

# Unemployment Insurance Claimant Handbook



[labor.alaska.gov/esd\\_unemployment\\_insurance](http://labor.alaska.gov/esd_unemployment_insurance)



**ALASKA DEPARTMENT OF LABOR  
& WORKFORCE DEVELOPMENT**

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# INTRODUCTION

Please take a few minutes to review this handbook. It will help you receive benefits you are entitled to. The information in this handbook is based upon, but does not replace, Alaska Statute (23.20) and Title 8, Chapter 85, (8 AAC 85) of the Alaska Administrative Code.

For definitions of terms used in this handbook, refer to the unemployment insurance Web site at: **[labor.alaska.gov/esd\\_unemployment\\_insurance](http://labor.alaska.gov/esd_unemployment_insurance)** and click on definitions.

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***You must comply with the requirements outlined in this handbook to be eligible for UI benefits!***

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## BENEFIT YEAR

A "benefit year" is typically the 52 weeks, sometimes 53 weeks, following the effective date of your claim. The effective date of your claim is Sunday of the week in which you file.

## AMOUNT/DURATION OF BENEFITS

The maximum weekly benefit amount in Alaska is \$370. The minimum weekly benefit amount is \$56. Your claim is based on wages paid to you in the first four of the last five completed calendar quarters from when you file your claim. If you do not qualify we will use wages earned in the last four completed calendar quarters from when you file your claim. The duration of benefits is 16 to 26 weeks depending on the amount and distribution of wages paid in the base period.

## **BENEFITS ARE TAXABLE**

When you file your federal income tax return, you must report 100 percent of the benefits paid. We will send you form 1099G by Jan. 31. Please keep us informed of your current address in order to receive your 1099G.

You may request that 10 percent of benefits be withheld for taxes. Call your UI Claim Center to start or stop tax withholdings. UI cannot refund any money withheld.

## **SOCIAL SECURITY NUMBERS**

To protect your privacy, Social Security numbers no longer display on documents mailed to you. A client ID number is displayed instead. Your Social Security number will still be used in correspondence with your former employer and shared with other government agencies such as the Social Security Administration and the U.S. Citizenship and Immigration Services.

## **DEPENDENTS' ALLOWANCE**

You may be eligible to receive an additional allowance of \$24 per week per child, for up to three children. A dependent is your child, stepchild, legally adopted child or court-appointed legal ward. Your dependent must be unmarried and under the age of 18, unless they have a long-term disability.

A dependent must reside with you or you must certify that you provided more than 50 percent of the dependent's support over the past 12 months or since the loss of custody. If you certify

to providing more than 50 percent support, you may be required to provide proof.

You can add a dependent to your claim anytime during your benefit year before exhausting your regular benefits. To add a dependent, call your UI Claim Center.

## WHEN AND HOW TO FILE AND REOPEN YOUR CLAIM

You must reopen your claim immediately if:

1. You stop filing biweekly claims for any reason and want to start filing again.
2. You move out of Alaska, move from one state to another state, or from one area to another within a state.
3. You travel in search of work for more than four weeks.

To avoid loss of benefits, log in to **<https://myalaska.state.ak.us>** and click on "Unemployment Insurance Benefits" and select "File a New Claim" or "Reopen an existing UI claim." You can also call a UI Claim Center and speak to a claim specialist from 10 a.m. to 3 p.m. AST, Monday through Friday. Claims are effective Sunday of the week in which you reopen. (*You cannot reopen your claim through VICTOR.*)

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***You must call the UI Claim Center when your address changes. The U.S. Postal Service does not forward UI mail. Also, new work registration rules may apply.***

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# ELIGIBILITY REQUIREMENTS

## **Ready and Able to Work**

You must be able to work. You are able to work when you are physically and mentally able to work full time for an employer.

If you become unable to work due to a medical condition while receiving benefits, you may be eligible to receive a waiver of availability for up to six weeks.

