

- **The DOL UI site still alerts that the first week is a waiting week. Do we just ignore that, since it was my understanding that the waiting week was waived?**
 Yes, ignore that, the system has been programmed to waive the waiting week on all COVID-19 related claims
- **For the past week, I have been trying to respond to a separation claim but the fax will not go through & the website is not responding. What do I do?**
 Mail the response with a note that your attempts to fax were met to no avail.
- **I understood that COVID-19 unemployment would be retroactive to when someone stopped working. Is that an automatic add in the first payout or do I need to try to reach someone at the DOL to talk to about this? (And yes, I did check that my unemployment is COVID-19 related.)**
 That would be dependent upon when the last day worked was. The agency does have the ability to back date claims to reflect the week in which an individual last worked if they have had problems getting through to file a claim.
- **If we filed (company) partials for my employees and myself for 3 weeks - It shows they are just getting paid this week - but not sure what it's for (breakout) - and 2 employees are missing and I am missing (owner).**
 Worker's Claim for partial Benefits is a weekly submission. You cannot submit weeks in advance and you must wait for the week to end before the document is submitted. Check to ensure that the missing individuals were submitted. Again, you must submit the document weekly.
- **How many weeks can we do the partial unemployment? If business is still not open after that time, what do I tell my employees to do at that time?**
 The agency will make the decision as to whether or not to extend the length of time a Worker's Claim for Partial Benefits may be filed. It could be extended for up to twelve weeks.
- **I am self-employed owning a business with employees. I filed unemployment last week. Since I am self - employed do I need to fill out a special form made for self-employed people or will the regular form I filled out be enough?**
 You will need to fill out an affidavit attesting to your earnings since currently there are no wages in the system for you. The document will be mailed to you and once returned we can determine a Pandemic Unemployment Assistance claim for you. At some point, you will be required to provide the supporting documentation to validate your earnings.
- **Can an employee take a leave of absence, while full-time work is available, because they are "afraid of contracting COVID-19" and draw benefits as a FPUA claimant?**
 There are certain instances that may allow an individual to be separated from an employer voluntarily and he/she may be allowed to claim unemployment: An individual who has vulnerable family members at home and don't want to run the risk of infecting those family members with COVID-19 or an individual who has to care for a family member who has been diagnosed with COVID-19. If the individual qualifies under the relaxed ability and availability standards related to COVID-19, then that individual would be entitled to unemployment benefits and as such would also be entitled to the \$600.00 Federal Pandemic Unemployment Compensation.

- **If an employee has filed in mid-March and still has not received payment, what should they do? The 800 number does not work.**
 The 800 number does work; it is just saturated with calls. You should send an email to UCInquiry@labor.alabama.gov. Currently there are 13,698 requests in there.
- **What if the online tells you that you need to call?**
 You would need to call. It may take you a while to get through, but eventually you will.
- **How many weeks can we file partials?**
 To be determined by the agency.
- **I'm a travel agent that was in business for three and a half years. I bought my own franchise December 2019 so I'm my last employer. I received a notice of separation on April 8 the same date that it was due and tried to fax it. I can't tell if it went through or not. What do I need to do?**
 You would not be required to respond to that notice. You only received it because you filed a regular unemployment claim and it automatically generated a Notice of Claim and Request for Separation Information. The document that is needed from you will be mailed separately. It is an affidavit attesting to your earnings and reason for separation. Once we receive that document back, we can determine a Pandemic Unemployment Compensation claim for you.
- **One thing I've gotten, is what if a person doesn't have any benefits available, can they still receive any type of payment?**
 If the claim exhausted on or after July 1, 2019, that individual may qualify under the Pandemic Emergency Unemployment Compensation program. Otherwise, they would likely qualify under the Pandemic Unemployment Assistance Program.
- **If we email the Labor department with the email that we are given, what is the timeline to get a response? I understand everyone is busy, but some were sent weeks ago and no response.**
 The emails are just a sated as the phone lines and they are returned in the order in which they are received. There is not a specific time line for a response.
- **So if someone's pay is reduced by 50% but they bring home \$300 per week they are not eligible at all and they cannot receive the \$600 stimulus either?**
 Unemployment is based on gross pay. If an individual earns an amount that is equal to or in excess of his/her weekly benefit amount, then they would not be entitled to an unemployment amount for that week and would not be entitled to the \$600 Federal Pandemic Unemployment Compensation neither.
- **Has the 3 week partial claim filing limit been relaxed for "lack of work" so employers can take some of the workload off the ALDOL?**
 The three weeks were never set in stone and at the onset we said that we would take a look at it after the three-week period to see where we were with the pandemic.

- **If an employee brings a letter from their doctor stating that they should not work related to high risk because due to a certain diagnosis, are they eligible for unemployment?**
Yes

- **Is there still a backlog of filings from the week of March 23rd through the 27th or should these claims have already paid out?**
When filing an unemployment claim under normal circumstances we allow 21 days for the fact finding to be completed and a decision to be made on the claim. Given the number of claims that have been filed, it may take a bit longer than the 21 days. However, a claim that was filed during the week of March 23, 2020 – March 27, 2020 would not have reached the 21-day period yet. Most claims if the reason for separation is lack of work, will update by the 15th day.

- **What happens if an employee doesn't show up or even call but the owner got in touch with them and they say “oh my dad will pay me to stay home and not go in” and requested not to be put on the schedule? Is that person eligible for unemployment since work is available?**
No, the reason given for not accepting work would not qualify a person for unemployment. If their dad is paying them to not work, then they are not unemployed.

- **Nonprofit and SUTA/FUTA - is this c3 only or c6 as well? (I believe we pay both as a c6); would c6 employees only be eligible for \$600, not state \$275?**
In order to qualify for the \$600.00, you must be eligible to receive benefits under one of the programs, and must be eligible to receive at least \$1 in benefits.

- **If someone filed for unemployment insurance and received a letter from AL stating the monetary amount, did they have to do anything else in order to get claim approved? Did they have to go back to the website and file a weekly claim? How will they know when they are approved?**
Once an unemployment claim is filed, an individual would need to complete a weekly certification to claim the benefits. There is not a document mailed to inform an individual that their claim has been approved, you are only notified if your claim is disallowed.

- **T Bannerman was shown as a good contact in the Tuscaloosa Career Center office. What is his email address?**
Mr. Bannerman is a good contact if you have an employer related questions, he cannot answer claim related questions. TroyAG.Bannerman@labor.alabama.gov

- **Can we get a direct phone number for the local Career Center offices?**
Most of the employees at the career center offices are working from home answering unemployment claims lines. The number that you have always dialed for the Career Center should still be functioning.