

## Benefits: Filing for, receiving, and claiming

- [1\) Can I estimate my weekly Unemployment Insurance benefit amount?](#)
- [2\) When will I receive my first payment? I applied for Unemployment Insurance benefits more than a week ago and haven't heard anything. What should I do?](#)
- [3\) Is "claiming weekly benefits" or "certifying for benefits" the same as "filing for benefits" or "filing a claim?"](#)
- [4\) What does "claim weekly benefits" mean? Also, what does "certify for benefits" mean?](#)
- [5\) I need to travel out of the country. How do I claim benefits?](#)

## Benefits: Issues

- [6\) I received a notice to attend a meeting at my local New York State Career Center, but I was not able to/did not go. Now my benefits have stopped. How do I get my benefits started again?](#)
- [7\) I was receiving benefits, but they stopped. I haven't missed any meetings. What's going on? Should I call the Telephone Claims Center?](#)
- [8\) I tried to claim weekly benefits, but the online/phone system will not allow me to certify. I get a message that I have to call a certain phone number. What is going on?](#)
- [9\) I received a questionnaire from the Department of Labor that doesn't seem to pertain to my situation. I think I made a mistake when I certified for benefits. What do I do?](#)
- [10\) What if I have a question about my benefits and I can't get through to the Telephone Claims Center?](#)

## Managing your account: Payment histories and methods, questionnaires and address/phone/name changes

- [11\) How do I check my payment history and/or payment status?](#)
- [12\) How do I change my benefit payment method?](#)
- [13\) I misplaced the questionnaire/form/letter the Department of Labor sent me. What should I do?](#)
- [14\) How do I change my address or phone number with the Department of Labor?](#)
- [15\) What should I do if my name changes?](#)

## If you disagree with our determination: Requesting a Hearing

- [16\) I received a decision \("determination"\) in the mail from the Department of Labor that I disagree with. What can I do?](#)

## ADDITIONAL Q&As (click link for answer)

- [Before You Apply For Unemployment Insurance Benefits](#)
- [After You've Applied For Unemployment Insurance Benefits](#)
- [Domestic Violence and Unemployment Insurance Benefits](#)
- [Direct Deposit](#)
- [Debit Card](#)
- [Paid Family Leave and Unemployment Insurance Benefits](#)
- [Work Search](#)
- [Overpayments and Penalties](#)
- [Hearing Process](#)
- [Special Provisions and Other UI Programs](#)
- [Disaster Unemployment Assistance \(DUA\)](#)
- [Training/School - 599 Program](#)
- [Shared Work](#)
- [UI and Corporate Officers](#)
- [UI and Independent Contractors](#)
- [Deceased Claimants](#)

- [Dismissal/Severance Pay and Pensions](#)
- [Contact Information](#)