You must be available, willing to immediately accept and actively seeking suitable full-time work. Employers and Employment Security Division offices must be able to contact you. You must have transportation (car, bus, etc.) and child care available. You may not be considered available for full-time work if you are incarcerated or have legal restrictions. Incarceration is being confined in a correctional center, city jail or community residential center. Legal restrictions would include, but are not limited to, electronic monitoring or subject to third-party custody.

Suitable work means work in your occupation that meets the prevailing wage and working conditions for your locality and is realistic to your labor market. It is work you are suited for by experience or training. You are expected to be flexible in your work search and to accept suitable work even if the pay is less than you earned in your last job.

## **Registration for Work**

If you are in Alaska and instructed that **you must register for work**, go online to the Alaska Labor Exchange System (ALEXsys), create and post an online resume. Your resume must remain online for

continued eligibility. This must be completed within seven days of filing your new or reopened claim. (See Page 27, Register for Employment-ALEXsys.) If you are a member of a dispatching union you must be in good standing and on the out-of-work list.

If you are outside Alaska, you must register with the local state employment service office or with the local chapter of a dispatching union.

### **Reemployment Services (WPRS)**

Reemployment Services is a program for job seekers, especially individuals filing for UI benefits, who are seeking information that will lead to the rapid return to suitable work. Employment and training resources are available through the Alaska Job Center Network both online and from Alaska's 23 statewide job centers. If you are selected to participate in Reemployment Services, you must register on ALEXsys and complete the Reemployment Services Orientation; failure to do so may result in denial of your UI benefits.

### **Quit, Fired, Refused Work**

If you quit your job, are fired or refuse work, a determination of eligibility will be made. Penalties include a six-week disqualification period beginning with the first week you are unemployed, plus a three-week reduction in benefits. You will also be ineligible for Extended Benefits. If you return to work during the six-week disqualification period, the disqualification may end.

### **Attending School or Training**

You may be eligible to receive benefits while attending approved vocational or academic training. Call your UI Claim Center if you are enrolled in, attending or plan to attend school or training. Report your training when you file your biweekly claim.

# WORK, WAGES, INCOME

## **Work**

Work includes time spent on self-employment or volunteer activities as well as anything you do for wages whether paid or not, during the seven days of the week you claim. Even if you are only working part-time or temporarily, all work and earnings must be reported on your certifications.

## **Wages**

Wages are any kind of payment you receive for the work you do, including room and board, goods, barter, tips, stipend, honorarium, per diem, COLA or payment for jury duty, volunteer capacity, bonuses and back pay.

You must report your gross wages earned each week, Sunday through Saturday, whether or not you have actually been paid. Report the amount earned before any deductions are taken out (your gross pay). Report the employer's name and address, dates and number of hours worked per week and your employment status.

*(See Page 18, How to Figure Gross Wages.)*

When called to active duty, National Guard members must report encampments and wages earned. Weekend drills do not have to be reported.

If you are cyclically employed — such as working one week on and one week off — you may not be considered to be unemployed during your scheduled time off.

## **How Wages Affect Your Benefits**

You can earn \$50 without reducing your benefit check, but you must report the wages. Your benefit check will be reduced by 75 cents for

each dollar you earn over \$50. If you do not know how much you earned at the time you report, you can estimate the amount. Make sure you immediately call the UI Claim Center when you have the correct wage amount. Reporting less money than you earned could result in an overpayment of benefits that you will have to repay.

## **Excess Earnings**

If you have gross wages equal to or more than  $1\frac{1}{3}$  times your weekly benefit amount, plus \$50, you will not receive a benefit check for that week. To find out your excess earnings amount, call VICTOR or use your monetary determination to calculate.

## **Other Deductible Income**

When you are filing for benefits you must report the gross amount of any of the following payments: vacation, holiday, sick, pension, retirement, severance, commission, bonus, wages in lieu of notice and back pay awards. Changes in your gross pension amount must be immediately reported to the UI Claim Center. A deduction may be taken from your weekly benefits if you receive any of these payments. Social Security is not deducted.

