

# Instructions for Filing An Unemployment Insurance Claim

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## UI Claims Filing Instructions

The Georgia Department of Labor (GDOL) is temporarily suspending all in-person requirements for services provided by the agency. We strongly encourage individuals and employers to conduct GDOL-related business online to protect yourself and our staff from potential exposure to COVID-19. Select [Online Services](#) for a complete list of available services.

### Filing an Unemployment Claim Online

You will need your:

- Social Security Number
- Georgia Driver's License, if applicable
- Bank's routing number and your account number (if you want to receive your benefit payments via direct deposit)
- Work history information for the last 18 months

Follow these steps:

1. Select the link labeled [Apply for Unemployment Benefits](#) on the GDOL Home page.
2. Answer the questions completely.
3. Download and read the [Claimant Handbook](#). Information in this handbook provides detailed instructions regarding the unemployment insurance (UI) program and "Next Steps" to follow after submitting your claim.
4. Record your **Confirmation Number**. A confirmation email will be sent to the email address provided when completing the claim application. (If you do not receive a confirmation number, the application was not successfully completed. It remains on the system for 24 hours. Log in again and make sure you select FINISH to receive a confirmation number.)

### After you file, your next steps are to

1. **Request your weekly benefit payment every week**, starting the first Sunday after filing your claim by selecting [Claim Weekly UI Benefits Payments](#) on the GDOL Home page or calling the Interactive Voice Response (IVR) System at 1.866.598.4164
2. **Monitor your voicemail and email** closely for messages from the GDOL.
3. **Respond immediately to all requests for additional information.**
4. GDOL will contact you if it is necessary for you to complete an [Applicant Status Affidavit \(DOL-1054A\)](#). You will not have to go to a career center.
  - a. Download and complete the affidavit in its entirety.
  - b. Mail the affidavit and an enlarged, legible copy of your valid government-issued picture identification to the career center you selected on your claim. Select [Find a Career Center](#) or use the address indicated in the email request.

If you have claimed a week of benefits and have not received your written determination of eligibility, Claims Examiner's Determination within 21 days of the filed date, you may call UI Customer Service immediately at 404.232.3001 (in Metro Atlanta) or 1.877.709.8185 (in all other areas).