Potential new claim alert

What is it?

Some customers will receive a new alert regarding a “potential new claim.” You must fill out the information in the timeframe given (5 days for eServices customers, 10 days if you do not have an eServices account).

Why am I getting this?

We are required by both federal and state law to ensure you are receiving benefits from the correct program. This process will help us check if you are eligible under a new program and, if you are, move you to a new claim. Most likely you will move from a benefit extension program or PUA to a regular unemployment claim.

When will this happen?

These alerts will pop up for some claimants starting as early as Nov. 1, 2020. They will continue on an ongoing basis for those who meet the criteria to have their claim re-evaluated.

Important top tips

1. **It is very important to respond to alerts in the timeframe given or risk being denied benefits.**
2. Take care when answering the questions and double check the information before submitting. Any mistakes can delay your payments. The questions will look familiar as many are also on the initial application.
3. There are resources to help you on the website. Check out:
   - The unemployment page for general information.
   - The guide to pandemic unemployment benefits – this guide has tips about avoiding the most common mistakes in the application that will also help in this new process.
4. You may see this issue more than once – please respond each time you get it. Because we are looking at different quarters from the past, we unfortunately can’t re-use the answers you previously provided.

Resource: [https://esd.wa.gov/unemployment/potential-new-claim](https://esd.wa.gov/unemployment/potential-new-claim)