## **TRAVEL/RELOCATE**

You are in travel status anytime you travel outside the area in which you reside. You may be eligible while traveling if:

1. You travel in search of work for up to four consecutive weeks, provided you make a reasonable effort to find work, which includes documented in-person work searches each week.
2. You travel to accept an offer of work beginning within 14 days of your departure if your travel does not exceed seven days.

3. You travel to your home following discharge from the armed services if the travel is completed within seven days of the day you leave.
4. You were paid unemployment insurance benefits the week prior to your travel, and you travel to:
  - a. obtain medical services that are not available where you live, on the advice of a health care provider for yourself, or to accompany a spouse or dependent(s).
  - b. attend the funeral of an immediate family member for up to seven days.
5. If you travel or relocate outside the U.S., Canada, Puerto Rico or the U.S. Virgin Islands, you are not eligible to collect benefits.

## **Filing While Traveling Within/Outside Alaska**

When traveling within or outside Alaska, you can file via the Internet. To file on the Internet, log in to **<https://myalaska.state.ak.us>** and click on "Unemployment Insurance Benefits."

If you choose to file by phone, and are traveling in Alaska, call the VICTOR number on the back of this book for your area. If you are traveling outside Alaska, call VICTOR at (888) 222-9989.

## **FILING BIWEEKLY CLAIMS**

You can file your biweekly claims by using the Internet or phone (VICTOR). (*Filing instructions for the Internet and VICTOR are on Pages 12-14.*)

Once you've opened a claim, you must file every two weeks to keep your claim active and to receive

benefits. Each week starts on Sunday and ends at midnight on Saturday. *(You can use the log on Page 31 to keep track of when you file.)*

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***Go on the Internet or call VICTOR every two weeks to keep your claim active.***

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The first eligible week is a “waiting week.” You do not receive payment for this week. You must file to get credit for the week and meet the same requirements as any other week.

Unemployment benefits are primarily paid by two electronic payment methods — debit card or direct deposit. If you do not provide your bank information when you file for benefits, your payment method will be debit card. You will be sent a debit card within one week of filing for benefits.

Some individuals in remote areas of the state may not be able to use a debit card. For payment by direct deposit or check, contact your UI Claim Center.

## **HOW TO FILE FOR BIWEEKLY UI BENEFITS**

### **FILING ON THE INTERNET**

To file your biweekly claims on the Internet, log in to **<https://myalaska.state.ak.us>** and click on “Unemployment Insurance Benefits.” MyAlaska is operated by the State of Alaska, which provides single-sign-on for multiple state services available 24 hours per day.

**Login:** If you have an existing user account with myAlaska, *(that would be the user name and password used to file your Permanent Fund*

*Dividend*), you may use that user name and password to access online UI applications. Make sure to **record your user name and password** for future reference, as you will need to use the same myAlaska account each time you access UI applications.

## **INTERNET MENU**

- File a new claim or reopen an existing claim
- File Extended Benefits (*if the program is available*)
- File for biweekly UI benefits
- Debit Card enrollment
- Sign up, change or verify direct deposit
- Help finding a job

When filing on the Internet you are allowed 20 minutes to complete **each** page. If you don't complete a page in the allotted time your session will expire, and you'll need to restart the application. If you need assistance, contact your UI Claim Center.

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***Important:*** Upon completion you must click the button that says "I AGREE" for your application to be submitted and processed.

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## **FILING BY PHONE — VICTOR**

To file your biweekly claims by phone, use VICTOR, an automated system that is available every day, 6 a.m. to 7 p.m., Alaska Standard Time. (See Page 32 for VICTOR phone numbers.)

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***Important:*** If you hang up before VICTOR tells you your claim was accepted, your answers will **not** be recorded, and your claim will not be processed. You will have to call again to file.

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If you are instructed to call the UI claim center, do so **within seven days**. You will be denied benefits if you do not call.

## **To Use a Rotary Phone**

A rotary phone responds to your speaking "one" for YES or "two" for NO, instead of pressing "1" or "2" on a phone keypad. For example, if you would like to return to the main menu, instead of pressing "8" on your phone, speak "eight."

