

## ***When Will I Get My Check?***

### **New Hampshire Employment Security Video Script**

Hi, I'm Heshla of New Hampshire Employment Security.

This question is possibly the most important one you can ask. We all need to budget and plan for paying our bills. Here's some information on the process.

Once you complete the initial claim, it is immediately sent to the Benefit Adjudication Unit for processing. A document called a Determination of Unemployment Compensation, containing all the details of your potential WBA, which stands for Weekly Benefit Amount, will be mailed to you.

It's important to remember that the Determination Of Unemployment Compensation isn't a guarantee of payment. You will usually be contacted with questions about your claim or receive a Determination of Eligibility within 30 days.

If you are eligible for benefits, a check or direct deposit, depending on the preference you chose when filing your claim, will be issued for any timely weeks at the time that the final non-monetary eligibility determinations are made.

For more information about the different eligibility criteria and documents you will receive, please see Segment #6 *How Do I Know if My Claim is Approved and How Much I'll Receive?*

You can always refer to [www.nhes.nh.gov](http://www.nhes.nh.gov) for additional information.

Weekly benefits are also known as ***continued claims***. You must file a continued claim each week. Detailed instructions are available on the New Claim Instruction Sheet you will receive, as well as on our website, [www.nhes.nh.gov](http://www.nhes.nh.gov).

**Some very important information to remember:**

If your benefit payments stop unexpectedly or reviewing your claim shows “PAY HELD” on any week, there are likely questions that you need to answer. If you see the term “PAY HELD” please check your correspondence box for important mail. You may visit your NHWorks office, or call 1-800-266-2252, for assistance.

It’s important to file during the 7-day period, Sunday through Saturday, immediately following the week you are claiming. If you do not file within this 7 calendar day period, the opportunity to file for the week will be lost and you will need to reopen your claim on-line.

If there’s a technical problem with Employment Security’s web page that keeps you from filing, you must try again within the same calendar week. Most technical problems are resolved in one day. If you file over the internet, but don’t receive a confirmation number, please visit a NH Local Office, or call 1-800-266-2252.

In summary, it’s important to file your Continued Claims in a timely fashion each week. Please file as early in the week as possible.

Please visit [www.nhes.nh.gov](http://www.nhes.nh.gov).

There are many resources available on the website and in our Local Offices.

I urge you to please take advantage of the resources and information available to you from NH Employment Security.