date you apply (This timeframe is called your **alternate base period**.) If you qualify under the alternate base period, we will automatically use those wages. In the example used above, DUA would look at wages from April 1-April 30, and Quarter 1 of the current year, and Quarters 4 and 3 of the year before that.

You can also ask us to use the alternate base period if you can show that doing this would give you at least 10% more in benefits.

How we calculate benefits using the primary base period:

Example:

Step 1: List your total wages from all of your employers in your base period for the last complete 4 quarters you worked.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
\$7,800	\$7,800	\$8,840	\$10,000

Step 2: Add the wages from your top 2 highest-earning quarters. In this example, Quarters 3 and 4 were the highest.

$$\$8,840 + \$10,000 = \$18,840$$

Step 3: Divide the sum from Step 2 by 26. (There are 26 weeks in 2 quarters.) In this example, quarters 3 and 4 add up to \$18,840. Divide this number by 26 to get your average weekly wage, \$724.61.

$$\$18,840 \div 26 = \$724.61$$

Note: If you worked only 1 or 2 quarters, use the quarter with the highest wages, then divide that amount by 13. (There are 13 weeks in a quarter.)

Step 4: Divide the **average weekly wage** by 2. Then, round that amount to the nearest dollar. This gives you \$362 as the weekly benefit amount (WBA).

$$\$724.61 \div 2 = \$362.30$$

If you have dependent children, you may be eligible for an additional \$25 per week for each dependent.

Questions about your weekly benefit amount:

Visit: [mass.gov/info-details/how-your-unemployment-benefits-are-determined](https://www.mass.gov/info-details/how-your-unemployment-benefits-are-determined).

How we calculate your maximum benefit amount (MBA):

Your **maximum benefit amount** (MBA) is the total you can receive during your benefit year. Your MBA is the **lower** of:

- ✓ Your weekly benefit amount x 30, or
- ✓ Your total base period wages x .36

You can collect an additional \$25.00 per week for each dependent child. You must be responsible for the whole or main support of the

child. The dependency allowance only applies if you are legally responsible for the child. You can be the parent, stepparent or legal guardian of the child. Only one person can collect the allowance for a given dependent at a time.

You must certify for benefits each week:

You cannot receive unemployment benefits unless you request benefits or “certify” during each week you are unemployed. You can certify for benefits online or by calling the automated DUA TeleCert line at (617) 626-6338. It is important to do this every week while you are unemployed.

You can certify for benefits after the week has ended. A week begins on Sunday and ends the following Saturday. This means that you can certify for benefits any time starting on a Sunday for the previous week

IMPORTANT: You should certify for benefits as soon as you can for any week you need them. Remember that the earliest you can do this, is the Sunday following the week you need benefits for. If you do not certify for benefits for three weeks in a row, your claim will become inactive. If you were unemployed and want benefits for those weeks, you will have to reopen your claim and explain why you did not certify for benefits on time. We will review these reasons to determine if you will be able to receive benefits for those weeks.

You will not be paid benefits for your first week of unemployment:

After you become unemployed and have filed your unemployment claim, certify for benefits for your first week of unemployment benefits as soon as possible as you will not be paid for this week. This week is called the “wait week” and although you must certify for benefits for the week and meet the eligibility requirements, you will not receive a payment for the week. Remember, the earliest you are able to certify for a week of benefits is the Sunday immediately following that week. Once you have served the ‘wait week’, you will be paid for any future weeks of benefits that you

certify for granted you meet all eligibility requirements.

- **Online** is the easiest way to certify, **or**
- Call TeleCert: **(617) 626-6338**, any day of the week

Questions you need to answer when you certify:

You must certify for benefits for EVERY week that you are unemployed and meet the eligibility requirements, even if you are not being paid yet by unemployment. Each time you certify, we will ask you some questions about whether you are looking for work, whether you can accept work offered to you, and if you are physically and mentally capable of working. We will also ask about your current employment status and any wages you may have been paid.