## **VICTOR MENU**

- 1** To claim weeks of unemployment
- 2** For information about your claim
  - Where's my payment?
  - Your excess earnings amount
  - The amount of benefits reported to the IRS on form 1099G
- 3** Direct deposit
  - How to sign up
  - Change
  - Cancel
  - Inquire
- 4** Hear your mailing address and how to change it
- 5** To change your PIN

## **WHEN TO FILE**

You will file for two weeks at a time (biweekly). Unemployment Insurance weeks begin Sunday and end Saturday. File within seven days after the last Saturday of your two-week claim period. Weeks that are filed late may be disqualified.

To determine the first two weeks to claim and when to file, see the calendar on the next page.

S	M	T	W	T	F	S	
X	28	29	30	1	2	3	Week 1
4	5	6	7	8	9	10	Week 2
11	12	13	14	15	16	17	Week 3

On the calendar, the benefit year begins on the date marked X. (You can find the beginning date of your benefit year on your monetary determination.) The first two weeks to claim are weeks 1 and 2. The filing period to claim weeks 1 and 2 is shaded (week 3). File your biweekly claim during week 3 of your benefit year and every two weeks after that.

Keep track of the weeks you claim, the dates you call, payments you receive and the balance on the chart on Page 31. You will not be reminded of your next filing period.

## Information You Need for Filing

- Your Social Security number
- Your self-chosen PIN (*for VICTOR only*)
- myAlaska login ID and password (*for Internet*)
- Dates of any travel during the week(s) claimed
- The gross amount and employer name for any holiday, vacation, retirement, severance and bonus payments you received during the weeks you are claiming.

For any week(s) worked and claimed, report:

- Gross earnings before deductions (include earnings, jury duty, self-employment and commissions, even if you have not been paid.)
- Number of hours worked
- Last day worked in that week
- Employer(s) name and address

## **What to Do if You Need Help**

If you have any problems or need additional information or instructions, call your UI Claim Center. *(See Page 32 for the number to call.)*

## **What if You Make a Mistake?**

If you make a mistake, don't worry. You are given a chance to make corrections before going on to the next question.

## **Setting Up a Personal Identification Number (PIN) *(VICTOR only)***

The first time you call VICTOR and you do not have a PIN, you will be prompted to enter a four-digit number of your choosing. Once you set up your PIN, it is in effect until you change it.

## **Questions You Will Hear**

Each of the following questions pertains to the entire biweekly filing period.

- 1. Were you available and physically able to work each day?**
- 2. Did you miss work or refuse a job offer or job referral?**  
Select **YES** if you turned down a chance to work or to be scheduled to work with a new or continued employer.
- 3. Were you attending school or a training program?**
- 4. Did you travel or move to a different town?**  
Select **YES** if you traveled or moved to a different town. Have the date you left and the date you returned home available.  
*(See Page 10 for definition of travel.)* If you

traveled to accept work, have the date you left and the date reported to work.

### **How to Enter Dates**

When filing on the Internet you will type in the month, day and year. If filing for Aug. 10, 2009, you will type in the date using the format, 08/10/2009. If you do not know the date, you must enter your best guess.

When filing on VICTOR, you must enter six numbers for the month, day and year. For example, for Aug. 10, 2009, you would press 081009 on the keys on your phone. If you do not know the date, enter in six zeros (0) For example: 000000.

### **5. Did you receive vacation, sick, retirement, bonus, holiday or severance pay?**

If you received any of the above payments, have the gross amount available and the name of the employer who paid you.

*(Do not report Social Security.)*

### **How to Enter Dollar Amounts**

If filing on the Internet, you need to type in a decimal between the dollars and cents. For example, to enter in \$60.72, you would type in 60.72. If you do not type in the decimal, your amount will be recorded as \$6072.00.

