



# APPLY FOR PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA) CLAIM

If you **already have a UI claim on file** that is monetarily ineligible or meets the criteria to file for PUA, you will have a **File Pandemic Unemployment Assistance** link on your Customer Menu.

If you do not see a **File Pandemic Unemployment Assistance** link on your Customer Menu, you will need to start a **new claim application**.



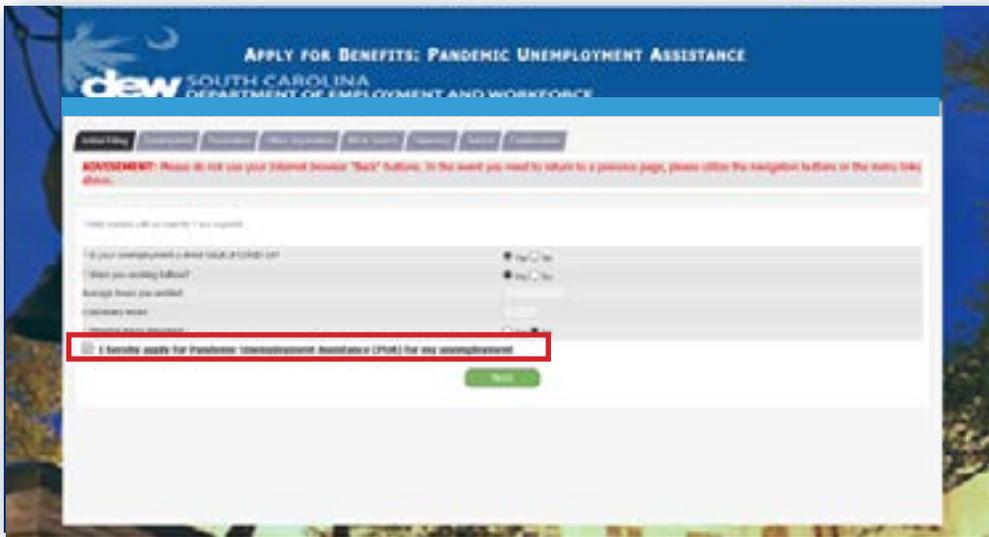
## Getting Started

Click on the **Apply for Pandemic Unemployment Assistance** smart link.



The PUA claim process will ask you the following questions:

1. **Is your unemployment a direct result of COVID-19?**  
Yes or No
2. **Were you working full time?**  
Yes or No.  
If No, the system requires you to enter your average hours worked and the customary hours of your last occupation.
3. **Are you receiving Personal Injury Insurance?**  
Yes or No.



## Acknowledgment

You will be required to check the acknowledgment box that you are **applying for PUA benefits** and click **Next**.



## Complete the Application

The **PUA Eligibility** section will be at the bottom of the Summary screen. You must click **Next** to complete the application process.



## Fact Finding

You must complete the DFF associated with the PUA Eligibility issue on the **Fact Finding** screen by clicking the **Provide Additional Information** link. The DFF is where the system gathers all of the information to determine if you are eligible for PUA so it is important that you complete it.

After the PUA Eligibility DFF is completed, you will receive a **confirmation number**.

Your Claimant Homepage will display your **PUA claim information**.