You have to tell us about your work search:



You must look for work every week you ask for benefits starting when you first file a claim. You will have to tell us about at least three different work search activities that you did during each week that you want benefits. Make sure you start looking for work right away.

We cannot pay you benefits for any week you did not look for work, unless an exception applies to you. Exceptions are limited, but in most cases, we will not ask you if you have looked for work if you fall into one of these exceptions, like attending DUA-approved training. More information about DUA-approved training can be found on *page 15* of this booklet or by visiting mass.gov/training-opportunities-program-top.

Keep a record of all your work searches. We will ask you to provide this information during the weekly certification process.

What does “looking for work” mean?

For every week you ask for benefits, you must do at least 3 separate “work search activities.” For example, you can look for a job:



- online,
- in-person, such as interviews or job fairs, and
- by submitting a job application

See what qualifies as a work search activity at:
[mass.gov/info-details/work-search-examples](https://www.mass.gov/info-details/work-search-examples).

You must tell us that you are capable of working.

You must be physically and mentally capable of working. This means that you cannot have a condition that prevents you from working. If you need accommodations to work, that does not automatically prevent you from being capable. Also, you do not necessarily have to be able to do your normal work. If you can do other types of work, you may be capable of working.

You are entitled to three weeks of “approved illness” per claim. That means that if you are not able to work because you are sick or have a death in your family you may be able to collect benefits for up to three weeks. The weeks do not have to be used together. We will ask you about this if you tell us you are not able to work. You must have served your ‘wait week’ in order to qualify for an ‘approved illness’ week.

You must tell us that you are available for work.

You must be able to accept a job if one is offered to you. You are not available if your time is taken up with matters like taking care of a family member on a full-time basis, or if you are spending most of your time starting your own business.

You may be unavailable to accept work if you do not have any transportation to get to work and cannot work from home.

Your work search activities, capability and availability may vary from week to week. If you do not meet all of the requirements

during a given week, you can still meet them during a later week.

MassHire Career Centers (MCCs):



MassHire Career Centers (MCCs) offer **free** seminars, workshops, and training programs that help claimants find a new job. Your MCC activities also count towards your job search requirements.

Claimants **must** do certain MCC activities. You must complete these activities by the deadline to stay eligible for benefits. You can also use other MCC free resources at any time.

Claimants have to enroll in Re-Employment Program (RESEA).

You *have to* participate in the RESEA program (Re-Employment Services and Eligibility Assessment). We will send you a notice soon after your first payment telling you how to enroll in RESEA and what the deadlines are. There are two parts to the RESEA requirement:

- Attending an orientation
- Attending a RESEA seminar. **Warning!** You must complete the program by the deadline, or you may lose your unemployment benefits. The deadlines will be in your *RESEA Notice*.

Find a MassHire Career Center near you at:

mass.gov/careercenters.

Learn more about required programs at: mass.gov/guides/your-rights-and-responsibilities-as-a-claimant.

You can use MCC's free resources at any time!

MCC staff, resources, and programs are there *for you!* You can:

- ✓ Meet with MCC career counselors and peers to get tips on how to navigate the job search process.
- ✓ Go to workshops to improve your job search skills, such as interviewing, networking, and writing resumes and cover letters.
- ✓ Get career planning help and information about high-demand jobs, occupations, and skills.
- ✓ Access local, state, and national job listings.

- ✓ Use MCC's free resources, including computers, copiers, printers, fax machines, professional journals, business directories, and publications about job searching and careers.
- ✓ Find out how to network and meet with other job seekers and employers.

