



Extended Unemployment Compensation – 08 Tier II Benefits

Frequently Asked Questions

Q. What is the Tier II Extended Unemployment Compensation benefits?

A. On July 5, 2009, a new level of the Federal Extended Unemployment Compensation Act became effective due to the unemployment rate in New Mexico. This allows unemployed workers who have both exhausted regular and the first Federal extension of unemployment insurance benefits to file for up to an additional 13 weeks of benefits.

NMDWS will begin taking claims for these benefits on Thursday, July 16, 2009 through the Internet. Individuals who potentially qualify for these benefits will be notified as to what date they are to contact the UI Call Center to file for their benefits.

New Mexico's unemployment rate hit the trigger percentage of 6% on June 20, 2009. The effective date of Second Tier benefits starts three weeks from that trigger "ON" date.

Q. What information will I need to file my Tier II Extended Unemployment Insurance Claim?

- Your Social Security Number
- Names and addresses of every employer that you have worked for in the last 18 months
- Dates that you started and stopped working for each employer in the last 18 months.
- Reason(s) you separated from your last job(s) in the last 18 months
- Your alien registration number and expiration date if you are not a U.S. Citizen.
- If you worked during the week that you are filing your claim, be sure you know the gross amount (total dollars and cents) prior any deductions of your pay before filing.
- If you were in the military or worked for the federal government within the last 18 months, we will also ask you to FAX or mail additional information (i.e., DD214, SF50, SF8, check stubs, etc) to complete your claim.
- A pencil and paper may be necessary to note questions and instructions.



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Q. Who is eligible for the Tier II Extended Unemployment benefit?

A. There are several eligible requirements and each claim that is filed will be reviewed to determine if they meet the requirements. Below is a list of the general requirements;

- Claimants must have exhausted regular benefits and the First Tier of EUC 08 benefits.
- Claimants must have no rights to regular or extended unemployment compensation benefits in any other state.
- Claimants must not be receiving unemployment compensation benefits from Canada.
- Claimant must be unemployed and have not been disqualified on the parent claim or from receiving regular UI benefits of EUC First Tier benefits.
- Claimants must meet eligibility requirements for First Tier EUC 08.
- The same requirements of EUC08 First Tier will apply to the Tier II benefit claim. Claimant must be able and available to work at least twenty (20) hours a week.
- The same work search requirements for Tier II Extended Unemployment Benefits as for Extended Unemployment Tier I and regular benefits. Two work search contacts are required each week, claimant must keep a written record of work search in case audited.
- Weekly Benefit Amount (WBA) is same amount as regular unemployment compensation (parent) claim.
- To determine the total amount of benefits qualified claimant will receive on the Tier II extension, the required calculation is either ½ of the total maximum benefits paid on their regular UI claim or 13 times their weekly benefit amount which ever is less
- Maximum Benefits Paid (MBP) of parent claim which even is less. If a claimant qualified for fewer weeks than the full 26 weeks on the parent claim, then the claimant may not be eligible for the full 13 weeks on the Extended benefit claim or the Tier II claim.
- Length of benefits is up to 13 weeks based on Weekly Benefit Amount (WBA) and Maximum Benefit Allowed (MBA)..

Q. When do the Tier II Extended benefits begin and end?

A. The first effective date for Second Tier Extended benefit claim will be Sunday, July 5, 2009. NMDWS will begin taking claims for these benefits on Thursday, July 16, 2009 through the Internet. Individuals who potentially qualify for these benefits will be notified as to what date they are to contact the UI Call Center to file for their benefits

Q. Do I need to certify each week on my Extended benefit claim?

A. Yes, in order to receive the Extended benefits you must certify each week. Weekly Certification is mandatory to receive your benefits. The Customer Service



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Representative (CSR) that takes your Extended benefit Tier II claim will give you instructions on what day to certify each week. Usually instructions are given to certify on Sundays. You can certify either via the telephone at (505) 841-2000 or online at the Department of Workforce Solutions website www.uiclaims.state.nm.us. Please note: if you forget to certify your claim on the day instruction, you have until Friday 7:00pm to certify for the prior week. The certification line and website is available from 3:00am Sundays until 7:00pm Fridays.

NOTE: If you complete the on-line form via the Internet for these benefits you will not be able to certify until you receive your eligibility notice. This could take several weeks and once you receive this notice you will need to certify for ALL the weeks you intend to file based on your unemployment status, there may be several weeks to certify for at one time after your eligibility notice. After this initial certification you will return to the weekly schedule.

Q. When will the first payment on the Tier II Extended Benefit be made?

A. The first week any Tier II Extended Benefit claim will be paid will be the week after the claim is filed. The first payment will be for claims taken effective Sunday, July 5, 2009 and certified the week of July 11, 2009. The certifications can be processed from Sunday, July 12, 2009 – Friday, July 17, 2009.