If you do not know the amount, you must enter your best guess. If you do not enter an amount you will be instructed to contact your claim center. If filing on VICTOR, enter the amount of dollars and cents without using a decimal. For example, to enter \$125.72 press 12572 followed by the # sign. If you do not know the amount, press the # sign without entering any numbers.

## **6. Did you work for an employer or were you self-employed?**

If **YES**, have the hours worked and income available. (See *Work, Wages, Income on Page 9.*)

### **How to Figure Gross Wages**

Multiply the exact number of hours you worked during the week claimed by your hourly rate of pay. For example, if you worked 30.5 hours and earned \$8 an hour, multiply  $30.5 \times 8 = \$244.00$ . (*These are your gross wages.*) If you are unsure of hours worked or hourly wage, you can file up to seven days after the date you are paid. However, if you wait, you may not be able to file through the Internet or VICTOR. Call your UI Claim Center.

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***If you report less money than you earned, you will have to repay the benefits and may be subject to penalties for fraud.***

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### **How to Enter Hours**

Round down the number of hours worked during the week to the nearest hour. For example, round three hours and 40 minutes to three hours. Three would be the number you would type in. If you are unsure, estimate the number of hours.

If filing on the Internet, enter the number of hours worked for each day worked.

If filing on VICTOR, type in the number of hours followed by the # sign. When entering hours, VICTOR will not accept a # sign without a preceding number.

### **Reporting Employment Status**

Once you have entered the number of hours you worked, you will be asked your employment status such as on-call, or part-time. If you fail to report a job quit or a discharge, you will have to repay any

benefits erroneously paid to you and may be subject to penalties for fraud.

### **Income From Self-Employment**

Report your net income and hours spent on your business for the week. To calculate your net income, take your total income minus business expenses for the week. If you did not earn any income, you must still report the hours worked each week you claim.

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***You'll be asked question seven only if you are on Extended Benefits and required to make work searches.***

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### **7. Did you search for work between Sunday and Saturday?**

Work search can be contacting the employment service, union or employers.

## **PAYMENT OF BENEFITS**

All UI benefit payments will be disbursed electronically by debit card or direct deposit. Paper checks will only be issued under special circumstances. If you have not established direct deposit as your form of payment, a debit card will be sent to you. Electronic payment is deposited within three (3) days of filing your biweekly certifications. You can sign up for direct deposit or debit card online.

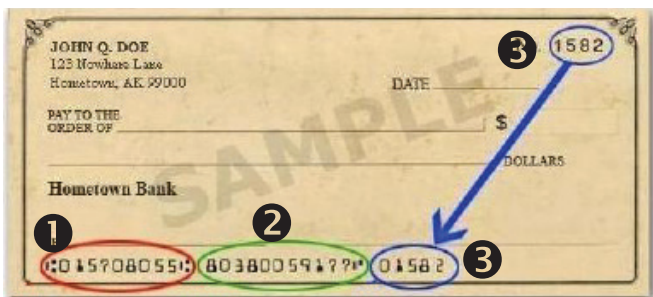
### **Debit Card**

JPMorgan Chase will send your debit card and information packet when you file for a claim for benefits. Included in the packet will be information on how to activate your card and contact numbers for customer service. The UI Claim Center can help you with general questions. JPMorgan will need to answer the technical questions.

## Direct Deposit

You can set up, reactivate or cancel your direct deposit online by selecting the "Direct Deposit," or you can call VICTOR and select option three (3). You will need the following information to establish direct deposit:

- 1 The routing number is 9 digits surrounded by |:
- 2 The account number, do not include hyphens or other special characters.
- 3 Do not enter the check number.



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**Important notice:** The UI program's liability for your benefits ends once the money has been deposited into your account, even if it is a joint account.

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## APPEAL RIGHTS

You may appeal any written determination that denies or restricts your benefits. You must phone, fax or mail your request for an appeal to your UI Claim Center or an appeals office within 30 days. The appeals office will schedule

a hearing and mail a notice to you. After the hearing, you will receive a decision. If you disagree with the decision, you have the right to further appeal.