Other important things to note: notify us about any change to your contact information, like email, mailing address, or phone number. You can:

1. Update your contact information at your DUA online account, or
 - Make an appointment with the Re-Employment Center if you do not have online access. Visit: mass.gov/recapointment.
2. **Read and respond to all messages we send you**—even after your benefits stop!
 - If you asked us to contact you electronically, we will send you email notifications when you have new letters or messages to review. You will need to log on to your account to read the letters or messages.
 - If you asked us to contact you by U.S. Mail, we will not send you email notifications. But we will post copies of everything we mail you in your DUA online account.
 - **Pay attention to our deadlines, you could lose your eligibility if you do not respond on time!**
 - **Note:** You can change your preferred contact method at any time. Just log in to your DUA online account.
3. Notify DUA if you are going to school, enroll in school, or stop any DUA-approved full-time training. Going to school may affect your eligibility because it may make you unavailable to work.
 - Do **not** ask for unemployment benefits if you are outside the United States or Canada. You are not eligible for benefits for weeks when you are outside of the U.S., U.S. territories, or Canada. This is true even if you are doing your job search activities from the foreign country.

4. **If you work while you are getting or asking for benefits**, you **must** report your earnings in the week you earned them. Do not wait to get paid for before you report them. Workers must report their gross (pre-tax) wages for each week. And self-employed claimants must report their weekly net earnings after deductions.



You will **not** be eligible for any week that you work more than 35 hours or earn over a certain amount.

Warning! Tell the truth about any money you earn while getting or asking for unemployment benefits. We have ways of finding out about those earnings. If you do not tell the truth, you may have to pay back the benefits with interest and penalties.

Learn more at: mass.gov/service-details/working-while-receiving-unemployment-benefits.

What to do if DUA says you are not eligible for unemployment benefits, or a former employer disagrees that you are eligible:

If DUA says you are not eligible:	If an employer disagrees with DUA, saying you are eligible:
<p>If you disagree with the determination that DUA sent you that disqualifies you from getting benefits:</p> <ul style="list-style-type: none"> ✓ You have the right to appeal our determination within 10 days. Your determination notice will explain how to appeal. 	<p>If your employer disagrees with the determination that we sent you:</p> <ul style="list-style-type: none"> ✓ The employer has the right to appeal our determination within 10 days.

- ✓ If you or the employer appeals, we will schedule a hearing and send you and the employer a hearing notice. The hearing notice tells you:
 - When and where to go to the hearing

- What to expect at the hearing and how to prepare

While you wait for your hearing, it is important that you continue to certify for benefits if you are still unemployed—even if you got a notice saying you were not eligible for receiving benefits. If you are granted benefits after the hearing, you'll be paid for the weeks that you certified for.

Who will be at the hearing?

For most cases, there will be:

- An Examiner (like a judge),
- Your employer, and
- You (the claimant), and
- Any representatives and witnesses that you or your employer want present. This is not a requirement but something you or your employer can ask for.



The Examiner will ask questions during the hearing. You and the employer have the right to question each other and the witnesses about your case.

If the reason for the hearing does not involve the employer, only you and the Examiner (and any of your representatives or witnesses) will be at the hearing.

Go to the hearing—don't be late!

You, your legal representative, and any witnesses must be at the hearing **on time**. If you asked for the hearing and are more than 10 minutes late, we will **cancel** the hearing and **dismiss** your case.

If you requested the appeal hearing, and the employer is late or absent, the hearing will go on without them. The hearing decision will be based only on the testimony and evidence presented at the hearing.

If the Examiner decides that you are not eligible for unemployment benefits, **your benefit payments will stop immediately**, and you may have to pay DUA back for benefits you already received. You

may file an appeal (see “*What if I disagree with the hearing decision?*”) or ask us for a waiver if you cannot afford to pay the money back (see “*How to ask for a waiver of an overpayment*”).

To learn more about hearings, read: “*Get Ready for the Appeal Hearing.*” This will be sent to you once you have appealed.

You can also read *Get Ready for the Appeal Hearing* at mass.gov/info-details/finding-legal-help.

What if I disagree with the hearing decision?

If you or your employer disagree with the hearing decision, the party who disagrees can appeal to the Board of Review.

You can appeal to the Board of Review using the form you received along with the hearing decision. You have **30 days** to complete this form and get it to the Board of Review. You can complete this form through your online account or by mail. If you **mail** your request, it must be postmarked by the **30th calendar day** after the decision you are appealing.

