

# PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA)



**NC DEPARTMENT**  
**of COMMERCE**  
**EMPLOYMENT SECURITY**

*Updated April 24, 2020*

**File your claim at**  
**des.nc.gov**

**Pandemic Unemployment**  
**Assistance**

**866-847-7209**

Due to extremely high call volume, you may experience long wait times.

**North Carolina**  
**Division of**  
**Employment**  
**Security**

## **WHAT IS PUA?**

Pandemic Unemployment Assistance, or PUA, is a federal program for people:

- Who are unable to work as a direct result of COVID-19 AND
- Are not eligible for regular state unemployment benefits, such as independent contractors or self employed workers.

## **HOW TO APPLY**

**Apply at des.nc.gov beginning April 24, 2020**

- If you are an independent contractor or self-employed worker who was laid off or had your hours reduced due to COVID-19, the online benefits system will determine whether you are eligible for state unemployment or Pandemic Unemployment Assistance through a single application.
- If you applied and were denied for state unemployment benefits before April 24, we may need additional information to determine whether you are eligible for PUA. Sign into your online account and click on the **Apply for Pandemic Unemployment Assistance** link to complete the process.
- If your claim is listed as 'pending,' we are still reviewing your eligibility for state unemployment benefits. You may not apply for PUA while your claim is pending.
- If you are currently receiving state unemployment benefits, you are not eligible for PUA.

## **PUA PAYMENTS**

If there are no issues with your claim, payment should be issued approximately 14 days after you file for PUA.

To receive payments, you must complete a Weekly Certification for every week you file for benefits. In your Weekly Certification, report any wages you earned during that week.

For benefit weeks ending April 4 through July 25, 2020, an additional \$600 in weekly Federal Pandemic Unemployment Compensation will be paid with your PUA benefits. You do not need to apply separately for these payments.

Any benefits owed for previous weeks will be paid retroactively.

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## TIPS FOR APPLYING FOR PUA

**1. Upload all necessary documents, such as proof of income or proof of medical diagnosis, with your application before you click 'Submit.'**

If you do not have your documents when you start your application, you can save your work and come back to it when you are ready to submit all of your information.

Examples of documents to show past employment and income:

- 2019 tax returns
- Recent paycheck stubs
- Bank receipts
- 1099s
- Billing statements, notices
- Business licenses
- Contracts, invoices, ledgers

Examples of documents to show COVID-19 as the reason for loss of work:

- Documentation from medical professionals related to diagnosis or isolation instructions
- Notices from school or childcare providers
- Notices from county or state government regarding business closures or stay at home orders
- Documentation that a job offer or need for your services was canceled or delayed because of COVID-19

**2. If you're a 1099 employee, list the name and address displayed on your 1099 when completing the last employer section on your application.**

On the Employment  
History page, select  
**Add North Carolina  
Employer.**

Division of Employment Security  
North Carolina Department of Commerce

APPLY FOR BENEFITS: EMPLOYMENT HISTORY

Initial Filing Employment Separation Other Separation Work Search Occupation Summary Submit Confirmation

**INSTRUCTIONS:**

1. Make sure each employer you worked for since 01/01/2019 through today is listed.
2. Make sure every Military and Federal Employer you worked for since 24 months through today is listed.
3. If your employer is not listed, use the buttons below to add the employer.
4. If you did not work for an employer that is shown, click "Did not work for this employer."
5. For each employer, enter your dates of employment and the type of work you did (either full time or part time).

Employer Name	Type of Employment	Dates of Employment
3. If your employer is not listed, use the buttons below to add the employer.		

**Add North Carolina Employer** **Add Federal Employer** **Add Military Employer** **Add Out of State Employer**

Note: An employer must be selected before continuing. Type of Employment and Dates of Employment are required for the selected employer and all Military / Federal employers.

I have not worked since 01/01/2019

Next

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On the next page,  
self employed  
workers and  
independent  
contractors  
should click on  
the green **Manual**  
**Entry** button.

On the Manual Entry page,  
enter the name and  
address you use for work  
purposes. (i.e., Joe Claim-  
ant or Joe Claimant's  
Business)

Upload your proof of  
income before submitting  
your claim.

### 3. Complete your Weekly Certifications for every week you are filing for benefits.

A Weekly Certification is a series of yes/no questions that helps determine your eligibility for benefits each week. If you do not complete a Weekly Certification, you will not be considered for payment.

Log into your online account to complete your Weekly Certification. If you do not have online access, call 888-372-3453 (Weekly Certifications only).

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