

## Unemployment Insurance Support Services

- General information: 1-502-564-2900
- File a claim: 1-502-875-0442
- Services for people with disabilities: 1-800-648-6057
- Claims that combine wages earned in Kentucky with wages earned out of state: 502-564-3240.
- Claims for a Kentucky employer when you reside in another state: 502-564-2384.
- A federal/military claim: 502-564-3240.
- A claim filed on your behalf by an employer: 502-564-2369.
- A lien filed against you because of an unemployment insurance overpayment: 502-564-2387.
- A dispute resolution: 502-564-0020.
- Overpayment recovery questions: 502-564-2387.
- Reporting possible benefit fraud: 502-564-2387.
- Potential or pending appeals: 502-564-3925.



### Checklist for Benefits

- ✓ Apply as soon as you are unemployed.
- ✓ Request your payment as instructed.
- ✓ Actively search for work and be ready to accept employment offers.
- ✓ Report your hours and earnings, including part-time or temporary employment if you are working while filing for benefits.
- ✓ Report all job separations as they occur.
- ✓ Respond to all requests for information from Kentucky Career Center staff in a timely manner.
- ✓ Stop requesting benefits once you begin full-time employment.



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## Enhanced Unemployment Insurance Support

 **Kentucky  
Career Center**

**1-502-564-2900** General Information

**1-502-875-0442** File a Claim

**1-877-369-5984** Request a Payment

**[www.kcc.ky.gov](http://www.kcc.ky.gov)**

**Unemployment Insurance Help Line**

# Kentucky Career Center

Unemployment Insurance Help Line

When you've lost your job, unemployment insurance payments provide temporary financial assistance to unemployed workers who meet the requirements of state law.

The Kentucky Career Center (KCC) has recently enhanced its unemployment insurance support to allow you to file your claim, quickly resolve issues and answer your questions.

You may call our Unemployment Insurance Help Line at 502-875-0442 (for first-time claim filing) and 502-564-2900 (for general information and assistance). To request a payment through continued claims, you will call 1-877-369-5984.

You may file your initial claim at [kcc.ky.gov](http://kcc.ky.gov). Click on "Unemployment Services" for step-by-step directions.

KCC's re-employment services are also there to provide you with access to thousands of job postings, resume building, job training and more! To find the KCC office nearest to you, visit [kcc.ky.gov](http://kcc.ky.gov) and click on "Office Locations."



**1-502-564-2900**

General information

**1-502-875-0442**

File a claim

**1-877-369-5984**

Request a payment



**kcc.ky.gov**

File your initial claim and register  
for work with Focus Career

Call Monday through Friday  
7:30 a.m. until 5:30 p.m. (EST)  
For shorter hold times call Tuesday through Friday

## To file a claim you will need to provide ...

### Contact information

Please provide your name, Social Security number, date of birth, postal and email addresses and telephone number. If you are not a U.S. citizen, you will need to provide your alien registration number.

### Reason for separating from your employer

You will need to state your reason for separating from your employer. All reasons for separation from employment will be investigated. If you are disqualified from receiving unemployment insurance, you will have the right to appeal for a hearing by a referee. Your employer also has the right to appeal any decision.

## To receive unemployment benefits you will need to ...

- be available for suitable full-time work and make a reasonable effort to obtain work.
- register online for work with the Kentucky Career Center (KCC) at [focuscareer.ky.gov](http://focuscareer.ky.gov).
- respond in a timely manner when KCC contacts you about appointments or job openings.
- participate in other re-employment services to which you are referred.
- accept suitable employment when offered.

## If you are laid off with a definite return to work date ...

Or, if you are a member of a trade union your responsibilities will include:

- being available for suitable full-time work.
- being able to work.
- reporting for follow-up contact with KCC as instructed.
- request your benefit payment on time.