The Board of Review does not *have to* agree to review your case.

- **If the Board of Review accepts your case**, they will use the materials in your case file, listen to the recording of the Appeal Hearing, and make a decision. If you disagree with the Board of Review’s decision, you can appeal to a Massachusetts District Court or Boston Municipal court. The Board will send you instructions.
- **If the Board of Review does not accept your case, or you do not hear from the Board of Review within 21 days**, the decision from the Appeal Hearing remains valid and is the final decision of the agency. But you can ask a court to decide the case. Information on how to appeal to Massachusetts District Court or the Boston Municipal Court will be included in the Board of Review decision, or if the Board of Review did not notify you of any action within 21 days, you can find more information about appealing to the court by visiting: mass.gov/orgs/massachusetts-court-system.

A lawyer or advocate can help you with the appeal:

If you want someone to represent you at your hearing, you have the right to a lawyer or advocate. But get one **right away**. We cannot postpone your hearing because you have not found someone to represent you. If you have a lawyer or advocate, you should let DUA know before the date of the appeal hearing. You can do this online or by calling the hearings department at: **(617) 626-5200**.

If your lawyer or advocate charges you a fee, the lawyer or advocate must have those fees approved by DUA before you pay them. For more information about fees, visit: [mass.gov/how-to/attorneys-must-request-fee-approval-from-the-department-of-unemployment-assistance-dua](https://www.mass.gov/how-to/attorneys-must-request-fee-approval-from-the-department-of-unemployment-assistance-dua). DUA does not pay your lawyer's or advocate's fees.

For help finding a lawyer, visit [masslrf.org/en/home](https://www.masslrf.org/en/home). You can also contact your local bar association, or your local legal aid office. DUA cannot help you find a lawyer.

What happens if we overpay you?

DUA sometimes pays claimants too much. This can happen if we pay you unemployment benefits, then later determine that you were not eligible for those benefits. This is called a “redetermination.” You will be notified if we get information that may lead us to redetermine your claim. You will have an opportunity to speak with DUA staff about any new information before we make a redetermination.

If we decide that you were incorrectly paid, we will send you a *Notice of Redetermination* that explains:

- The reason for the overpayment
- The number of weeks you were overpaid
- The amount of the overpayment
- Any possible penalties
- How to appeal the redetermination
- How to ask for a waiver



Even if the overpayment is not your fault, we will ask you to pay us back. You have the right to file an appeal of a redetermination (see “*what to do if DUA says you are not eligible for unemployment benefits*”, above).

It is important to read communications even after you are done collecting unemployment benefits in case we get new information that may cause us to redetermine your claim.

You can make a payment plan with DUA. Find out more in your DUA online account or call the Benefits Collection Department at **(617) 626-6300**.

Exception: You can ask for permission to **NOT** pay us back. To do this, fill out, and send us a *Request for Waiver of Overpayment*. See below.

How to ask for a waiver of overpayment:

You can ask to cancel your overpayment unless we determine that the overpayment was your fault or due to fraud. You may be eligible to have your overpayment canceled, or waived, if:

- You cannot afford to pay the overpayment,
- You relied on unemployment benefits to make a purchase or financial decision you would not have otherwise made, or
- Getting unemployment benefits made your financial situation worse such as by being denied other benefits for which you might have been eligible.

You can access the *Request for Waiver of Overpayment* on your DUA online account or call the Benefits Collection Department at **(617) 626-6300**.

If we approve your *Request for Waiver of Overpayment*, we will cancel the overpayment balance. This means you do not have to pay us back.

Learn more about overpayment waivers at:

[mass.gov/info-details/learn-about-overpayment-waivers](https://www.mass.gov/info-details/learn-about-overpayment-waivers).

