The Unemployment Insurance Process

Day 1
You complete the initial application online at **kcc.ky.gov** or by phone at:

**502-875-0442
Monday - Friday
7:30 a.m. - 5:30 p.m., ET**

Day 2
The Office of Unemployment Insurance will determine if you have a valid claim.

Day 3-12
You will receive a letter that states the amount of your payment.

Day 13
If there are no disqualifying factors, we will generate the payment by either direct deposit or a debit card within 2 to 5 days.

Day 28
If you continue to be unemployed you can request your second benefit payment online at **kcc.ky.gov** or calling **877-369-5984**.

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Unemployment Insurance
Claim On These Days

In order to serve you better, UI claims will be filed on a specific day of the week based on the first letter of your last name.

Sunday.. A-D

Monday ....E-H

Tuesday ....I-L

Wednesday..M-P

Thursday.. Q-U

Friday...V-Z

Friday......................If You Missed Your Day

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To File Your Unemployment Insurance Claim

STEP 1: Visit kcc.ky.gov

STEP 2: Click File Claim

You Will Need: Personal Information and Business Information

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Unemployment Insurance
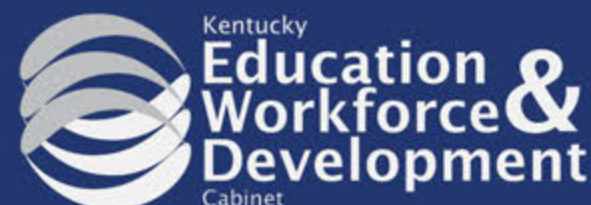## Filing Your Mass Electronic Claim (E-Claim)

To be eligible, your company must:

- Have at least 50 employees
- Laying off at least 15 employees

Employers needing additional information:

E-mail: UIeclaims@ky.gov
Phone: 502-564-2369

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To File Your
Unemployment Insurance Claim
You Will Need The Following

Personal Information

- Social Security Number
  OR Alien Registration Number
- Date of Birth
- Complete Mailing Address
- Phone Number

Employer Information

For the last 18 months:

- Business/Company Name
- Business/Company Mailing Address
- Business/Company Phone Number
- Dates of Employment
- Reason you are no longer working for
  EACH employer

Other Information You May Need

- If you worked in other states: List of states in which you worked.
- If you worked for a Temporary Agency: Name/Address of Temporary Agency.
- If you worked for the Federal Government: Agency name; Component name;
  Copy of your Standard Form (SF8, SF50).
- If you were in the US Military: Copy of your DD214 Member 4.
- If you worked through a skilled trade union: Name of contractor.

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Everything You Need To Know

Unemployment Insurance

Are You Eligible?

If you are laid off due to the Coronavirus outbreak, you may be eligible for unemployment insurance.

Apply Online

Visit kcc.ky.gov to apply:
Website hours:
M-F 7 AM - 7 PM ET
Sunday 10 AM - 9 PM ET

Waiting Period Suspended

Governor Beshear's Executive Order means that the seven-day waiting period is temporarily suspended.

You Will Need

Social Security OR
Alien Registration Number
Business Information
Dates of Employment.

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Unemployment Insurance

Unemployment Insurance
Locations & Phone Numbers

Kentuckians can call for Kentucky Career Center services including Unemployment Insurance questions.

Please use the phone number for the location nearest you so that no location is overwhelmed by customers.

Claimants can also call the UI Help Line at
502-564-2900
if they have questions.

Bowling Green area 270-746-7425
Elizabethtown area 270-766-5115
Covington area 859-292-6666
Hazard area 888-503-1423
Hopkinsville area 270-889-6509
Lexington area 859-233-5940
Louisville area 502-595-4003
Morehead area 606-783-8525
Owensboro area 270-686-2502
Paducah area 270-575-7000
Prestonsburg area 888-503-1423
Somerset area 606-677-4124

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