- Continue to file your biweekly claims throughout the appeal process.
- If the decision goes in your favor, weeks which were not filed timely cannot be paid.

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***Per Alaska Statute 23.20.110(q), appeal hearing decisions are public information and are posted on the Internet at: [uiappeals.labor.alaska.gov](http://uiappeals.labor.alaska.gov).***

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## **AUDITS**

### **Quality Control Audit**

Under federal requirements, your claim may be randomly selected at anytime and audited to make sure that all payments or denial of benefits have been made properly. All information you have provided is checked for accuracy. The examinations are thorough and may involve an interview with you and other interested parties. Failure to respond to a Quality Control Audit request for information will result in denial of benefits.

### **UI Crossmatch**

Crossmatch compares the benefits paid to you with employers' reports of earnings. This process discovers errors in reported earnings which may result in repayment of benefits and penalties. This is also done for persons who may have worked in other states. If you or your employer report earnings incorrectly, you must repay benefits and may pay penalties.

# OVERPAYMENT OF BENEFITS

## **Repayment**

You are entitled only to benefits for which you are eligible. You must repay all benefits that are overpaid even if you were paid in error. Overpayments are legally enforceable debts. Payment arrangement can be made by contacting Benefit Payment Control in Juneau. *(See Page 29.)*

## **Fraud**

Alaska law provides severe penalties for attempting to collect benefits to which you are not entitled. For UI purposes, fraud is knowingly making a false statement, misrepresenting a material fact or withholding information to obtain benefits. You will be required to repay the benefits. You may also have to pay a penalty that is equal to 50 percent of the benefits that were paid to you as a result of the misrepresentation. Additionally, present and future benefits may be withheld. All fraud cases are subject to criminal prosecution, fines and imprisonment.

## **FEDERAL EMPLOYEES**

If you were a civilian employee for the federal government, wages from federal civilian work are requested from your employer at the time you establish a claim. Temporary wages may be added to your claim if you provide proof of earnings to your UI Claim Center. When wage information is received from your federal employer, you will receive a monetary re-determination.

## **MILITARY SERVICE MEMBERS**

If you had at least 90 consecutive days of active military service during the past 18 months, you may be eligible for benefits. You must supply a copy of your DD-214 copy 4 that was issued at the time of your discharge.

## **EMPLOYMENT OUTSIDE ALASKA**

If you worked outside Alaska in the last 18 months prior to your new claim, you may be able to include these wages to increase your weekly benefit amount. Or, you may choose to file separately with the state where you were employed. However, you may not file against more than one state at a time.

## **EXTENDED BENEFITS (EB)**

EB provides additional benefits during times of high unemployment for those who exhaust their regular benefits. These benefits are available only while this program is active. When the program becomes active you will be mailed EB instructions.

# ALASKA JOB CENTERS

If you are interested in seeking work, job training or advancing in a career, check in with one of the Alaska Job Centers listed on the following pages. Call toll-free (877) 724-2539.

## **ANCHORAGE — MIDTOWN**

3301 EAGLE ST., SUITE 101

Phone: (907) 269-4800

Fax: (907) 269-4825

Job Line: (907) 269-4770 (in-state)

Job Line: (907) 269-4865 (out-of-state)