Overpayment penalties and interest charges:

DUA will send a *Notice of Fault Finding* if we determine that you are “at fault” for an overpayment because you gave wrong information and knew or should’ve known it was wrong. Overpayments that are due to fault or fraud are not eligible for a waiver. You will have to pay us back, including:

- The overpayment amount,
- 12% interest on the overpayment, and
- A 15% penalty (This one-time penalty does not apply to all cases.)

Other penalties may apply:

If you worked while collecting unemployment benefits but did not report your earnings, you will receive a *Notice of Fraud Finding*. In addition to interest and penalties, you will have to serve “penalty weeks” for each week you worked and should not been eligible for *any* benefits. Penalty weeks are weeks you must wait before you can be paid. You must certify and be eligible for these weeks, or we cannot count them against your penalty weeks.

You have the right to file an appeal of the finding of fault or fraud. The notice will explain how to file an appeal.

If you do not pay your overpayment or ask for a waiver:

If you do not pay us back your total overpayment or ask for a waiver, DUA can:

- Intercept your income tax refund (state and federal), and
- Reduce current or future benefits from any U.S. state to pay back the overpayment.
- File a lawsuit against you in District Court

What to do if you need job training to find work:

Training Opportunities Program (TOP)

If you need new skills to get back to work, you may qualify for the Training Opportunities Program (TOP). If you qualify for TOP, you can:

- Get full-time training from an approved training program,
- Collect unemployment benefits while you are in training, without doing job search activities, and
- Get up to 26 weeks of “extended” benefits if you used all your regular unemployment benefits before your training is finished.

To participate in TOP, you must:

- Find an *approved* training that will prepare you for the job market. You can search for programs at any MassHire Career Center or at: mass.gov/jobquest.
- Submit your TOP application **within the first 20 weeks in which you are paid unemployment benefits**. Your online account will tell you how many weeks you have left to apply for TOP.

Note: Your school or training program must fill out part of your application before you submit it to DUA.

For questions about TOP or how to apply, including the application:

- Visit mass.gov/dua/training
- Call our Contact Center, or
- Visit any MassHire Career Center. Note: DUA does not pay for your training. If you stop your approved training before the date that you are approved through, you must tell us immediately as you are unable to receive TOP benefits if you are not attending your approved school or training program. You will be overpaid if we find out that you are not participating in the program you were approved for but are still collecting benefits.

Questions?

Contact the Benefits Contact Center at the Department of Unemployment Assistance. Call us at **(617) 626-6800**.



Contact information you may need:

DUA Online: <i>(The fastest way)</i>	Visit: mass.gov/unemployment-insurance-ui-for-workers to apply for benefits, check your claim status, file weekly claims, and send information to DUA. This website works best with laptop or desktop computers, smartphones, and other mobile devices.
DUA by phone:	To apply for benefits or get help to apply, call: (877) 626-6800 (for area codes 351, 413, 508, 774, and 978), (617) 626-6800 (for all other area codes), M-F: 8:30 a.m.-4:30 p.m. For Deaf/Hearing-Impaired Voice Relay, call: 711. To check claim or benefit payment status, call: (617) 626-6563. Weekly Claims Phone Line: TeleCert Line: (617) 626-6338 , Daily, 6 a.m.-10 p.m.
In-Person Help: The Boston Re-Employment Center (REC)	You are required to make an appointment <i>before</i> you go, at mass.gov/recappointment , or call: (617) 626-6800 , M-F: 8:30 a.m.-4:30 p.m. 2 Avenue de Lafayette, Boston, MA 02111.
MassHire Career Centers For job search support and training	Find your local office, visit: mass.gov/careercenters , or call: (617) 626-5300 , M-F: 8:30 a.m.-4:30 p.m.
MassHire Career Centers For classes and seminars	Schedule a class: Visit: mass.gov/jobquest , or call: (800) 653-5586 For language assistance, call: 1-(888) 822-3422

Free Computer Access	For free access to computers, visit your local library, or MassHire Career Center
Language Services and Disability Access	Contact us by phone at 1-(888) 822-3422 , or email at multilingualServices@mass.gov

You can access copies of this document in different languages at: mass.gov/dua-multilingual-services.

