



## Applicant Reference Guide

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For Individuals Filing For Unemployment Insurance Benefits

Administered by the South Carolina Department of Employment and Workforce (DEW)

**Keep this guide handy for your reference when you log on to  
[MyBenefits](#) or call TelClaim (1.866.831.1724)**

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## Important Information

◆ **READ THIS GUIDE CAREFULLY AND REFER TO IT AS NEEDED.**

◆ If you change your address or move to another town or state, update your address in the MyBenefits portal at [mybenefits.dew.sc.gov](http://mybenefits.dew.sc.gov). Your Unemployment Insurance benefit payments may be delayed if we do **NOT** have your correct address..

◆ You must report any wages earned, or employment performed, when you are filing a claim for benefits.

◆ **IF YOU RETURN TO WORK** and report earnings in excess of your weekly benefit amount, you must stop filing your weekly claims each week. If you separate from this employment, you must file a new application for benefits.

◆ If you are working less than full-time and earning less than your weekly benefit amount, you can file a claim for partial benefits.

◆ When filing your claim for Unemployment Insurance benefits, you must be registered for work through SC Works Online Services at [jobs.scworks.org](http://jobs.scworks.org).. Once there is an active application established in that office, you must stay in contact once every 90 days.

◆ You are expected to seek full-time work (or part-time, if approved by the Department) in your last occupation and in any other suitable work for which you have training or experience.

**Statements in this book are intended for informational purposes only and do not have the effect of law, regulation, or ruling.**

## Privacy Act Statement

The Privacy Act of 1974 requires that you be furnished this statement because you are being asked to furnish your Social Security number on the claim forms given to you. Your Social Security number is solicited under the authority of the Internal Revenue Code of 1954 (26U.S.C85, 6011(a), 6050(b), and 6109(a)). Disclosure of your Social Security number for this purpose is **MANDATORY** and must be entered on the forms you submit to claim Unemployment Insurance.

Your Social Security number will be used to report your Unemployment Insurance to the Internal Revenue Service as income that is potentially taxable; it will be used as a record index for processing your claim, for statistical purposes, and to verify your eligibility for Unemployment Insurance and other public assistance benefits. Should you decline to disclose your Social Security number, your claim for unemployment insurance will not be processed.

## Equal Opportunity is the Law

There is a prohibition from discriminating on the ground(s) of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship/status or participation in programs funded under the Workforce Investment Act (WIA), in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any DEW program or activity. Complaints may be filed within 180 days from the date of the alleged violation with EO Officer, South Carolina Department of Employment and Workforce, P.O. Box 908, Columbia, S.C. 29202, Telephone (803) 737-2381, TTY Relay Service- dial 711, or you may file a complaint directly with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210.

If you elect to file your complaint with DEW, you must wait until the Department issues a decision or until 90 days have passed, whichever is sooner, before filing with CRC. If the Department has not provided you with a written decision within 90 days of filing the complaint, you need not wait for a decision to be issued but may file a complaint with CRC within 30 days of the expiration of the 90 day period. If you are dissatisfied with the Department's resolution of your complaint, you may file a complaint with CRC. Such a complaint must be filed within 30 days of the date you received notice of the Department's proposed resolution.

## Income and Eligibility Verification Notice

In accordance with Public Law 98-369 Amended Title XI of the Social Security Act, an income and eligibility verification system has been established to exchange information among state agencies administering UI, TANF, Food Stamps, SSI, Medicaid, Child Support Programs, or Housing Authorities.

The information you provide the SCDEW when filing a claim for unemployment insurance will be held confidential but may be shared by other state agencies administering programs mentioned above.

## Unemployment Insurance Benefits

DEW pays Unemployment Insurance benefits to workers who are unemployed and meet all eligibility requirements. Workers pay no part of the cost of Unemployment Insurance, and their employers are prohibited by law from deducting anything from their pay for this purpose. **The employer pays the full cost of unemployment benefits.**

This system of insurance was established to assist workers between jobs, to maintain purchasing power, and to limit the serious effects of unemployment on the community and state.

Unemployment Insurance is not a form of relief or public assistance. Benefit payments are not based on need but on wages paid (*see page 7*).

