

How Do I Know if My Claim is Approved and How Much I'll Receive?

New Hampshire Employment Security Video Script

Hi! I'm Mike from New Hampshire Employment Security.

This is a very good question because this is such important information that everyone needs in order to budget and pay bills.

The easiest way to answer this question is to tell you about a series of documents that you'll receive. Each one contains important information and instructions for the next steps of the process.

If you have chosen to receive information electronically, be sure to check your email and correspondence box frequently. Please read each document you receive carefully and retain for future reference. Remember you can find much of this information at www.nhes.nh.gov.

First, you'll receive a New Claim Instruction Sheet. This will arrive by mail a few days after you file your application.

Please pay careful attention to the Second Step instructions. You must file a ***Continued Claim*** each week. This is different from the application. The Continued Claim keeps your benefits coming from week to week. You may also receive a Notice of Eligibility. Answering all these questions quickly and completely will help process your claim smoothly.

Next, you'll receive a Determination of Unemployment Compensation. This document will be plainly marked: ***This is not a guarantee of payment.*** It is a notice of the amount of benefit you're entitled to weekly, based on

the wages reported by your recent employers. The Determination of Unemployment Compensation is a *Monetary* document. Monetary documents are those official communications related to actual dollar amounts.

Non-monetary documents are official communications that relate to the circumstances of your separation from employment, severance or vacation pay that's owed to you, your availability to work right away and what efforts you've made to find new employment.

In summary, you'll receive two kinds of documents — *monetary* and *non-monetary*. Monetary documents will state that: **This is not a guarantee of payment.** Non-monetary documents will state: This notice is a determination on eligibility for unemployment benefits.

The non-monetary documents will contain a summary of the specific issue addressed by that document. If all eligibility requirements are met, payment for weeks claimed is released. A separate document is generated for each eligibility question. While you may be found eligible based on one document, you may be disqualified on another.

All eligibility requirements must be met to receive payment.

If you are denied benefits, the document will clearly state the week or weeks that you're not eligible.

It's important to read all documents very carefully. If you need assistance understanding any of these documents, visit the website www.nhes.nh.gov, a New Hampshire Local Office, or call 1-800-266-2252 for help.

If you disagree with any decision, please view Segment #7 *Can A Claimant or an Employer File an Appeal?*