If you do not speak English well, read this notice:

The enclosed notice contains important information about unemployment insurance. The notice may contain important deadlines. It may tell you how to appeal an unemployment decision or tell you what your next steps are. You should have it translated immediately. If you need help translating the notice or have questions, please call the Multilingual Services Unit at **1-(888) 822-3422**, and select your language. If you are claiming unemployment benefits, you must continue to certify weekly for each week that you are unemployed. For general help, claimants can call **(617) 626-6800**. Employers can call **(617) 636-5075**. Translators are available.

El aviso adjunto contiene información importante sobre el seguro de desempleo. Puede incluir fechas límite importantes. Puede indicarle cómo apelar una decisión sobre el seguro de desempleo o cuáles son sus próximos pasos. Debe traducirlo de inmediato. Si necesita ayuda para traducir el aviso o tiene alguna pregunta, llame a la Unidad de Servicios Multilingües al **1-(888) 822-3422** y seleccione **1 para español**. Si solicita beneficios de desempleo, debe seguir certificando semanalmente por cada semana que esté desempleado. Para obtener ayuda general, los reclamantes pueden llamar al **(617) 626-6800**. Los empleadores pueden llamar al **(617) 636-5075**. Hay intérpretes disponibles.

Avi ki anekse a gen enfòmasyon enpòtan sou asirans chomaj. Avi a ka genyen dat limit ki enpòtan. Li ka di w fason pou fè apèl yon desizyon sou chomaj oswa pwochen etap ou dwe swiv. Ou dwe fè yo tradui li touswit. Si ou bezwen èd pou fè tradwi l oubyen gen okenn kesyon, tanpri rele nimewo Telefòn Gratis lan nan **1-(888) 822-3422** epi chwazi opsyon **2 pou Kreyòl Ayisyen**. Si ou ap reklame benefis chomaj yo, ou dwe kontinye deklare pou chak semèn ou fè san travay. Pou moun k ap reklame yo jwenn èd jeneral, yo kapab rele **(617) 626-6800**. Anplwayè yo kapab rele **(617) 636-5075**. Gen tradiktè ki disponib.

隨附的通知包含有關失業保險的重要信息。該通知可能包含重要的截止日期。它可能會告訴您如何對失業決定上訴或告訴您下一個步驟。你應該立即翻譯它。如果您需要協助翻譯該通知或有疑問，請致電多語言服務部門 **1-(888) 822-3422**，並選 **3 給廣東話**。如果您正在領取失業金，您必須繼續每週證明自己失業。如果需一般協助，索賠人士可以致電 **(617) 626-6800**。僱主們可以致電 **(617) 636-5075**。可以提供口譯服務

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Thông báo kèm theo có chứa thông tin quan trọng về bảo hiểm thất nghiệp. Thông báo có thể chứa các thời hạn quan trọng. Thông báo có thể cho bạn biết cách kháng cáo quyết định thất nghiệp hoặc cho bạn biết các bước tiếp theo cần làm. Bạn nên dịch thông báo ngay lập tức. Nếu bạn cần trợ giúp dịch thông báo hoặc có thắc mắc, xin vui lòng gọi đến đơn vị dịch vụ đa ngôn ngữ theo số **1-(888) 822-3422** và chọn **5 cho tiếng Việt**. Nếu bạn đang yêu cầu tiền thất nghiệp, bạn phải tiếp tục chứng nhận hàng tuần cho mỗi tuần bạn còn thất nghiệp. Để được trợ giúp chung, người yêu cầu có thể gọi đến số **(617) 626-6800**. Người sử dụng lao động có thể gọi đến số **(617) 636-5075**. Phiên dịch viên có nếu cần.