## Eligibility Requirements

When you file a claim for benefits for any week, you must meet these eligibility requirements:

1. Be unemployed. You can, however, meet this requirement even though you have worked during the week, if you have worked less than full-time because of lack of work and earned less than your weekly benefit amount. When filing weekly claims, you must report all work performed and wages earned during the week, even if you have not been paid, and you must seek full-time work unless otherwise told by DEW.
2. Be separated through no fault of your own from your most recent bona fide employer. The most recent bona fide employer is the most recent work or employer from which you separated and earned eight (8) times your weekly benefit amount.
3. You must be ABLE TO WORK.
4. You must be AVAILABLE FOR WORK. This means you must be willing and ready to take any suitable employment offered to you.
5. You must, periodically, REPORT TO AN SC WORKS CENTER AS DIRECTED. If you expect to be away from your SC Works Center when scheduled to report, please notify a UI claims representative in advance by calling TelClaim at 1.866.831.1724 from 8:30 a.m. to 4 p.m. weekdays. Failure to report as directed could result in a denial of benefits.
6. SC Works and DEW will make every effort to assist you in finding suitable work; however, YOU ARE REQUIRED TO ACTIVELY SEEK FULL-TIME WORK OR PART-TIME WORK IF ALLOWED ON YOUR OWN BEHALF IN A SUITABLE OCCUPATION AND TO APPLY FOR SUCH WORK in order to remain eligible for benefits during a period of unemployment. Failure to do so may result in your being held ineligible for benefits due to unavailability.

\*Claimants who worked the majority of their weeks in part-time employment during their base period will only be required to look for part-time work during their period of unemployment, if approved by the Department.

## Unemployment Compensation for Federal Employees

If you have been employed by the federal government, you may be eligible for Unemployment Insurance benefits based on wages paid to you as a federal civilian employee.

Unemployment Insurance for federal employees is computed and paid in accordance with state law.

Any federal civilian employment, during the base period described in this document, should be reported on the MyBenefits portal if you have not already done so.

After your claim has been processed, you may receive an Affidavit of Federal Civilian Service (Form ETA-935) in the mail requesting wage and separation information. This form should be completed and mailed to your SC Works Center with proof of employment and wages (i.e. leave and earnings statement, W2, etc). This information will be used to estimate your benefits if the federal employer does not respond within the time limit allowed. To expedite the monetary determination, you should provide SC Works Center with the Standard Form 8 or Standard Form 50, which should be proved to you upon separation.

## Unemployment Compensation for Ex-Service members (UCX)

You may be eligible for unemployment benefits if you completed your first full term of service and were separated under honorable conditions. Ex-service members who did not complete their first full term of service and were separated honorably for certain "acceptable narrative

reasons" may qualify. These acceptable narrative reasons are provided to the states by the US Department of Labor and will be evaluated when a claim is filed.

You must provide a copy of your DD214 upon submission of your claims application. Member Copy 4 is the most acceptable version. However, worksheets are not acceptable.

## School Worker Claims

Section 3304(a)(6)(A) of the Federal Unemployment Tax Act states that employees of educational institutions and educational service agencies will be ineligible to receive Unemployment Insurance (*based on such service*) between academic years or terms and during vacation or holiday periods within terms, if the employee is ruled to have a REASONABLE ASSURANCE of performing services with that employer the following year, term, or remainder of term. However, you may be eligible to receive Unemployment Insurance benefits if you have sufficient wages to establish a claim without using school wages.

## Pension Reduction

Due to provisions of federal law, South Carolina was required to amend its law to allow for the deduction of certain types of pensions from unemployment benefits. A pension is deductible only if it meets two criteria: 1. The pension must be based on YOUR work; and 2. The pension must be provided by a base period or chargeable employer. Your pension is deductible at the percentage that was contributed by your employer. Military pension is deductible at 100 percent.

When you file your claim, it is your responsibility to make your UI claims representative aware of any pension you are receiving now or may receive in the future.

## Official Court Appearances and Benefit Eligibility

You will not be denied Unemployment Insurance benefits for any week in which you are required, by law, to appear in court as a witness or to serve as a juror. However, your weekly benefits will be reduced by any amount of money you receive for serving on jury duty, and that money must be reported as earnings. Serving on jury duty does not exclude you from making an active search for work during each week you claim unemployment benefits.