Q. When will the last payment on the Tier II Extended Benefit be made?

A. The last week payable is week ending October 3, 2009. Tier II Extended Benefit payments will end 13 weeks from the date the Tier II Extended Benefit claim was filed. October 3, 2009 is the last weekending date to certify for if the date of claim is July 5, 2009. The October 3, 2009 date is not a firm date, it is for those that filed for Tier II effective July 5, 2009.

Q. How do I file a claim for the Tier II Extended Benefits?

A. In an effort to better serve you, below are two options available for you to file for extended benefits: Please note: NO EUC Tier II benefits can be filed prior to July 16, 2009.

- ❖ File online via Internet at any time after July 16, 2009, through our website www.uiclaims.state.nm.us, select the option to file an Extended Benefit claim and complete the online form.



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Please keep in mind that the on line form will still require review and if you qualify for the Tier II extended benefit you will be notified by mail of your eligibility. Below are brief instructions to assist you in completing this on-line form;

- Go to www.uiclaims.state.nm.us
- The background should be an off white color and you will see the New Mexico Department of Workforce Solutions logo at the top left hand corner
- Click on Recertify for UI benefits
- The background should now be a sand color and there is a place to enter your social security number and pin number. If you do not remember your pin number you will need to contact the call center and speak to a Customer Service Representative to have your pin number reset. You can call (505) 841-4000.
- After entering your social security number and pin number you will be “in” the UI claims system. The background should now be off white again.
- Click on the fifth link in the middle of the screen “Apply for tier II extended benefits”.
- Answer all 5 questions and click on submit.

OR

- ❖ Claimants may file for their Tier II Extended benefits by calling (505) 841-4000, beginning on Thursday, July 16, 2009 depending on the letter they received. NO EUC Tier II benefits can be filed prior to July 16, 2009. Letters to all claimants that are potentially eligible for this new extension, were mailed on Friday, July 10, 2009, advising claimants to call based on the schedule listed below;
 - If the last digit of their SSN is an ODD number, they will be instructed to call on Thursday, July 16th or Friday, July 17th.
 - If the last digit of their SSN is an EVEN number, they will be instructed to call on Thursday, July 23rd or Friday, July 24th. By Phone, between (7:00am – 7:00pm) contact the Unemployment Call Center at (505) 841-4000 on the specified date given on your notification letter or after any time after July 24, 2009;
- ❖ Follow the instructions below when filing by phone:
 - Dial (505) 841-4000 to apply for an Extended benefit claim
 - You will be asked questions about your previous employment. You will be instructed to answer these questions by pressing the correct numbers on the phone.
 - Your call will then be transferred to a Customer Service Representative (CSR) who will complete your claim over the telephone. Note: Your claim is NOT complete until you speak to a Customer Service Representative.
 - The Customer Service Representative, if necessary will give you additional instructions.



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NOTE: If you are not able to call on your specified date or you missed the date listed on your notification letter, please contact the Call Center any day after July 24, 2009. You may also go online any time after July 16, 2009 and file via the Internet.

- ❖ All claims filed within six weeks of the of the program start date (7/5/09) will be effective July 5th, 2009 for benefit payment purposes.

If you have any questions, you can reach a customer service representative at (505) 841-4000.

NOTE: We expect a high volume of calls, we would suggest the best days to call regarding these benefits are Thursdays & Fridays (7:00am – 7:00pm), or Saturdays (9:00am – 4:00).

In an effort to help with the high call volume the UI Call Center will expand their hours of operation. The UI Call Center hours of operation are as follows;

Mondays – Fridays	7:00am – 7:00pm
Saturdays	9:00am – 4:00pm

Additional expanded hours will be added and posted if needed.

Q. Can I file my Tier II Extended Benefit claim over the internet?

A. Yes, instructions have been provided on the previous page.

Q. I am not able to work. Can I collect the Tier II Extended benefit unemployment?

A. No. You must be able, available and actively seeking work in order to be eligible for benefits.

Q. Do I have to serve a “waiting week” on the Tier II Extended benefit claim?

A. No, there is not a “waiting week” requirement on the Tier II Extended benefit claims.

Q. When do I get my first payment?

A. Provided you meet all the eligibility requirements and you out of work through no fault of your own (i.e., lack of work), you can expect to receive your first check within one week from the time you submit your first certification (either via the telephone or online at the department’s website www.uiclaims.state.nm.us).



Frequently Asked Questions

Q. Who pays for the Tier II Extended Unemployment benefit?

A. When the law was signed it also included the monies to fund the Trust Fund for each state to pay these additional benefits. The law prohibits an employer from deducting money from employees' wages.