O aviso anexo contém informações importantes sobre o seguro-desemprego. O aviso pode conter prazos importantes. Pode lhe dizer como apelar de uma decisão de desemprego ou dizer quais são seus próximos passos. Você deve traduzi-lo imediatamente. Se você precisar de ajuda com a tradução ou tiver alguma dúvida, por favor ligue para o Serviço de Ligação Gratuita através do número **1-(888) 822-3422** e selecione **6 para Português**. Se você estiver solicitando o seguro-desemprego, deverá continuar a certificar-se semanalmente para cada semana que estiver desempregado. Para obter ajuda geral, os requerentes podem ligar para **(617) 626-6800**. Os empregadores podem ligar para **(617) 636-5075**. Há intérpretes disponíveis.

В прилагаемом уведомлении содержится важная информация о страховании по безработице. В этом уведомлении могут указываться важные сроки. В нём может описываться, как обжаловать решение относительно пособия по безработице или что делать дальше. Вам следует срочно сделать его перевод. Если вам нужна помощь в переводе уведомления или у вас есть вопросы, позвоните в Отдел языкового обслуживания (Multilingual Services Unit) по телефону **1-(888) 822-3422** и нажмите **7**, чтобы выбрать русский язык. Если вы подаёте заявление о получении пособия по безработице, вы должны и далее еженедельно подтверждать, что вы являетесь безработным. За помощью общего характера заявители могут обращаться по телефону **(617) 626-6800**. Работодатели могут звонить по телефону **(617) 636-5075**. Предлагаются услуги перевода.

L'avviso qui allegato contiene informazioni importanti riguardanti l'assicurazione di disoccupazione. Questa comunicazione potrebbe contenere delle scadenze importanti. Potrebbe spiegare come fare ricorso contro una decisione o quali potrebbero essere i passi successivi. Vi preghiamo di farla tradurre immediatamente. Se avete bisogno di aiuto per la traduzione o in caso di dubbi, chiamate il numero gratuito **1-(888) 822-3422** e selezionate **8 per l'Italiano**. Se ricevete il sussidio di disoccupazione, dovrete continuare a mandare i resoconti settimanali per ogni settimana in cui siete disoccupati. Per un aiuto di carattere generale, chiamate il numero **(617) 626-6800**. I datori di lavoro possono chiamare il **(617) 636-5075**. Ci sono traduttori disponibili.

សេចក្តីជូនដំណឹងដាក់ជាប់មាននូវព័ត៌មានសំខាន់អំពីការធានារ៉ាប់រងខាងមិនមានការងារធ្វើ។ សេចក្តីជូនដំណឹងអាចមានជាក់លាក់ ថ្ងៃ រាអាចប្រាប់អ្នកអំពីរបៀបដាក់បណ្តឹងឧទ្ធរណ៍ការសម្រេចចិត្តខាងការមិនមានការងារធ្វើ ឬប្រាប់អ្នកអំពីជំហានបន្ទាប់របស់អ្នក។ អ្នកគួរតែធ្វើការបកប្រែយ៉ាងឆាប់រហ័ស។ ប្រសិនបើអ្នកត្រូវការការបកប្រែសេចក្តីជូនដំណឹង ឬមានសំណួរសូមទាក់ទងទៅអង្គភាពសេវាពលរដ្ឋភាសាលេខ **1-(888) 822-3422**, ហើយជ្រើសយកលេខ **9 សម្រាប់ភាសាខ្មែរ**។ ប្រសិនបើអ្នកទាមទារអត្ថប្រយោជន៍ មិនមានការងារធ្វើធ្វើ អ្នកត្រូវតែបន្តបញ្ជាក់ប្រចាំសប្តាហ៍ស្រាប់រៀងរាល់សប្តាហ៍ដែលអ្នកមិនមានការងារធ្វើ។ សម្រាប់ជំនួយទូទៅអ្នកដាក់ទាមទារអាចទូរស័ព្ទទៅលេខ **(617) 626-6800** ។ និយោជកអាចទូរស័ព្ទទៅលេខ **(617) 636-5075** ។ មានអ្នកបកប្រែជូន។