## Benefits Are Based On Wages Paid

Unemployment Insurance benefits are based on wages paid for insured work in a one-year period called a "standard base period." The base period is the first four of the last five completed calendar quarters that are prior to the initial claim. (See [chart at the end of this guide for an example of a base period.](#))

The "alternate base period" is the four most recently completed calendar quarters, including "lag quarter" wages - the most recently completed quarter preceding the effective date of your initial claim. The alternate base period can be used only when you do not qualify for unemployment compensation using the standard base period. To use the alternate base period, no wages from federal, military, or out-of-state employment can be missing.

Only wages earned with an employer who is covered by the SC Code may be counted as base period wages. Generally, employment in construction, in factories, mills, shops, stores, offices, banks, mines, and other places of business employing one or more persons, is covered. The law does not cover some farm labor, some domestic service in private homes, and a few other types of employment.

## Initial Determination

After you file your initial claim, you will receive a notice which displays your wages from all covered employers during the base period, and informs you whether the wages are enough to qualify for benefits. If you have enough wages to qualify, you have established a benefit year.

If you do not qualify for benefits using the standard base period, an alternate base period claim will be filed provided you worked during the lag quarter. A notice will be mailed to you informing you whether the wages are sufficient to qualify using the alternate base period.

## Benefit Year

Your benefit year will run one (1) year from the effective date of your first or new claim. During this benefit year, you may receive a weekly benefit amount for each week in which you are unemployed and otherwise meet the eligibility requirements of the law, until the maximum benefit amount, as shown on the initial determination, has been paid to you.

If you exhaust your maximum benefit amount before the end of the benefit year, you must wait until the end of the benefit year before you may file a new initial claim for benefits. However, in order to be eligible during a second benefit year, you must earn at least eight (8) times your weekly benefit amount after the effective date of the first claim.

## Waiting Period

If you are determined to be monetarily eligible for benefits, you must serve a waiting week for which you will not receive benefits. You must be totally or partially unemployed during this waiting week and meet all other eligibility requirements of the law.

Waiting weeks are not served prior to any period of disqualification.

## Maximum Weekly Benefit Amount

The SC Code provides for a flexible, maximum weekly benefit amount, which shall be determined each year by the Department.

An insured worker's weekly benefit amount shall be approximately 50 percent of his average weekly wage. However, no insured worker's weekly benefit amount shall be less than \$42 nor greater than the maximum weekly benefit amount determined by the Department. However, the maximum weekly benefit amount cannot exceed \$326.

## To Establish a Weekly Benefit Amount:

You must meet three (3) requirements under the law:

1. You must have been paid wages of at least \$1,092 in covered employment during the high quarter of your base period;
2. You must have been paid a minimum of \$4,455 in covered employment during your base period; AND
3. Your total base period wages must equal or exceed one and one-half times the total of your high quarter wages.

If you have sufficient wages, your weekly benefit amount will be established in accordance with the following procedure.

**Maximum Benefits:**

Your maximum total benefit amount for this benefit year is the LESSER of:

1. Twenty (20) times your weekly benefit amount, or
2. One-third (1/3<sup>rd</sup>) of your total base period wages. Please note that under this calculation method, **your final payment may be less than the full weekly benefit amount.**

**Example:**

High Quarter Wages.....	\$1,092
Base Period Wages.....	\$4,455
Average Weekly Wage.....	\$1,092/13 = \$84
Weekly Benefit Amount.....	\$84/2 = \$42
1. 20 x \$42 .....	= \$840
2. 1/3 <sup>rd</sup> of \$4,455 .....	= \$1,485

Maximum benefits would be \$840 since that amount is less than \$1,485.

To determine how many weeks your benefits will last at the full weekly benefit amount, divide your maximum amount by the weekly benefit amount.

If during your base period, standard or alternate, you earned wages in covered employment that were not shown on your initial (*first*) determination, or if your initial determination lists wages that were not earned by you, you may request a redetermination of your claim, by contacting a UI claims representative at 1.866.831.1724 from the hours of 8:30 a.m.to 4 p.m. weekdays.

