

EDD OFFICE NAME
PO BOX
CITY, CA ZIP CODE

EDD Phone Numbers:

English: 1-800-300-5616
Spanish: 1-800-326-8937
Cantonese: 1-800-547-3506
Mandarin: 1-866-303-0706
Vietnamese: 1-800-547-2058
TTY: 1-800-815-9387

Claimant Name
Claimant Mailing Address
Claimant City, State, ZIP Code

Mail Date:
For Office Use Only:

Notification of Unemployment Insurance Benefits Eligibility Interview

Why am I receiving this notice?

A potential eligibility issue described on the next page has been identified with your Unemployment Insurance (UI) claim. You have been scheduled for a phone interview to provide information to an EDD representative. The Department will use the information you provide to determine if you can be paid UI benefits. **If you are not available for your phone interview, a decision will be made based on the available information, which may result in a denial of benefit payments.**

_____ between _____ and _____ Pacific Time

An EDD representative will call you at the following number. Translation services are available at no cost.

What should I expect during the interview?

You will be asked questions about your claim. Sample questions appear on the back of this notice. Be prepared to answer these questions during the interview. You have the right to request more time to prepare, submit evidence, present witnesses, and be represented by any person at your own expense. If you need more time, you must reschedule your appointment prior to the time and date listed on this form. Rescheduling your interview may delay your benefit payments as you have already been scheduled to the earliest appointment available.

We may contact former employers or other witnesses to verify your statements or obtain information. You may dispute any statements or evidence they provide.

How does this eligibility interview affect my benefit payments?

If you have never received a payment on your claim and have a potential eligibility issue, additional benefits cannot be paid until the interview process is complete and your eligibility is determined. Continue to certify for benefits and submit your bi-weekly certifications online, by phone, or by mail while this issue is being resolved.

If you received a payment on your claim, but additional payments have been pending for more than two weeks because of an eligibility issue, we will process your conditional payment. If you continue to certify for benefits while we are determining your eligibility, any conditional payment will be considered an overpayment if we later find you ineligible for those benefits.

To reschedule your appointment, update your phone number, or certify for benefits, use UI OnlineSM at edd.ca.gov/UI_Online or call one of the toll-free numbers listed above.

For information on how the EDD applies law and policy to determine eligibility, see the UI Benefit Determination Guide at edd.ca.gov/UIBDG.

Phone Interview Instructions

During the phone interview you may be asked some of the following questions.

Note: Questions will depend on the reason you have been scheduled for a phone interview.