

# Frequently Asked Questions – UI Benefits

## What are Unemployment Insurance (UI) benefits?

Unemployment Insurance (UI) benefits provide financial assistance to those who have lost their job or experienced a reduction in full-time work. These benefits help cover living expenses while you look for new employment.

## What type of claim could I be eligible for?

- **Regular/Total Unemployment:** You are totally unemployed when you are completely separated from employment, earning no wages, and performing no services.
- **Low Earnings/Partial Unemployment:** You are partially unemployed if you were hired as a full-time employee, but your regular hours and earnings have been reduced due to lack of work. You remain on your employer's payroll, but they cannot provide you with full-time work. Your employer may issue you a Low Earnings Report while your work hours are reduced.

## How do I apply for unemployment benefits?

You can file a UI claim:

- **Online:** Visit [uc.workforcewv.org](https://uc.workforcewv.org) and select "To file a new/additional unemployment claim."
- **In-Person:** Visit the nearest WorkForce WV local office for access to computers and staff assistance. For locations, visit [workforcewv.org](https://workforcewv.org).

## How do I file a weekly certification?

You must submit a weekly certification to receive benefits:

- **Online:** Visit [uc.workforcewv.org](https://uc.workforcewv.org) and select "To file a new/additional unemployment claim."
- **In-Person:** Visit the nearest WorkForce WV local office for access to computers and staff assistance. For locations, visit [workforcewv.org](https://workforcewv.org).

## How long does it take to start receiving unemployment benefits after filing an application?

Payments are issued on a week-by-week basis. Once you file your weekly certification, it typically takes approximately four (4) days for payments to post to your account and/or debit card. For faster payment, enrolling in direct deposit is recommended.

## How will I receive my benefits?

When filing your initial claim, you must choose a payment method:

- **Direct Deposit** (recommended for faster payment)
- **Debit Card:** If you select this option, you cannot switch to direct deposit for the remainder of your benefit year.

## When will I get paid?

Payments are issued weekly. After submitting your weekly certification, it generally takes four (4) days for funds to post to your account and/or debit card. Enrolling in direct deposit helps ensure faster payments.

## Where can I find more information?

For additional details on UI benefits, visit [workforcewv.org](https://workforcewv.org) and review:

- [Claimant Handbook](#) - Comprehensive guide on UI benefits.
- [Unemployment Basics](#) - Overview of UI benefits and eligibility.
- [Frequently Asked Questions](#) - Answers to common UI-related questions.