**Disqualification**

Although you may have sufficient wages to qualify for benefits, you may be disqualified under the following conditions:

1. If you voluntarily quit your job, without good cause connected with your employment, you will be disqualified for the duration of your unemployment until you have returned to work, earned at least eight (8) times your weekly benefit amount in employment, and become unemployed again through no fault of your own.
2. If you are found to have been discharged from your most recent work for misconduct connected with employment, you will be disqualified from receiving benefits (the full 20 weeks).
3. If you were discharged from your most recent work for cause connected with the employment, you may be disqualified for a period of not less than five (5) nor more than twenty (20) weeks, and your maximum benefit amount will be reduced by the number of weeks of disqualification times your weekly benefit amount.
4. If you were discharged from your most recent job for gross misconduct connected with your employment, you will be disqualified for the duration of your unemployment until you have earned at least eight (8) times your weekly benefit amount in employment.
5. If you fail to accept an offer of suitable work made by SC Works, your former employer, or any other employer, you may be disqualified for the duration of your unemployment, until you have earned at least eight (8) times your weekly benefit amount in employment.
6. If you voluntarily retired from your last work, you may be disqualified for the duration of your unemployment until you have earned at least eight (8) times your weekly benefit amount in employment.
7. If you are unemployed because of a labor dispute, you may be disqualified for the duration of such labor dispute.



## Fraudulent Claims

It is your responsibility to report any conditions which will affect your claim and rights to benefits. Any and all employment performed and gross wages (pay before taxes) earned during a claim period must be reported when a claim is filed.

Giving any false information or withholding information in order to obtain or increase benefits is **FRAUD** and could subject you to criminal prosecution with penalties ranging from fines to up to 10 years imprisonment.

Any claimant found, by the Department, to have knowingly made a false statement or who knowingly failed to disclose a material fact when filing a payable claim to establish his right to or increase the amount of his Unemployment Insurance benefits, shall be ineligible to receive any further benefits for a "period of not less than ten (10) nor more than fifty-two (52) weeks."

You must report ALL GROSS WAGES EARNED during the period for which you are filing a claim, EVEN IF YOU HAVE NOT BEEN PAID. YOU CAN BE PROSECUTED AND DISQUALIFIED FOR NOT REPORTING YOUR GROSS WAGES ON YOUR CLAIM. Gross wages means the total amount you were paid before any deductions were made. You should keep a record of your employment and earnings. Space is provided in the back of this guide for this purpose.

DEW checks all wages reported by employers against benefits paid to claimants. If an overpayment is established, you will be required to repay all benefits computed to have been overpaid. If not repaid, the Department may attempt collection of overpayments through the South Carolina Department of Revenue by withholding the amount of the overpayment from your state tax refund and through the Internal Revenue Service by withholding the amount from your federal tax return. If this method is used, a collection fee of \$25 is added for each attempt by the Department of Revenue.

## Request for Reconsideration

If you are dissatisfied with a determination of your claim and have additional information to offer, you may file a "Request For Reconsideration," provided your request is made within 10 days of the date on which the determination was mailed to your last known address. If you do not have additional information to offer, you may file an appeal as outlined in the next section.

## Appeal Provisions

You have a right to appeal any determination or redetermination made with respect to your benefit rights. Your appeal must be filed within 10 calendar days, including weekends and holidays, from the mailing date of the determination. If the tenth (10<sup>th</sup>) falls on a Saturday, Sunday, or holiday, the appeal period is extended to the next business day. Do not delay your appeal. If it is late, the Appeal Tribunal has no authority to consider it.

There is no charge made for any appeal.

If you file an appeal, you must continue file a timely claim each week. If you fail to report to an SC Works Center as instructed or fail to file timely claims, YOU WILL NOT BE PAID. When you file a claim for benefits, your bona fide employer (*the last employer to pay you at least eight (8) times your weekly benefit amount*) is notified, and he may protest the payment of benefits to you.

If your employer appeals a decision holding you eligible for benefits, you will be notified. This agency will continue to pay benefits to you pending the result of the appeal. If you are held ineligible for benefits, you will have to repay these benefits to the Department.

There are three levels of appeals: Non-monetary determinations may be appealed to the Appeal Tribunal; Appeal Tribunal decisions may be appealed to the Appellate Panel; and the Appellate Panel's decisions may be appealed to the Administrative Law Court.

