



3/18/2020

Kentucky facility Information: <http://www.kewes.ky.gov/>

Q: What is the current UI benefit rate range?

A: \$39 minimum to \$552 maximum per week.

Q: Can a person draw UI if they quit?

A: Assuming the claimant has sufficient wage credits to establish a claim, he or she may be qualified to receive benefits if he or she voluntarily left employment with good cause attributable to the employment, and there are no other eligibility issues present.

Q: How long and how much money can a person draw in UI benefits?

A: The maximum amount of benefits payable to any worker within any benefit year shall be the amount equal to whichever is the lesser of:

- (a) 26 times his weekly benefit rate; or
- (b) One-third of his base-period wages, except that no worker's maximum amount shall be less than 15 times his weekly benefit rate.

In order to file a claim for Unemployment Insurance (UI) benefits you must be separated from your employer or experience a reduction in your work hours.

System Availability

Hours: The Internet Claims System is available Monday through Friday, 7:00 a.m. - 7:00 p.m. and Sunday, 10:00 a.m. - 9:00 p.m. Eastern time.

Maintenance: The Internet Claims System will be down for maintenance periodically. When maintenance is planned, notice will be given.

Services Available

- File your unemployment claim
- Request your bi-weekly continued unemployment claim (benefit payment)
- Complete your eligibility review
- Reset your PIN
- Change your payment method



- Change your mailing address
- Change your email address

If this site is unavailable at any time, it does not eliminate your responsibility to file your unemployment insurance claim, request your benefit payment or complete any other required action.

If you are unable to complete your initial unemployment claim online, please call our Call Center at 502-875-0442. If you are unable to complete your bi-weekly continued unemployment claim (benefit payment) online, call our Voice Response Unit at 877-369-5984 or 877-3MY-KYUI (toll free). If you have questions or need assistance, please contact the UI Assistance line at 502-564-2900.

Link to [Kentucky Career Centers](#) and Phone Numbers

Important Reminders for Filing

- Please read these instructions BEFORE attempting to file your claim or request your benefit payment.
- You are required to disclose your Social Security Number in order to file for unemployment benefits and other employment services. Your Social Security Number will be shared with other agencies, as authorized by law.
- **Warning!** If you leave the Internet Claims System idle for 50 minutes your session will be terminated, and you will be required to log back into the Internet Claims System to continue.
- If you do not answer all of the required questions and submit your claim, your claim will not be processed.
- If you do not complete your application by midnight Saturday Eastern time, all of your information will be erased.
- Please use the available Help Screens if you do not understand or need clarification.
- **You are responsible for the accuracy of all your answers.**



Claiming benefits by phone

Claim your weeks or check your payment by telephone at 1-877-369-5984.

By using Voice Response Unit (VRU) and a touchtone phone, you may claim your weeks or request the status of your last week claimed.

This service is available on Sunday from 10 a.m. until 9 p.m. ET and Monday through Friday from 7 a.m. until 7 p.m.

Please have the following information readily available before you place your call to the voice response unit:

- social security number
- personal identification number (pin)
- date you returned to full-time work, if you have returned to work
- number of hours you worked, if you were paid or will be paid for the work
- amount you earned before any deductions were made

The system is easy to use. It will talk you through the step-by-step process. In most cases, you will get three attempts to enter the correct information.

If you are claiming two weeks, the system will take you through the same set of questions twice; once for the first week and again for the second week.

Notice

A. One phone call certifies both weeks you are claiming. Do not call the system back to claim your weeks again, unless there was a system problem and you were advised by the computer to call back later.

B. If during your call via VRU, the system tells you to report to your local office, you must report as instructed before the weeks can be paid. Calling the system again will not issue a payment.

C. If you hang up the phone before the system tells you to, your claim will not process. Follow the system's instructions very carefully.