

Contact Arizona Unemployment Insurance Benefits

- [Español](#)



[contact-ui.png](#)

Announcements

- The Unemployment Insurance Call Center is extending its hours Monday through Friday, 7 a.m. - 6 p.m. Call 1 (877) 600-2722 for assistance.
- DES is currently reviewing the CARES Act, which was passed in Congress on Friday, and SB 1694, which was signed by Governor Ducey, that will impact unemployment insurance eligibility and benefit amounts. DES will work with our federal partners to implement the increase and all other changes as quickly as possible..

Call Center Phone Numbers

- Toll Free: 1 (877) 600-2722
- Phoenix: (602) 364-2722
- Tucson: (520) 791-2722
- Telecommunications Relay Service for the Deaf/Hard of Hearing: 711 Toll-Free

Debit Card Information

For information or general questions about your Bank of America debit card (or Electronic Payment Card), contact:

- Customer Service: 1 (855) 847-2030
- [DES Electronic Payment Card](#)
- [Bank of America Prepaid Mobile App](#)(link is external)

Claim and Payment Status

You can call our Automated Telephone System to listen to recorded information about your claim.

- Toll Free: 1 (877) 766-8477
- Phoenix: (602) 417-3800
- Tucson: (520) 884-8477
- Telecommunications Relay Service for the Deaf/Hard of Hearing: 711 Toll-Free

Note: You can also get claim status or payment information online.

Mailing Address and FAX Numbers

Department of Economic Security
Unemployment Insurance Administration
P. O. Box 29225
Phoenix, Arizona 85038-9225

FAX Numbers:

Phoenix
(602) 612-8705
(888) 305-1348
Tucson:
(520) 770-3357
(520) 770-3358

Problems with Online UI Systems

You can report an error with the UI Benefits Online Application or IRME system.

[Report a Problem](#)

Client Advocate

Contact the Client Advocate if you have a complaint about an Unemployment Insurance related matter or the service you received.

Phone: (602) 542-5954
DES Unemployment Insurance Administration
Site Code 860B
P.O. Box 6123
Phoenix, Arizona 85005-6123

[Contact Client Advocate](#)

UI Benefit Appeals

Appeals Board

Phone: (602) 771-9036
Fax: (602) 257-7054
Mail: 1990 W. Camelback Rd., Suite 200
Phoenix, AZ 85015

Appellate Services Administration

Phone: (602) 771-9019
Fax: (602) 257-7053
Mail: 1990 W. Camelback Rd., Suite 200
Phoenix, AZ 85015

Office of Appeals - Phoenix

Phone: (602) 771-9019
Fax: (602) 257-7056
Mail: 1990 W. Camelback Rd., Suite 200
Phoenix, AZ 85015

Office of Appeals - Tucson

Phone: (520) 629-0211
Fax: (602) 257-7057
Mail: 2255 W. Ina Rd., Suite 131
Tucson, AZ 85741

Online Appeals

You can file for an appeal electronically.

[File an Appeal Online](#)

Appeals Hearings

You can register as a participant for a case hearing or update registered participant details.

[Register for a Hearing](#) (link is external)

How to Repay an Unemployment Insurance Benefit Overpayment

Make a Payment Online

You can use the DES Online Payment System to make a payment.

Items you will need to pay online:

- A valid credit card (Visa, MasterCard, Discover or American Express)
- Your DES Account Number (the ten-digit number shown on your billing statement)

[Pay Online](#)

Pay by Phone

1 (844) 722-6247 or (602) 252-0024 - press Option #1

Pay by Mail

Make the check or money order payable to the **Department of Economic Security** and mail to the address shown at the top of the Determination of Overpayment. To ensure proper credit, you must include your Social Security Number and current mailing address with your payment.

Set Payment Plan

If you wish to make arrangements for a regular repayment plan on the overpayment, contact us at:
DES Office of Accounts Receivable and Collections (OARC)

(602) 252-0024

1 (800) 236-1475