You may file an appeal by a letter addressed to:

South Carolina Department of Employment and Workforce  
Appeal Tribunal  
P.O. Box 995  
Columbia, S.C. 29202

A letter requesting an appeal must include your name, Social Security number, and the date of the determination you wish to appeal. All letters must be signed by the claimant and state reasons for the appeal.

### Partial Employment

Benefits may be paid to you for any week in which you work less than full-time because your employer does not have full-time work to offer you and you earn less than your weekly benefit amount. You may also apply for benefits for any week in which you are unemployed although you may have worked some "odd jobs," provided your earnings from these odd jobs are less than your weekly benefit amount. In either instance, you must report all earnings when filing your claim and make weekly job contacts for work.

Your employer may file a partial claim for you. Your employer must report all earnings and applicable deductions (*such as pensions*) when he files the claim. You must inform your employer of any other earnings or pensions for that week, so that it can be reported on your claim. However, this will not prevent you from filing your own claim if you so desire, nor will it relieve you of the obligation of filing your claim for such partial employment, if the employer fails to file the claim for you.

If you have earnings during any week for which you file a claim, the portion of your earnings in excess of one-fourth (*25 percent*) of your weekly benefit amount will be deducted from your benefit check.

	<u><b>Example 1</b></u>	<u><b>Example 2</b></u>
Your weekly benefit amount...	\$42	\$42
You report earnings of...	10	15
Deduction from your check...	-0	*-5
Amount of your check...	\$42	\$37

\* This represents the amount of earnings in excess of 1/4<sup>th</sup> of your weekly benefit amount.

No written notice of determination will be furnished to you in regard to a week in which your weekly benefit amount has been reduced as a result of reported earnings, unless there is a dispute concerning the reduction.

### Self-Employment

***If you are working for yourself (self-employed) or performing farming operations, you must report such employment when you file a claim.***

## Students

If you are currently attending, or planning to attend, school or any type of training, you must report this when you file a claim.

## Interstate Benefits

If you live outside of South Carolina and were separated from work with a South Carolina employer, you must file an out-of-state claim, commonly referred to as an Interstate claim, for unemployment benefits.

(DEW) only accepts new, additional, and reopened Interstate claims online via the [MyBenefits](#) portal.

If you need technical assistance filing your online Interstate claim, the Online Filing Assistance Line is available Monday through Friday from 8:30 a.m. to 4 p.m. EST. This line can be reached by dialing 1.800.529.8339.

After you file an Interstate claim, you will receive a packet in the mail that contains various forms and important information. You will also receive the name and contact information for your claim representative. You are assigned a claim representative based on the last four digits of your Social Security number.

## Individual Benefits

After you file an initial claim to establish benefits, you will be paid on a week-to-week basis.

You must qualify separately for each weekly payment by filing continued claims, which certify your continuing total or partial unemployment. Benefits are claimed after the claim week ends. Benefits cannot be paid in advance.

## Benefits Will Be Taxable

The Tax Reform Act of 1986 provides that all unemployment benefits received after December 31, 1986 are taxable. The Internal Revenue Service and the State Department of Revenue will furnish complete information on how to report and compute the tax.

Individuals have the option of withholding federal and state taxes from their Unemployment Insurance benefits. Unless you choose to have taxes withheld, they will NOT be deducted from your Unemployment Insurance benefits. Until that time, it may be necessary for you to make estimated tax payments. For more information on when you should make estimated tax payments, see IRS Publication 505, Tax Withholding and Estimated Tax, or the instructions for Form 1040-ES.

You will be furnished a statement (*Form 1099-G*), after the end of the year, showing the amount of unemployment benefits you were paid. The Internal Revenue Service and the State Department of Revenue will be furnished the same information.

It is the responsibility of each individual to inform DEW of any address change, so the Form 1099-G is sent to the correct address. Your 1099-G can also be downloaded on the [MyBenefits](#) portal. If you have any questions regarding taxation of benefits, you must contact either the Internal Revenue Service or the State Department of Revenue. Your SC Works Center cannot answer any questions on this matter.

