

NC COMMERCE ^(/)

Pandemic Unemployment Assistance

PUA Eligibility Chart (https://files.nc.gov/des/images/COVID19/pua-eligibility-information_10_23_sm.png)

Applying for PUA Tip Sheet (https://files.nc.gov/des/images/COVID19/pua_tipsheet_1_oct26_m.pdf)

Pandemic Unemployment Assistance line: **866-847-7209**.

Pandemic Unemployment Assistance (PUA)

Pandemic Unemployment Assistance, or PUA, is a federal CARES Act program for people who are unable to work as a result of COVID-19 and who are not eligible for regular state unemployment benefits, such as self-employed workers and independent contractors.

Claimants may receive up to 79 weeks of PUA benefits through Sept. 4, 2021. The number of eligible weeks is reduced by any weeks the claimant received of state unemployment insurance benefits and federal Extended Benefits.

IMPORTANT: Federal guidelines require any claimants who have received PUA benefits on or after Dec. 27, 2021 to provide proof of prior employment or self-employment to receive benefits. Claimants fail to submit acceptable documentation by the deadline in their notice from DES will not be eligible to continue receiving PUA benefits and may be required to pay back benefits received since Dec. 27, 2020. [Learn more \(/employment-documentation-required-pua\)](/employment-documentation-required-pua).

Important information about applying for PUA

Pandemic Unemployment Assistance is a federal pandemic assistance program that is separate from state unemployment insurance benefits. People are not automatically eligible for PUA when they exhaust state unemployment benefits and extensions.

DES must review claims individually to determine whether a person is eligible for PUA. When claim volumes are high, it may take several weeks for the claimant to receive a determination of benefits.

Ongoing eligibility for PUA is evaluated on a week-by-week basis, and claimants must be out work due to a COVID-19 related reason under the CARES Act each week to keep receiving benefits.

For example, a person may have been found eligible for PUA after certifying that they were unable to work because they were diagnosed with COVID-19. If, weeks later, that person no longer has COVID-19, that would not be a valid reason for continuing to receive PUA benefits.

It is important that claimants provide accurate and complete information when applying for benefits. Claimants who are found to have received benefits fraudulently are required to repay the Division of Employment Security and could be subject to criminal prosecution pursuant to state and federal laws.



Eligibility for

Pandemic Unemployment Assistance (PUA)

NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY

Important information about applying for PUA:

- PUA is a federal pandemic assistance program that is separate from state unemployment insurance benefits. Those who were eligible for and have exhausted state benefits are not automatically eligible.
- The Division of Employment Security must review claims individually to determine eligibility. When claim volumes are high, it may take several weeks to receive a determination of benefits.
- Providing false information or withholding information to receive benefits is fraud. Claimants are required to repay benefits that were fraudulently obtained, and fraud may be criminally prosecuted.

PUA provides benefits to qualifying individuals who are otherwise able to work and available for work, except that they are unemployed, partially unemployed, or unable or unavailable to work due to one of the COVID-19 related reasons under the federal CARES Act.

You must certify that you continue to be out of work each week due to one of these COVID-19 related reasons to receive ongoing PUA benefits:

<input checked="" type="checkbox"/> You have been diagnosed with COVID-19 or are experiencing symptoms of COVID-19 and seeking a medical diagnosis.	<input checked="" type="checkbox"/> A member of your household has been diagnosed with COVID-19.
<input checked="" type="checkbox"/> You are providing care for a family member or member of your household who has been diagnosed with COVID-19.	<input checked="" type="checkbox"/> You have primary caregiving responsibility for a child or other person in your household who is unable to attend school or another facility that is closed as a direct result of COVID-19, and the school or facility care is required for you to work.
<input checked="" type="checkbox"/> You are unable to reach your place of employment because of a quarantine imposed as a direct result of COVID-19.	<input checked="" type="checkbox"/> You are unable to reach your place of employment because a health care provider advised you to self-quarantine due to concerns related to COVID-19.
<input checked="" type="checkbox"/> You were scheduled to begin employment and do not have a job or are unable to reach the job as a direct result of COVID-19.	<input checked="" type="checkbox"/> You have become the breadwinner or major support for a household because the head of the household has died as a direct result of COVID-19.
<input checked="" type="checkbox"/> You have to quit your job as a direct result of COVID-19.	<input checked="" type="checkbox"/> Your place of employment is closed as a direct result of COVID-19.
<input checked="" type="checkbox"/> You work as an independent contractor and the COVID-19 public health emergency has severely limited your ability to continue performing your customary work activities, forcing you to suspend such activities.	