## **ANCHORAGE — GAMBELL**

400 GAMBELL ST.

Phone: (907) 269-6414

Fax: (907) 269-6442

## **ANCHORAGE — MULDOON**

1251 MULDOON ROAD, SUITE 111

Phone: (907) 269-0000

Fax: (907) 269-0004

## **BARROW**

1078 KIOGAK ST.

Phone: (907) 852-4111

Fax: (907) 852-4122

## **YK DELTA (BETHEL)**

460 RIDGECREST DRIVE, SUITE 112

Phone: (907) 543-2210

Fax: (907) 543-2099

## **BRISTOL BAY (DILLINGHAM)**

503 WOOD RIVER ROAD

Phone: (907) 842-5579

Fax: (907) 842-5679

## **EAGLE RIVER**

11723 OLD GLENN HIGHWAY, SPACE B-4

Phone: (907) 694-6904

Fax: (907) 694-1490

**FAIRBANKS**

675 SEVENTH AVE., STATION D

Phone: (907) 451-5967

Fax: (907) 451-2919

**GLENNALLEN**

MILE 186.5 GLENN HIGHWAY

Phone: (907) 822-3350

Fax: (907) 822-5526

**HOMER**

270 W. PIONEER AVE. SUITE C

Phone: (907) 235-7791

Fax: (907) 235-6143

**JUNEAU**

10002 GLACIER HIGHWAY, SUITE 100

Phone: (907) 465-4562

Fax: (907) 465-2984

**PENINSULA (KENAI)**

11312 KENAI SPUR HIGHWAY, SUITE 2

Phone: (907) 283-2900

Fax: (907) 283-3544

**KETCHIKAN**

2030 SEA LEVEL DRIVE, SUITE 220

Phone: (907) 225-3181

Fax: (907) 247-0557

**KODIAK**

309 CENTER ST.

Phone: (907) 486-3105

Fax: (907) 486-4716

**KOTZEBUE**

333 SHORE AVE.

Phone: (907) 442-3280

Fax: (907) 442-3920

**MAT-SU (WASILLA)**

877 COMMERCIAL DRIVE

Phone: (907) 352-2500

Fax: (907) 352-2588

**NOME**

214 FRONT ST., SUITE 130

Phone: (907) 443-2626 or  
(907) 443-2460

Fax: (907) 443-2810

**SEWARD**

809 SECOND AVE.

Phone: (907) 224-5276

Fax: (907) 224-5277

**SITKA**

304 LAKE ST., ROOM 101

Phone: (907) 747-3423

Fax: (907) 747-7579

**TOK**

STATE OFFICE BUILDING

Phone: (907) 883-5629

Fax: (907) 883-5628

**VALDEZ**

STATE OFFICE BUILDING, ROOM 22

Phone: (907) 835-4910

Fax: (907) 835-3879

## VISIT US ON THE INTERNET

**Unemployment Home Page**

[labor.alaska.gov/esd\\_unemployment\\_insurance](http://labor.alaska.gov/esd_unemployment_insurance)

**To file an Unemployment Claim**

Log in to <https://myalaska.state.ak.us> and click on "Unemployment Insurance Benefits"

**Alaska Job Center Network  
Home Page**

[jobs.alaska.gov](http://jobs.alaska.gov)

## Register for Employment-ALEXsys

jobs.alaska.gov

## Alaska Job Centers

jobs.alaska.gov/offices

# UI ADDRESSES

## Community by UI Claim Center

Determine where you physically live, and use the addresses on the next page.

Phone numbers are on Page 32.

### If you live in one of these communities:

Anchorage	Ft. Richardson	Ninilchik
Anchor Point	Fritz Creek	Nome
Bethel	Gakona	Northway
Big Lake	Girdwood	Palmer
Bird Creek	Glennallen	Peters Creek
Chickaloon	Homer	Seward
Chiniak	Houston	Slana
Chitina	Indian	Soldotna
Chugiak	Kasilof	Sterling
Clam Gulch	Kenai	Sutton
Copper Center	Kodiak	Tanacross
Dillingham	Kotzebue	Tetlin
Dot Lake	Mat-Su	Tok
Eagle River	Mentasta Lake	Valdez
Eklutna	Moose Pass	Wasilla
Elmendorf AFB	Nikiski	Willow

Use this address:

### **ANCHORAGE UI CLAIM CENTER**

P.O. Box 107224

ANCHORAGE, AK 99510-7224

**If you live in one of these communities:**

College	Fox
Eielson AFB	North Pole
Ester	Salcha
Fairbanks	Two Rivers
Fort Wainwright	UAF

Use this address:

**FAIRBANKS UI Claim Center**

675 Seventh Ave., Station M  
FAIRBANKS, AK 99701

If you live anywhere else in Alaska that has not been listed, or if you live outside of Alaska, use this address:

**JUNEAU UI Claim Center**

P.O. Box 115510  
JUNEAU, AK 99811-5510

## **OTHER UI CONTACTS**

### **APPEALS**

P.O. Box 115509  
JUNEAU, AK 99811-5509

Phone: (907) 465-2775  
Fax: (907) 465-3374

### **APPEALS**

3301 Eagle St., #206  
ANCHORAGE, AK 99503

Phone: (907) 269-4890  
Toll Free: (800) 232-4762  
Fax: (907) 269-4840

## **BENEFIT PAYMENT CONTROL**

Audit and Recovery

P.O. Box 115505

JUNEAU, AK 99811-5505

Phone: (907) 465-2863  
Toll Free: (888) 810-6789  
Fax: (907) 465-6010

## **INVESTIGATIONS**

P.O. Box 115505

JUNEAU, AK 99811-5505

Phone: (907) 465-5968  
Fax: (907) 465-6010  
Outside Juneau: (877) 272-4635

## **INVESTIGATIONS**

3301 Eagle St., #205

ANCHORAGE, AK 99503

Phone: (907) 269-4880  
Fax: (907) 269-4835  
Outside Anchorage: (877) 272-4635

## **INVESTIGATIONS**

675 Seventh Ave., Station L

FAIRBANKS, AK 99701

Phone: (907) 451-2952  
Fax: (907) 451-2965  
Outside Fairbanks: (877) 272-4635

## **QUALITY CONTROL UNIT**

P.O. Box 115509

JUNEAU, AK 99811-5509

Phone: (907) 465-3000  
Toll Free: (800) 478-2999  
Fax: (907) 465-2247

## **QUALITY CONTROL UNIT**

P.O. Box 241767

ANCHORAGE, AK 99524-1767

Phone: (907) 269-4859

Toll Free: (800) 478-4859

Fax: (907) 269-4855

## **QUALITY CONTROL UNIT**

675 Seventh Ave., Station L

FAIRBANKS, AK 99701-4513

Phone: (907) 451-2966

Toll Free: (800) 478-1614

Fax: (907) 451-2883

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We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

TDD for the hearing impaired: If you need assistance with your unemployment claim, call the TDD operator at (800) 770-8973. Give the operator the toll-free UI Claim Center number: (888) 252-2557. The operator will contact your Claim Center and will be the translator between you and the UI claimstaker.

Alaska Department of Labor  
and Workforce Development  
Employment Security Division  
P.O. Box 115509  
Juneau, AK 99811-5509



# VICTOR and UI Claim Center Phone Numbers for Unemployment Insurance

Telephone service hours are Monday-Friday  
(except holidays) 10 a.m. to 3 p.m.

ANCHORAGE — From the Anchorage calling area  
(local phone call), call:

VICTOR	(907) 277-0693
TDD VICTOR	(907) 269-4782
UI Claim Center	(907) 269-4700
UI Claim Center FAX	(907) 269-4853

FAIRBANKS — From the Fairbanks calling area  
(local phone call), call:

VICTOR	(907) 451-6126
TDD VICTOR	(907) 451-5929
UI Claim Center	(907) 451-2871
UI Claim Center FAX	(907) 451-2870

JUNEAU — From the Juneau calling area  
(local phone call), call:

VICTOR	(907) 586-4650
TDD VICTOR	(907) 465-1609
UI Claim Center	(907) 465-5552
UI Claim Center FAX	(907) 465-5573

ALL OTHER AREAS — If you cannot call any of the  
above numbers without paying for a long distance  
call, use these toll-free numbers:

VICTOR	(888) 222-9989
TDD VICTOR	(800) 974-4782
UI Claim Center	(888) 252-2557
	(888) 25CALLS
UI Claim Center FAX	(888) 353-2937
	(888) 35FAXES

**NOTE:** In Anchorage, Fairbanks or Juneau, the toll-free  
numbers listed will not work. When out of your regular filing  
area, call the local number for the UI Claim Center nearest  
you for assistance in reaching your Claim Center.