## Filing Your Weekly Claim

After filing your initial claim application, you must certify each week for which you want to receive benefits that you have met the eligibility requirements. Weekly claims must be filed within two weeks of the claim week ending date to be considered for payment. You may file your weekly claim online at [mybenefits.dew.sc.gov](http://mybenefits.dew.sc.gov) or by telephone at 1.866.831.1724. If you are unable to file your weekly claim through one of these methods, you may speak with a UI claim representative by calling 1.866.831.1724 from 8:30 a.m. to 4 p.m. weekdays. Late claims may not be eligible for payment.

## Filing Your Weekly Claim Online

You may file your weekly claim online at [MyBenefits.dew.sc.gov](http://MyBenefits.dew.sc.gov). If you are new to the site, you will need to create an account first following the instructions on the site.

Once you have created an account, choose "File your weekly claim" from the My Benefits home page. Follow the instructions on the Online Claimant System.

You may also check your benefit payment status and View/Print your 1099-G for the most recently completed tax year on this site.

## Filing Your Weekly Claim by TelClaim

TelClaim lets you file your weekly claim and access information about your claim's status.

SC residents can call **1.866.831.1724** from 4:00 a.m. until midnight.

Non-residents can call **1.866.831.1725**. Both lines are toll free, and services are provided free to claimants.

You can call to check the status of your payment only Tuesdays through Saturdays.

Filing weekly claims by phone requires:

- A touch-tone phone
- Your Social Security number
- Your Personal Identification Number (PIN)

When you set up your account with TelClaim, you choose a PIN, which can be any four-digit number you select except 0000 or 9999. TelClaim will request your Social Security number and your PIN. (Protect your PIN and you protect your claim.) If you enter your PIN incorrectly three times, TelClaim will suspend system access.

Listen carefully to the instructions. Do not hang up until TelClaim says, "Your claim has been accepted." If you hang up before this message or get disconnected, you must call again to file your claim.

TelClaim works only for filing weekly claims. You must file your initial—or first claim—via the [MyBenefits web portal](#). If you don't have computer access, you can apply online at one of many [service locations](#) across the state.

If you need assistance applying for benefits, claims representatives are available through [Telclaim](#) at 1.866.831.1724 from 8:30 a.m. to 4 p.m. weekdays.

### Steps for Filing on TelClaim

After you have called, entered your Social Security number and have identified yourself with *PIN*, listen carefully. You will be given the claim week ending date to be filed. You will be asked the following questions and instructed how to answer these questions using the buttons on the telephone.

1. "Did you work? Press 1 for YES or 9 for NO. To repeat a question, Press 0." If you press 1 for YES to indicate you did work, the system will ask you how much you earned. Enter the number of dollars you earned during the week and press the star \* key. Then enter the number of cents and press the star \* key again. If you earned \$1,000.00 or more, enter \$999.99.

**NOTE: If you did work during the week you are claiming, report your earnings for the week, even if you have not received your pay. It is important you enter the gross amount you earned, not the amount you were paid. Failure to report your earnings can result in prosecution for fraudulently claiming unemployment benefits.**

2. "Did you refuse work, quit a job, or were you dismissed from a job? Press 1 for YES or 9 for NO. To repeat a question, press 0."
3. "Were you able to work, available for work and looking for work as instructed by the claims office? Press 1 for YES or 9 for NO. To repeat a question, press 0."

**THE SYSTEM WILL REPEAT YOUR ANSWERS TO YOU AND THEN IT WILL SAY...**

4. "Press 1 if the answers are correct. Press 9 if you want to change an answer."

**DO NOT HANG UP** until the system tells you, "Your claim has been accepted." You will have to call again to file your claim for benefits if you are disconnected.

If you realize you have made a mistake AFTER your claim has been accepted and you've hung up the phone, you may call back and file your claim again, as long as you call before 6 p.m. the same day. The TelClaim System will process the last call received.

### New Hires

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 requires each state to collect information from employers on all newly hired employees. Under the provisions of the Code, the information obtained is used to identify individuals who returned to work and continued to file for unemployment benefits. The Benefit Payment Control Section (*BPC*), of DEW's Unemployment Insurance Division, conducts weekly cross-matches against the State and National Directory of New Hires and the unemployment benefit payment history to identify these individuals. Individuals identified by this crossmatch system are referred for investigation of potential benefit fraud under provisions of the South Carolina Code that limits earnings while receiving unemployment benefits.

