

Hawaii Unemployment FAQs/ Answers

1. What if I do not have computer access? Can I still file for Unemployment?

Unfortunately, you need to create your account and file your initial claim online. You can use your mobile smart phone to apply online.

2. How do I file for Unemployment Benefits?

Step 1: Go to: <https://uiclaims.hawaii.gov>

- A valid email address is required to create an account.
- On the homepage select claimant services you will be directed to the login page.
- At the login page, select create account.
- By selecting create account, you are directed to the claimant registration recapture page- this is for security purposes.
- You will then be prompted to enter your information and create a username.
- To complete the registration process, you will need to create security phrases and questions, please be sure you select security questions you will remember as you will need to remember these questions to confirm your identity to verify your account.
- Once you have created your account you will receive a temporary password.
- Once you receive your temporary password, return to the login page at uiclaims@hawaii.gov to complete your registration process.
- You will then be prompted to complete a new password

Step 2: File an initial Claim for Benefits

- Before Filing your claim, be prepared to provide:
 - All Employment information for the last 18 months
 - Employers Name and Addresses (**U.S. Department of the Army / Hale Koa Hotel**)
 - Dates of Employment
- Direct Deposit Information

- Checking or Saving Account Number
 - Routing Number
- Once you have logged into your account, Click on File an Initial Claim which is under task list.
- You will be prompted to enter your mother's maiden name and answer a few questions on the basics page. Click continue and enter your profile information.
- You will then be asked to enter your checking or savings account number and the routing number of your financial institution. (You can locate this on a blank check).
- The next section is the Employment Section, complete the employer detail section for all employers you have worked for over the last 18 months. You are employed by the **United States Department of the Army / Hale Koa Hotel**.
- If you see an employer listed that you have not worked for, answer NO, and remove that employer.
- Select Add Employer/ Use the search field to look up employer name/ Use click here link to ADD EMPLOYER.

(Our Employer Name is Department of Army- FEZ4250000)

- You will now continue on to the Eligibility Review section.
- You will need to thoroughly review your application before you certify and submit.
- If you need to make a correction: Click on the edit option located in the bottom right corner of each section of the review page, this will allow you to go back and make corrections. The information will not be lost if you go back.
- After you certify and submit your claim, you will be presented with a confirmation page with a list of instructions as well as a copy of your application, PRINT this page for your records.
- You will also receive a confirmation email with your next steps. (THIS IS VERY IMPORTANT) Be sure to read the confirmation email completely.

Step 3: Filing a Claim Certification

- Check your initial Email for your filing schedule.

- You can also log into your account and you will be presented with alerts telling you when to file your claim certification.
- Log into your account and click on file claim certification.
- You will need to select a week ending date that you wish to file for.
- Enter the month day and year of the week you are filing for.
- If you do not work, you will continue on to the additional information section where you will provide your availability to work and work search efforts (this has been waived due to COVID-19).
- **If you are on PARTIAL UNEMPLOYMENT, you must file your claim within 28 days within the week ending date for which you are filing for.**
- You will be asked to provide your hours, gross earnings, and employment information. Make sure you have all your employer info available.
- Once you have completed all sections, you will be prompted to review your claim.
- After you submit your claim certification, your confirmation page will be displayed.
- You will also be sent a confirmation email.

3. How do I file my Weekly Report of Low Earnings Form UC-BP-52 (a)?

This form must be completed manually by the employee and employer and cannot be filed online. This form will be mailed to you at your residence. Once received, please immediately route to payroll@halekoa.com.

4. Once I file with the State of Hawaii Unemployment Insurance office (UI), what are the next steps?

You will be mailed the Weekly Report of Low Earnings forms at your residence. You need to complete this form with your name, and the week for which you are claiming the benefit, and then submit the form to the Accounting Department. (Note: that the week for which the employee is claiming starts on a Sunday and goes through a Saturday). So, in total 7 days.

It is your responsibility to file the initial application with the State of Hawaii and to submit the Weekly Report of Low Earnings form to the Accounting Department via

email at payroll@halekoa.com. You can also take a picture of both sides and email it as well.

Please make sure both sides of the form are sent to payroll in readable formats. Accounting team will complete their portion and forward the documents to the State of Hawaii.

5. How can I contact the Call Center?

The labor department has now set up a call center to help those who need to file for unemployment. There are two phone numbers now available from 7:45 a.m. to 4:30 p.m. The local unemployment offices remain closed to walk-in and in-person services. The following phone numbers are for resetting passwords and making appointments for over-the-phone applications:

Password reset: (808) 762-5751

Phone appointments: (808) 762-5752

Phone number: (833) 901-2275

6. I have tried calling the center many times and can't get through, is there another way I can contact the UI office?

Yes! You can email them, the email addresses are below depending on your need.

Backdating - dlir.ui.backdate@hawaii.gov

This email address is for those who would like to have their claim backdated. The back date will be for their first week of less than full employment due to COVID-19. Individuals are to submit their full name, last four digits of their Social Security Number, telephone number (including area code), and the week that they would like their claim backdated to.

Disqualification - dlir.ui.disqualified@hawaii.gov

This email address is for those who have received an email, letter, or other messages that says that they are disqualified from UI. Individuals are to submit their full name, last four digits of their Social Security Number, telephone number (including area code), and a screenshot of their disqualification.

Language access - dlir.ui.languageassistance@hawaii.gov

This email address is for those who would like to request language assistance from UI. Individuals are to submit their full name, telephone number (including area code), and the language that would like to receive interpretation services. The interpretation services would be provided free of charge and via telephone.

7. What are the most common situations or types of leave that would disqualify a person from receiving UI?

Workers Compensation, Vacation Pay or Furlough/ Continuation Pay. Also, voluntary leaving without good cause, discharged for misconduct connected with work, refusing an offer of suitable work, not accepting suitable work from their regular employer, fraud, and failure to respond to the office's request for additional information may result in disqualification.

8. What is the new link to UI site for employees to check their claim statuses?

<https://huiclaims2020.hawaii.gov/status>

9. I have been waiting over three weeks for a payment, have I done something wrong?

All qualifying claims may be delayed but will be paid. Due to the overwhelming number of claims being filed, payments may take a few weeks to be processed but they will be paid if the person qualifies.

10. When is the anticipated start date for the federal UI subsidy?

The Federal UI subsidy has begun processing.

11. Is the active search requirement waived? If the employee selects "NO" if they did make 3 job contacts and posting a resume, will they be denied?

The active search for work requirement was waived by the Governor's order.

12. I have received a rejection email? What does this mean? What can I do?

To seek review please email:

Disqualification - dlir.ui.disqualified@hawaii.gov

This email address is for those who have received an email, letter, or other messages that says that they are disqualified from UI. Individuals are to submit their full name, last four digits of their Social Security Number, telephone number (including area code), and a screenshot of their disqualification.

13. For an employee who was considering the possibility of retiring in May/ June of this year, will the individual's eligibility for unemployment benefits be affected upon retirement?

Potentially. Any voluntary retirement is considered voluntarily leaving employment. As such, the reason for leaving will affect the determination. Voluntarily leaving a job without good cause will disqualify the individual from UI benefits beginning the week of separation.

14. If I have further questions, who should I contact at the Hale Koa Hotel for assistance?

Please email the Staff Support Team at staffsupport@halekoa.com.