PUA benefits are generally not payable if:

<input type="checkbox"/> You have the ability to telework with pay.	<input type="checkbox"/> You are receiving paid sick leave or other paid leave benefits.
<input type="checkbox"/> You are not able to find a job because some businesses have closed and/or may not be hiring due to COVID-19.	<input type="checkbox"/> You are not working due to general concerns about exposure to COVID-19 and do not meet any other COVID-19 related criteria to receive PUA.

Learn more at des.nc.gov

How to Apply

- Sign into your online account at des.nc.gov and click on the Apply for Pandemic Unemployment Assistance link to complete the application process.
- If you are currently receiving state unemployment benefits, you will not see a link to file for PUA. You must be ineligible for regular state unemployment benefits to receive PUA.

PUA Payments

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.

Any benefits owed for previous weeks will be paid retroactively.

Tips for Applying for PUA

1. DES recommends you upload all necessary documents with your application before you click 'Submit.'
However, you can submit your application even if documents, such as tax returns, are not yet available.

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. Failure to provide documentation could result in an individual being provided the minimum weekly benefit amount for Pandemic Unemployment Assistance.

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 cancelled 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 every 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](#)

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

[Initial Filing](#) [Employment](#) [Separation](#) [Other Separation](#) [Work Search](#) [Occupation](#) [Summary](#) [Submit](#) [Confirmation](#)

Please provide your employer by using one of the following options:

Option 1
*Enter the Employer Name and click on the Search button [Search](#)
Please refer to the business name on your last paystub when searching for the correct employer

Option 2
If you're unable to find your employer from above, click on the Manual Entry button [Manual Entry](#)

Employer Selected

North Carolina Employer(s) may be added using one of the Options listed above, or continue to the next screen by pressing the Finish button below.

[Finished adding North Carolina employer. Continue to next screen.](#)

On the Manual Entry page:

Enter the name and address you use for work purposes. (i.e., Joe Claimant or Joe Claimant's Business)

Upload your proof of income before submitting your claim.



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

Fields marked with an asterisk * are required.

* Name of Employer as listed on W-2 or Paycheck :

* Employers Business Name :

* Country :

* Employer's Address : Line1
 Line2

* City :

* State :

* Zip Code : - Validate

* Phone Number : (xxx-xxx-xxxx)

Fax Number :

* Dates of Employment : Start Date End Date

* Type of Work Performed :

* Physical Location of Job : Line1
 Line2

* City :

* State :

* Country :

* Zip Code : - Validate

* Name of Immediate Supervisor :

Number you would call if calling in sick :

* Hourly Rate of Pay :

* Hourly Worked per Week :

* Method of Payment : ☐ Check ☐ Cash

* My Employer : ☐ Did or ☐ Did not deduct taxes from my check

* I : ☐ Did or ☐ Did not consider myself self-employed or an independent contractor

* Provide any supporting documents you have. Check all that apply : ☐ W-2 ☐ 1099 ☐ Check Stubs ☐ Non-Payroll Check Stubs
☐ Tax Return ☐ Employer Letter ☐ Non Available
☐ Other Upload Maximum acceptable file size is 20MB

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.

COVID-19 Information For Individuals

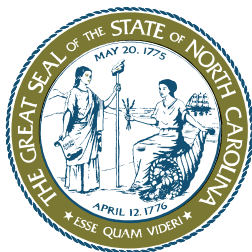
Federal Pandemic Unemployment Compensation (/need-help/covid-19-information/covid-19-information-individuals/federal-pandemic-unemployment)

Increased Benefit Amount (/need-help/covid-19-information/covid-19-information-individuals/increased-benefit-amount)

Lost Wages Assistance (/need-help/covid-19-information/covid-19-information-individuals/lost-wages-assistance)

Pandemic Emergency Unemployment Compensation (/need-help/covid-19-information/covid-19-information-individuals/pandemic-emergency-unemployment)

Pandemic Unemployment Assistance (/need-help/covid-19-information/covid-19-information-individuals/pandemic-unemployment-assistance)



(<https://des.nc.gov>).

**NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY**

**CONTACT
INFORMATION**

**North Carolina
Division of
Employment
Security**

Mailing address:

P.O. Box 25903
Raleigh, NC 27611-5903

DES Central Office

Location:

700 Wade Avenue
Raleigh, NC 27605

**Please note that this is a
secure facility.**

**Customers needing
assistance with their
unemployment
insurance claim should
contact us via phone or
email only.**

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