### Working and Reporting Earnings

It is important that you report earnings for any days worked during the claim week, even if you have not received your pay. Please refer to **Commonly Asked Questions About How and When to Report Your Earnings**, a brochure that is included with the Claimant Handbook.

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### Record of Benefit Payments

Sequence Number	Date Issued	Week Ending Date (CWE)	Amount

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### Daily Record of Wages Earned

Date	Hours Worked	Employer	Earnings

### Important Contact Information

**TelClaim:** 1-866-831-1724

**TelClaim for Out of State Residents:** 1-866-831-1725

**Interstate Claims Online Assistance Filing Line:** 1-800-529-8339

**SC Department of Employment and Workforce:** 803-737-2400

**Service Location Directory:** [dew.sc.gov/directory](http://dew.sc.gov/directory)

## **Unemployment Insurance Division**

### **Mission**

To promote economic stability and relieve the hardships of unemployment by using employer contributions to pay benefits to eligible individuals.

### **Vision**

The Unemployment Insurance Division provides a quality service to the public through a well-trained, motivated, ethical, professional workforce; effective management of resources; a positive work environment; and commitment to a continued tradition of excellence.

- DEW homepage: [dew.sc.gov](http://dew.sc.gov)
- File Online: [mybenefits.dew.sc.gov](http://mybenefits.dew.sc.gov)

## Base Period Charts

STANDARD BASE PERIOD EXPLAINED								
Oct	Jan	Apr	Jul		Jan			← If your claim's effective date is in:
Nov	Feb	May	Aug		Feb			
Dec	Mar	Jun	Sep		Mar			
Oct	Jan	Apr	Jul	Oct		Apr		
Nov	Feb	May	Aug	Nov		May		
Dec	Mar	Jun	Sep	Dec		Jun		
	Jan	Apr	Jul	Oct	Jan		Jul	
	Feb	May	Aug	Nov	Feb		Aug	
	Mar	Jun	Sep	Dec	Mar		Sep	
	Jan	Apr	Jul	Oct	Jan	Apr		Oct
	Feb	May	Aug	Nov	Feb	May		Nov
	Mar	Jun	Sep	Dec	Mar	Jun		Dec
→ Last Year ←				→ This Year ←				
The base period is the first four of the last five completed quarters. The base period is controlled by the effective date of the claim, not by the date one became unemployed. Using the table above, if the claim is effective during the first three months (the first quarter) of the year, then the base period is the first three quarters in last year plus the last quarter of the previous year. This is true even if the claim is effective on March 31, the last day of the quarter. If the claim is effective during the period of April through June 30, the base period is the four quarters of the prior year.								

ALTERNATE BASE PERIOD EXPLAINED								
Oct	Jan	Apr	Jul	<b>L</b> Oct	Jan			← If your claim's effective date is in:
Nov	Feb	May	Aug	<b>A</b> Nov	Feb			
Dec	Mar	Jun	Sep	<b>G</b> Dec	Mar			
Oct	Jan	Apr	Jul	Oct	<b>L</b> Jan	Apr		
Nov	Feb	May	Aug	Nov	<b>A</b> Feb	May		
Dec	Mar	Jun	Sep	Dec	<b>G</b> Mar	Jun		
	Jan	Apr	Jul	Oct	Jan	<b>L</b> Apr	Jul	
	Feb	May	Aug	Nov	Feb	<b>A</b> May	Aug	
	Mar	Jun	Sep	Dec	Mar	<b>G</b> Jun	Sep	
	Jan	Apr	Jul	Oct	Jan	Apr	<b>L</b> Jul	Oct
	Feb	May	Aug	Nov	Feb	May	<b>A</b> Aug	Nov
	Mar	Jun	Sep	Dec	Mar	Jun	<b>G</b> Sep	Dec
→ Last Year ←				→ This Year ←				
The base period is the first four of the last five completed quarters. The alternate base period (ABP) is the four most recently completed calendar quarters. The base period is controlled by the effective date of the claim, not by the date one became unemployed. Using the table above, if the claim is effective during the first three months (the first quarter) of the year, then the base period is the first three quarters in last year plus the last quarter of the previous year. This is true even if the claim is effective on March 31, the last day of the quarter. If the claim is effective during the period of April through June 30, the base period is the four quarters of the prior year.								