ເອກະສານແຈ້ງການທີ່ຕິດຄັດມານີ້ມີຂໍ້ມູນສໍາຄັນກ່ຽວກັບປະກັນການຫວ່າງງານ. ເອກະສານແຈ້ງການອາດລະບຸກໍານົດເວລາທີ່ສໍາຄັນ. ເອກະສານນີ້ອາດຈະແຈ້ງໃຫ້ທ່ານຮູ້ວິທີການອຸທອນຄໍາຕັດສິນກ່ຽວກັບການຫວ່າງງານ ຫຼືແຈ້ງໃຫ້ທ່ານຮູ້ເຖິງຂັ້ນຕອນຕໍ່ໄປຂອງທ່ານ.

ທ່ານຄວນແປເອກະສານແຈ້ງການສະບັບນີ້ທັນທີ. ຖ້າ ທ່ານ ຕ້ອງ ການ ຄວາມ ຊ່ວຍ ເຫຼືອ ໃນ ການ ແປ ເອກະສານແຈ້ງ ການ ຫຼື ມີ ຂໍ້ສົງໄສ ກະ ລຸ ນາ ໂທ ຫາ ໜ່ວຍ ບໍ ລິ ການ ຫຼາຍ ພາ ສາ ທີ່ໝາຍເລກ **1-(888) 822-3422** ແລະ ເລືອກ **10 ສໍາລັບ ພາ ສາ ລາວ**. ຖ້າທ່ານກໍາລັງຮ້ອງຂໍເງິນຊ່ວຍເຫຼືອການຫວ່າງງານ ທ່ານຕ້ອງສືບຕໍ່ດໍາເນີນການຍິ່ງຍືນເປັນປະຈໍາທຸກອາທິດສໍາລັບແຕ່ລະອາທິດ ທີ່ທ່ານຫວ່າງງານ. ສໍາລັບຄວາມຊ່ວຍເຫຼືອທົ່ວໄປ

ຜູ້ຂໍຮັບສິດປະໂຫຍດສາມາດໂທໄປທີ່ໝາຍເລກ **(617) 626-6800**.

ນາຍຈ້າງສາມາດໂທໄປທີ່ໝາຍເລກ **(617) 636-5075**.

ມີນັກແປພາສາຮ່ວມໃຫ້ບໍລິການ.

동봉된 안내문에는 실업 보험에 대한 중요한 정보가 포함되어 있습니다. 안내문에는 중요한 마감일이 포함되어 있을 수 있습니다. 안내문을 통해 실업 결정에 대해 이의 제기를 하는 방법이나 다음 단계에 대한 정보를 알려줄 수 있습니다. 이 안내문을 즉시 번역 조치를 하여야 합니다. 안내문 번역에 도움이 필요하거나 질문이 있는 경우, **1-(888) 822-3422** 번으로 다국어 서비스 부서 (Multilingual Services Unit) 에 전화하신 다음, **한국어 서비스를 원하시면 11** 번을 선택하십시오. 실업 급여를 청구하고 있는 경우, 각 주마다 매주 실적 상태임을 계속 증명해야 합니다. 일반적인 도움을 원하시면, 청구인은 **(617) 626-6800** 번으로 문의할 수 있습니다. 고용주는 **(617) 636-5075** 번으로 문의할 수 있습니다. 통역 서비스를 이용할 수 있습니다.

L'avis ci-joint comporte des informations importantes sur l'assurance chômage. Il peut contenir des échéances importantes. Il peut vous indiquer comment faire appel d'une décision en matière de chômage ou quelles sont vos prochaines démarches. Si vous avez besoin d'assistance pour la traduction ou si vous avez des questions, veuillez appeler le numéro gratuit **1-(888) 822-3422** et choisir le **12 pour le français**. Si vous demandez des allocations chômage, vous devez continuer à certifier chaque semaine de chômage. Pour obtenir une aide générale, les demandeurs peuvent appeler le **(617) 626-6800**. Les employeurs peuvent appeler le **(617) 636-5075**. Des interprètes sont disponibles.

Notes: