



# Unemployment Insurance Handbook

A Guide to Unemployment Benefits





**ENGLISH: Important!** This document has important information about your unemployment compensation rights, responsibilities, and/or benefits. It is essential that you understand the information in this document. **If you need help (free of charge) in understanding this information in your language,** please call (808) 762-5752 or (833) 901-2272; or go to [<https://labor.hawaii.gov/ui>]. You can also contact the local offices listed below for assistance.

**CHINESE (Simplified): 重要!** 本文件包含有关您的失业补偿权利、责任和/或福利的重要信息。理解本文档中的信息非常关键。如果您需要帮助（免费）以您的语言理解此资讯，请致电 (808) 762-5752 或 (833) 901-2272；或前往 [<https://labor.hawaii.gov/ui/lep-chi>]。您也可以联系下列当地办事处寻求帮助。

**JAPANESE: 重要!** この文書には、失業補償の権利、責任、および/または給付に関する重要な情報が含まれています。この文書の情報をしっかり理解することが大事です。この情報内容を理解するで、あなたの言語で無料サービスを必要とされる場合は、(808) 762-5752 または (833) 901-2272 までお電話ください。または [<https://labor.hawaii.gov/ui/lep-jpn>] にアクセスして下さい。下記の地域事務所も支援を受け付けておりますので、お問い合わせください。

**TAGALOG: Mahalaga!** May mahalagang impormasyon ang dokumentong ito tungkol sa iyong mga karapatan sa kompensasyon sa kawalan ng trabaho, mga responsibilidad, at/o mga benepisyo. Mahalagang maintindihan mo ang impormasyon sa dokumentong ito. **Kung kailangan mo ng (libreng) tulong para maintindihan ang dokumentong ito sa iyong wika,** tumawag sa (808) 762-5752 o (833) 901-2272; o pumunta sa [<https://labor.hawaii.gov/ui/lep-tag>]. Maaari ka ring makipag-ugnayan sa mga lokal na tanggapan na nakalista sa ibaba para sa tulong.

**ILOCANO: Nasken!** Addaan nasken a pakaammo daytoy nga dokumento maipanggep dagiti rebbeng a bayad para iti pannakaawan iti trabaho, responsibilidad, ken/wenno pagimbagan. Nasken a maawatam iti pakaammo ditoy a dokumento. **No masapolmo iti (libre a) tulong tapno maawatam daytoy a dokumento iti lengguahem,** awagam iti (808) 762-5752 wenno (833) 901-2272; wenno mapan iti [<https://labor.hawaii.gov/ui/lep-ilo>]. Mabalainmo pay a sarungkaran dagiti lokal nga opisina a nailista iti baba para iti tulong.

**KOREAN: 중요한!** 본 문서는 실업 보상 권리, 책임 및/또는 혜택에 관한 중요한 정보를 포함하고 있습니다. 이 문서에 포함된 정보를 이해하는 것이 중요합니다. **(정보를) 모국어로 이해할 수 있도록 도움(무료)이 필요하시다면,** (808) 762-5752 또는 (833) 901-2272 로 연락해주시십시오; 또는 [<https://labor.hawaii.gov/ui/lep-kor>] 으로 이동합니다. 또한 아래의 현지 사무소에 연락해 도움을 받을 수 있습니다.

**VIETNAMESE: Quan trọng!** Tài liệu này chứa thông tin quan trọng về quyền được bồi thường thất nghiệp, trách nhiệm và / hoặc quyền lợi của bạn. Điều quan trọng là bạn phải hiểu thông tin trong tài liệu này. **Nếu bạn cần trợ giúp (miễn phí) để hiểu thông tin này bằng ngôn ngữ của bạn,** vui lòng gọi (808) 762-5752 hoặc (833) 901-2272; hoặc truy cập [<https://labor.hawaii.gov/ui/lep-vie>]. Quý vị cũng có thể liên lạc với các văn phòng địa phương được liệt kê dưới đây để được trợ giúp.

**SPANISH: ¡Importante!** Este documento contiene información importante sobre sus derechos, responsabilidades y/o beneficios de compensación por desempleo. Es fundamental que comprenda la información de este documento. **Si necesita ayuda (sin cargo) para comprender este documento en su idioma**, llame al (808) 762-5752 o (833) 901-2272; o vaya a [<https://labor.hawaii.gov/ui/lep-spa>]. También puede ponerse en contacto con las oficinas locales que se indican a continuación para obtener ayuda.

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**CHUUKESSE: Auchea!** Ei taropwe a kan wor poraus auchea non usun eomuwe pung ren momon ese wor angang kena, met kopwe fofori, me/ika aninis kena. Mi fakkun namoteoch pwe en kopwe weweiti ewe poraus non ei taropwe. **Ika pwe en ka kan mochen aninis (ese wor momon) non weweitin ei taropwe non fosun fonuwom**, kose mochen korikich non (808) 762-5752 ika (833) 901-2272; ika kopwe ne no ngeni [<https://labor.hawaii.gov/ui/lep-chk>]. En kopwe kan pwan tongeni kori ewe ofes non nenieom mi maaketiw me fan ren aninis.

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**MARSHALLESE: Aurok!** Ewōr melele aurok ilo peba in/kein kin maron, eddo, im/ak jibañ ko am ikijen kolla eo an bōjrak jerbāl. Aurok am melele naan ko kobban peba in. **Ñe kwōj aikuj jibañ (ejellok wonnen) ñan am melele naan ko kobban peba kein ilo kajin eo am**, jouj im kall ae tōk kim ilo (808) 762-5752 ak (833) 901-2272; ak loʻok [<https://labor.hawaii.gov/ui/lep-mah>]. Kwōmaron bar kebaak opij ko ilo jukjukinbed eo im emōj laajrak ijin lal ñan aer jibañ kwe.

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## UNEMPLOYMENT INSURANCE CLAIMS OFFICES

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### Oahu Claims Office

830 Punchbowl Street, Room 110  
Honolulu, HI 96813-5080

### Hilo Claims Office

1990 Kinoole Street, Room 101  
Hilo, HI 96720-5293

### Kona Claims Office

Ashikawa Building, 81-990 Halekii Street, Room 2087  
Kealahou, HI 96750-0167

### Maui Claims Office

54 South High Street, Room 201  
Wailuku, HI 96793-2198

### Kauai Claims Office

4370 Kukui Grove Street, Suite 3-214  
Lihue, HI 96766-2001

### Liable Interstate Unit

830 Punchbowl Street, Room 110  
Honolulu, HI 96813-5080

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# About this handbook

## Purpose

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This handbook is your guide to how Unemployment Insurance (UI) works and what you need to do to receive benefits. Terms that are underlined are explained in the **glossary** or Appendix B. If you have questions or need help, contact us or visit your nearest UI office.

## Contact us

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### Call Center

(808) 762-5752 or  
(833) 901-2272



### Contact form

[https://labor.hawaii.gov/ui/  
contact-form/](https://labor.hawaii.gov/ui/contact-form/)

For more information:



### UI website

[www.labor.hawaii.gov/ui](http://www.labor.hawaii.gov/ui)



### Local UI offices

#### Oahu Claims Office

830 Punchbowl St., Room 110  
Honolulu, HI 96813-5080

#### Kauai Claims Office

4370 Kukui Grove St., Suite 3-214  
Lihue, HI 96766

#### Kona Claims Office

81-990 Halekii St., Room 2087  
Kealahou, HI 96750-0167

#### Maui Claims Office

54 South High St., Room 201  
Wailuku, HI 96793-2198

#### Hilo Claims Office

1990 Kinoole St., Room 101  
Hilo, HI 96720-5293

## Get help

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Free services are available if you need help in your language or if you have a disability. To request services, contact us using the information above.

If you are deaf, hard of hearing, or have a speech disability, call:  
TDD/TTY - Dial 711, then ask for (808) 586-8842

# Overview

## What is Unemployment Insurance (UI)

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[UI](#) is a program that provides temporary income to workers who lose their job through no fault of their own--such as a layoff, business closure, or lack of available work.

UI benefits are not available to all workers. For example, those who are fired or discharged for [misconduct](#) are not eligible.

### Funding for the UI program

Hawaii's UI program is funded through taxes paid by employers. No money is taken from your paycheck to pay for UI benefits.

## We are here to help

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The Unemployment Insurance Division is here to help you through your time of unemployment. To make sure your benefits are paid correctly and on time:

- Give complete and accurate information
- Respond quickly to any requests for information
- Complete all requirements to stay eligible for UI benefits
- Keep your contact information up to date

### Change of address or phone number

If you move or change your phone number, tell us as soon as possible. We need your current contact information to avoid delays in your benefit payments. The easiest way to update your address is online at [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov).

**Important:** After you update your address, be sure to reactivate your claim if you plan to keep filing for benefits.

### For fastest service, go online

Check your claim status, request information, and more at [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov). Go to 'Claimant Services'.

Online services are available **7 days a week**, from **6:30 am to 11:00 pm** (Hawaii Standard Time)

## How to file for UI benefits

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To file a new application or to reactivate an unexpired claim, go to [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov) and create an account or log in as a claimant.

If you need help, contact the UI Call Center, visit your local claims office, or make an appointment at [labor.hawaii.gov/UI/appointments](https://labor.hawaii.gov/UI/appointments)

## Liabile interstate benefits

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If you move to another state, the District of Columbia, Puerto Rico, Canada, or the Virgin Islands, you may still receive benefits from Hawaii, as long as you meet Hawaii's eligibility requirements. The same rules and responsibilities apply to both in-state and out-of-state claimants.

## Federal Civilian Employees

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If you are a civilian employee of the federal government, your unemployment claim will be based on the federal wages reported by your agency. After applying for benefits, you must provide a copy of your **Standard Form 8 (SF-8)** and **Standard Form 50 (SF-50)** to your local claims office.

**Important:** If your duty station was not in Hawaii, you should apply for benefits in the state where your last duty station is listed on the form SF-50.

## Ex-Military Service Members

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If you served in the military, your eligibility for unemployment benefits depends on your type of discharge and whether you completed your first full term of service. You must have at least 180 days of continuous service.

If you did not complete your full term, you may still qualify if your separation was for a reason approved by the U.S. Department of Defense.

The state where you live when you file your claim (not your last duty station) will pay your benefits. After you apply, you must provide your **Form DD-214, member copy 4**, to your local claims office.



## Additional claim or reopened claim

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If you stop filing claim certifications for 2 or more weeks in a row, moved to another state, or need to update or report new employment information, you must reactivate your claim.

To reactivate your claim, log in to your account at [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov) and click 'Reactivate Claim'.

## Partial claims

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If you are still attached to your regular employer but there is not enough work, and either you are not working at all or working less than full-time hours and earning less than your weekly benefit amount, you are considered **partially unemployed**.

Once your partial unemployment status is confirmed by your employer, you do not need to look for work or register for work.

## Part-total claims

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If you are still attached to an employer but only work on-call, part-time, or occasionally while looking for full-time work, you are considered **part-totally unemployed**.

You must report your hours worked and earnings, register for work, be able and available to work, and make at least 3 job search contacts each week that you file for unemployment benefits.



# Eligibility

## Qualifying for UI benefits

Our agency will review your claim to determine if you qualify for benefits. We look at these three factors:



### 1. Your work history and earnings

You must have earned enough wages during the past 12 to 18 months before you filed a claim. This includes wages from federal and military employment.

If you worked in more than one state, you may combine out-of-state wages with your Hawaii wages to qualify or possibly increase your weekly benefit amount. If you did not earn enough wages, you will not be eligible for benefits.



### 2. The reason you are no longer working

The reason you stopped working will determine whether you can receive UI benefits. Below are some examples of [job separation](#) reasons that may qualify or disqualify you from receiving benefits.

#### You may receive benefits if you:

- ✓ Were laid off or had your hours reduced because your employer did not have enough work for you.
- ✓ Quit your job and can show good reason as allowed by law (for example, unsafe working conditions or needing to stay with your family).
- ✓ Are unemployed because you or your child were a victim of domestic violence, stalking, or sexual assault.

#### You may not receive benefits if you:

- ✗ Left your job for personal reasons.
- ✗ Were fired for misconduct connected with work.
- ✗ Are not legally authorized to work in the United States.
- ✗ Are self-employed [full-time](#).
- ✗ Cannot work due to illness or disability.
- ✗ Are currently receiving workers' compensation or temporary disability benefits for a job-related injury.



### 3. Your ability and availability to work

To receive UI benefits, you must be:

- Actively looking for work.
- Mentally and physically able to work.
- Legally authorized to work in the United States.
- Ready and willing to accept work (for example, you are not limited by caregiving responsibilities or personal restrictions).

## ID Verification and Multi-Factor Authentication (MFA)

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All claimants must verify their identification (ID) using one of two ways:

- **Login.gov** is a secure government website. You will need to create an account and provide your information for verification.
- Or you can verify your ID in person at most **post offices** in the state.

You must use **Multi-Factor Authentication (MFA)** to log in to the UI web portal. MFA helps protect your account and prevent fraud. You will need to enter a verification code to continue. The code is valid for 10 minutes.

If you are a new claimant creating an account, you can choose to have your code sent to your email or phone. You may use the same mobile number for more than one UI account.

If you already have an account, the code will be sent to the email address we have on file. You can change this setting to get the code as a text message (SMS) on your mobile phone instead.

## Options for receiving benefit payment

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If you are eligible for UI benefits, your payment will be sent through **direct deposit**. The money will go directly to your savings or checking account, or to a prepaid debit card.

# Amount of UI benefits

After you file a claim for UI benefits, you will get a notice of monetary determination in the mail. The [monetary determination](#) explains:

- The weekly benefit amount you can receive if you are approved, and how that amount was calculated.
- The maximum benefits you are eligible to receive.
- Your benefit year.
- Information about how to [appeal](#) or request a reconsideration if you disagree with the determination.

The maximum weekly benefit amount in the State of Hawaii is **\$835** for **2025**. This amount is set by law and changes each year. You can estimate your weekly benefits at:

[https://huiclaims2.hawaii.gov/UI\\_ClaimWEB/pages/calculator/calculator.jsf](https://huiclaims2.hawaii.gov/UI_ClaimWEB/pages/calculator/calculator.jsf)

## Waiting week

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Everyone who applies for UI benefits must go through a **waiting week**--this is usually the first week of the benefit year. You must file a weekly claim and meet all eligibility requirements for the waiting week, but you will not be paid for it. If you are still eligible for benefits, payments will begin the following week.

**Example:** You lose your job on the first Monday of the month and file your initial claim that same day. That first week counts as your waiting week. Even though you file a claim for that week, you will not be paid for it.

If you still qualify the next week, you may start getting benefits. See the [Maintaining your UI eligibility](#) section for more information on weekly requirements.

## Deductions

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Your UI benefits may be reduced because of the following:

### Separation pay

If you receive a severance package, pay instead of notice, or continued pay with full benefits after leaving your job, it could reduce or delay your benefits. You must report any separation payments when you file your biweekly claim. We may contact you to determine if your separation payment affects your benefits.

## Retirement income

If you receive retirement income from a past employer, military pension, disability payments, or other government retirement benefits, it may reduce your [weekly benefit amount \(WBA\)](#). You must report any payments you are receiving or have applied for from a retirement plan.

## Other earnings

If you are working part-time, on-call or less than full-time, you may still be eligible for [partial UI benefits](#). Be sure to report your gross earnings from employment during any week claimed. See the [Reporting earnings](#) section for more information.

## Money owed

Some or all of your unemployment benefits may be reduced if:

- You owe court-ordered child support. For questions about child support deductions, call: **Oahu** - (808) 692-8265 or **Out-of-state** - 1 (888) 317-9081
- You were overpaid benefits in the past and have not repaid the amount you owe. See [Overpayment](#) and [Appendix C](#) for repayment instructions.

If your benefits will be used to pay any of these debts, the agency responsible will notify you.

## Taxes

Your UI benefits are taxable by the federal and state governments. You can choose to have taxes taken out of your weekly payment--10% for federal taxes and 5% for state taxes.

If you do not choose to have taxes withheld, you will need to pay the full amount when you file your taxes. If you have questions, contact the [Internal Revenue Service \(IRS\)](#) or your tax professional.

Each year by the end of January, we will mail you **IRS Form 1099-G** which shows:

- The total UI benefits you received the previous year
- Any taxes withheld, if you chose that option

If you moved, be sure to update your address so you can receive your form. You can also view your 1099-G at [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov). Log in to your account, go to 'Claim Inquiry', then click 'Display 1099 Information'.



# Maintaining your UI eligibility

Every week that you claim benefits, you must complete 3 tasks to remain eligible:

1. Make at least **3 work search** contacts per week.
2. Submit your **claim certification** on time, as instructed.
3. Report any **earnings**, including all money earned during the claim week.

If you do not complete any of these tasks, you may lose future benefits.

## Searching for work

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You must actively search for work **each week** you file a claim for UI benefits by completing at least 3 qualifying work search activities. Below are examples of activities that meet this requirement, and activities that do not qualify:

### Acceptable Work Search

- ✓ Applying for a job that fits your skills, availabilities, qualifications
- ✓ Interviewing for a job
- ✓ Reporting to a union hiring hall if you are a registered member of that union
- ✓ Participating in reemployment services at your state workforce center

### Unacceptable Work Search

- ✗ Applying for a job you are unqualified for
- ✗ Viewing job openings or listings without applying
- ✗ Not applying for a job as instructed by an employer (for example, your employer asks you to submit an application online but you do not follow the instructions.)

You must keep a record of all your work search activities, and they must be true and easy to verify.

You can track your job search using the online claimant portal at [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov). This log will automatically transfer to your weekly or biweekly claim certification. See [Appendix D](#) for more about this feature.

## Searching for work in another state

If you travel to another state to look for work, you may file courtesy claims online for 2 weeks in a row. The system will ask for your location. Please respond quickly to avoid delays or denial of benefits.

If you are moving permanently, update your address and reactivate your claim. If you travel outside the United States, you may not be eligible for benefits until your return to the States.

## Completing a biweekly claim certification

To request for benefit payments, you must file a biweekly claim to report that you are still unemployed. The claim certification includes a series of questions that help determine if you are eligible to continue receiving UI benefits. For example, you will be asked if you:

- Were able and available to accept work
- Looked for work and have details about your work search efforts
- Refused any jobs or offers of work
- Worked during the week and how much money you earned for that work

### When to file your biweekly claim

The Sunday after you initially apply for benefits is the first day that you can submit a biweekly claim. Biweekly claims must be completed by 11:59 pm on Saturday of each week you are claiming benefits.

**Example:** If you lost your job on Monday the 3rd of the month, you could file an initial claim for UI benefits on the same day or on any other day that week.

Then you could submit a weekly claim for your first week starting on Sunday the 9th.

If you do not submit the weekly claim before 11:59 pm on Saturday, the 15<sup>th</sup>, your benefit payment may be delayed or denied for that week because you filed late.



## How to file your biweekly claim



### Online

For fastest service, go to [huiclaims.hawaii.gov](http://huiclaims.hawaii.gov).

**Important:** When filing your biweekly claim, you must file for each week separately. You must answer the same set of questions twice, once for the first week and again for the second week of the biweekly period.

## Reporting earnings

If you are working while claiming UI benefits, you must report how much money you made. The amount you must report is your [gross earnings](#) (before any deductions), **not** your [net earnings](#).

### Sample Pay Stub

REPORT WEEKLY DURING THE PAY PERIOD, NOT WHEN YOU GET THE CHECK						
PAYSリップ				REPORTING PERIOD 10/01/20XX – 10/07/20XX	PAY DATE 10/15/20XX	
INCOME	RATE	HOURS	CURRENT PAY	DEDUCTIONS	TOTAL	YTD TOTAL
REGULAR	\$20	30	\$600	STATUTORY DEDUCTIONS		
OVERTIME	\$30	0	\$0	FICA-MEDICARE	\$8.71	\$130.65
BONUS	--	--	--	FICA SOCIAL SECURITY	\$37.70	\$565.5
				FEDERAL TAX	\$40.15	\$602.25
				STATE TAX	\$26.05	\$390.75
YTD GROSS	YTD DEDUCTIONS	YTD NET PAY	GROSS PAY	DEDUCTIONS	NET PAY	
\$9000	\$1689.15	\$7324.95	\$600	\$112.61	\$488.33	

REPORT GROSS PAY EACH WEEK



### When to report earnings

Report your earnings for the week you worked, even if you have not yet been paid. Use the **‘Wage Reporting Log’** in your claimant portal. See [Appendix E](#) for instructions on how to use this log.



### What earnings to report

Report any money you earn from work. This includes full- or part-time jobs, temporary or odd jobs, self-employment, vacation or holiday pay, commissions, residual payments, and tips.



### How to calculate gross earnings

**Hours worked in a week x Rate of pay = Gross earnings**

**Example:** If you worked 30 hours in a week at \$20 per hour, you would report \$600 in gross earnings for that week. The ‘Wage Reporting Log’ in your claimant portal has a ‘Wage Calculator’. See [Appendix E](#) for instructions.

# Getting you back to work

The Workforce Development Division (WDD) offers free programs and services, including job leads and career resources, to help you get back to work faster.

## Mandatory job search registration

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Hawaii's residents will be automatically registered for work with [HireNet Hawaii](#), the WDD's online platform that offers various employment services to job seekers. Visit the [WDD webpage](#) to learn more about their programs and services.

If you live and are looking for work in another state, you must register for work and keep your registration active with the Employment Service or American Job Center in your local area.

## Union members

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If you are a member of a labor union with a job placement service, your union must submit the **Verification of Registration for Work (Form UC-226)** within 7 days of your application for unemployment benefits. This form confirms that you are in good standing and actively looking for work through your union.

If your union cannot refer you for work, contact us.

**UI Call Center:** (808) 762-5752 or (833) 901-2272

**Contact Form:** <https://labor.hawaii.gov/ui/contact-form>

## Reemployment services

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The Workforce Development Division offers help with job searches, resume writing, interview preparation, labor market information, and more. Go to <https://labor.hawaii.gov/wdd/>.



## Additional services to support you

- **Training Programs** – You may be eligible for training or education programs to help you upgrade your skills or earn a certificate. Learn more about your eligibility at <https://labor.hawaii.gov/wdd/>.
- **Veterans Assistance** – If you are a veteran, WDD offers employment services specifically designed for you. Get started at <https://labor.hawaii.gov/wdd/job-seekers/vets/>.
- **Free or Low-Cost Health Coverage** – As an unemployed worker, you and your family may qualify for free or affordable health insurance. Check eligibility and how to apply at <https://medquest.hawaii.gov>.
- **American Job Center Hawaii** – Job seekers can receive career counseling, HireNet Hawaii support, job searches assistance, skills training, and use a resource center.

Businesses can receive recruiting support, training assistance, and labor market information. Schedule an appointment or learn more at <https://labor.hawaii.gov/wdc/american-job-centers/>.

## When you find a new job

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### Full-time work

Once you start a new full-time job, notify our office that you found work. Stop submitting biweekly claim certification to request benefits payment--even if you will not be paid for a week or more.

If you start the new job in the middle of the week, be sure to report any earnings on your biweekly claim.

### Part-time work

If you find part-time work, you may still be eligible for reduced UI benefit payments. Be sure to report your new employment and any earnings from part-time work. See the [Reporting earnings](#) section for more information.

# UI fraud

[Fraud](#) is a serious crime. Our agency works hard to find and stop UI fraud. We regularly review claims to make sure benefits are paid correctly and follow state and federal laws.

## Examples of UI fraud

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We look at your intent and any wrong information on your application or weekly claims for a possible fraud, including if you:

- Do not report money you earned while getting benefits.
- Lie about why you left your last job.
- Say you are able and available to work when you are sick, traveling, or cannot work for other reasons.
- Say you looked for work but did not actually try.
- Do not tell us that you refused a job offer.
- Do not tell us that you are in jail or in prison
- Use another person's identity (such as their name or social security number to get benefits).

## Penalties for UI fraud

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If you commit fraud, you could receive serious penalties, including:

- Paying back all unemployment benefits you were not supposed to get.
- Paying an extra 15% penalty on top of the amount you owe.
- Having your wages taken (garnished) to repay what you owe.
- Having a legal claim (lien) placed on your property.
- Losing the right to get benefits for up to 109 weeks (over 2 years).
- Being prosecuted in court.
- Being convicted of a crime in state or federal court.
- Serving time in jail or prison.

### Avoid committing fraud

Be honest and truthful. Do not give false statement or hide information to get or keep unemployment benefits.

**We are here to help!** If you are not sure about what to do or what to report on your claim, call (808) 762-5752 or (833) 901-2272 and press 3 on the main menu.

## What we do to stop UI fraud

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Some of the ways we find fraud include:

- Comparing the wages workers report with what their employers report.
- Reviewing claims to check for errors or false information.
- Checking state and national records to see if someone has started a new job while still getting benefits.
- Confirming job search activities.
- Checking union membership or [union attached](#) status.
- Looking at jail and prison records to see if someone is incarcerated.

### Report suspected fraud

To report fraud, contact the UI Call Center at (808) 762-5752 or (833) 901-2272 and press 3 on the main menu for the Internal Security Section. Our team of investigators reviews all tips about possible fraud.

# Appeal rights

If you or your employer disagrees with a decision about your UI claim, you both have the right to request a reconsideration (review) or file an appeal to the Employment Security Appeals Referees' Office (ESARO).

You must submit your request **in writing within 10 calendar days** of the mail date on the decision notice. ESARO may extend the deadline to 30 calendar days if you have a good reason for appealing late.

## How to submit an appeal

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Submit your appeal at [huiclaims.hawaii.gov](https://huiclaims.hawaii.gov) or use the appeal form at your local claims office or write your own letter and take it your local claims office or ESARO. Attach a copy of the decision you are appealing.



**Online**

[huiclaims.hawaii.gov](https://huiclaims.hawaii.gov)



**By mail**

Employment Security Appeals  
Referees' Office (ESARO)  
830 Punchbowl St., Room 429  
Honolulu, HI 96813

## The appeal process

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After ESARO receives your appeal, you will get a Notice of Hearing in the mail or through some other approved way to contact you. The notice will tell you the date and time of your [Appeal hearing](#). **You must participate in your hearing to protect your rights to benefits.**

A fair hearing officer will lead the hearing. After the hearing, the officer will mail or email a written decision to you and others involved, like your employer. If you do not agree with the hearing officer's decision, you can appeal it.

For more information about appeals, go to [www.labor.hawaii.gov/esaro/](https://www.labor.hawaii.gov/esaro/).

## While waiting for your appeal

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Keep looking for work, submit your claim certifications, and report any money you earned for each week you are claiming for benefits.

If your appeal is approved, you will only get payments for the weeks you submitted claims and met all eligibility requirements.



# Appendix

## Appendix A: Legal disclosures

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### Equal Opportunity

It is against the law for this agency to discriminate against anyone based on race, color, religion, sex, national origin, age, disability, or political affiliation or belief.

The agency also cannot discriminate against anyone who applies for, receives, or takes part in programs funded under **Title I of the Workforce Innovation and Opportunity Act (WIOA)** based on their citizenship status or participation in any WIOA-funded program or activity.

### What to do if you experience discrimination

If you believe you have experienced discrimination in a program or activity funded by WIOA Title I, you have 180 days from the date of the incident to file a complaint.



#### File a complaint online

[www.dol.gov/oasam/programs/crc/complaint.htm](http://www.dol.gov/oasam/programs/crc/complaint.htm)



#### File a complaint by mail

The Director - Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue, NW, Room N-4123  
Washington, DC 20210

### Help for people with disabilities

We will work with you to make sure you can take part in all UI programs, services, and activities. If you need any special help because of a disability, call us at (808) 762-5752 or (833) 901-2272.

TDD/TTY: Dial 711 then ask for 808-586-8842.

## **Your privacy matters to us**

We follow all state and federal laws to keep your private information safe.

To help connect you with programs that get you back to work, we share some of your information with trusted partners, like the Workforce Development Division. They are not allowed to share your information with anyone else.

We may share:

- Your name and contact information
- Your work and job search history
- Your age, gender, and other basic details

Your past employers and other government agencies may also share information with us, including your Social Security number, to help manage your claim.

We use your Social Security number to report your unemployment benefits to the IRS because those benefits may be taxable.

## Appendix B: Glossary

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Definition of commonly used terms and acronyms.

**Able and available** – You must be ready and willing to look for and accept suitable work. If you become sick or disabled while claiming benefits, you may still qualify for benefits with a **medical waiver**. Your physician must certify your condition.

**Appeal** – A process for requesting a formal review if you disagree with a previous UI decision.

**Appeal hearing** – A meeting to review a UI appeal. You and your employer (in most cases) can each explain to a fair hearing officer what you believe are the important facts about the issue being appealed.

You may bring witnesses and ask questions to the other party. The hearing officer listens to all the information and makes a decision based on the facts. Everyone who speaks takes an oath to tell the truth.

**Base period** – The time used to determine if you qualify for UI benefit. When you file an initial claim, we look at your wages from the first four of the last five full calendar quarters.

Your **Weekly Benefit Amount (WBA)** is based on how much you earned during this time. If you do not qualify using this period, we use an alternative base period, which looks at your wages from the last four full calendar quarters.

**Benefit week** – A seven-day period during which you have an active claim. The benefit week begins on Sunday and ends at midnight the following Saturday.

**Benefits** – Money paid to people who qualify for UI benefits.

**Benefit year** – Also called the **claim year**, this is the 52 weeks period from the date your claim starts to the date it ends.

**Claim** – An application for UI benefits.

**Claim effective date** – Your benefit year starts on the Sunday of the week when you file your first claim for benefits.

**Claim end date** – Also called the **Benefit Year End (BYE)**, this is the last Saturday of your benefit year. It is 52 weeks after your claim's effective date.

**Fraud** – Making false statements, intentionally withholding information, or illegally claiming or accepting UI benefits. Fraud is a crime.

**Full-time work** – Working 40 or more hours a week, or the usual amount of hours considered full-time for your type of job or business.

**Gross earnings** – The total amount of money you earn from work before taxes and other deductions.

**Identification (ID) verification** – All UI claimants must verify their identity through **Login.gov**, a secure government website, or by showing proof of ID at most **U.S. post offices** in the state.

**Maximum Benefit Amount (MBA)** – The highest total benefit you can receive in a benefit year. It equals 26 times your weekly benefit amount. This amount is shown in your monetary determination notice.

**Misconduct** – Ignoring your employer's interest on purpose or acting carelessly in a way that causes you to be fired or suspended. Examples include dishonesty at work, missing work without a good reason, or breaking company rules.

**Monetary determination** – A notice mailed to you after filing your first claim for UI benefits. It shows if you qualify for benefits, your weekly benefit amount (WBA), the maximum benefit amount (MBA), and other details. It also lists your employers and reported wages during the base period.

Check this notice carefully and report any errors to the UI Division at:  
(808) 762-5752 or (833) 901-2272

**Multi-Factor Authentication (MFA)** – UI claimants must use MFA to log in to the UI web portal. MFA adds an extra layer of security to help detect and prevent fraud.

**Net earnings** – Your take-home pay after taxes and other deductions are taken out.

**Online payment system** – UI claimants who need to repay overpaid benefits can pay online using a credit card, debit card, or eCheck. This option is in addition to paying in person or by mail.

**Overpayment** – UI benefits paid to you that you were not legally eligible to receive.

**Partial UI benefits** – The amount of UI benefits you can receive when you work less than your usual work hours.

**Job separation** – This happens when your job ends, either because you quit or were fired, suspended, or laid off by your employer.

**UI** – Unemployment Insurance, a benefit program for workers who lose their jobs for reasons that were not their fault.

**Union attached** – You are an active union member who gets jobs through a union hiring hall. If you are on the out-of-work list and your union confirms you are in good standing, you may qualify for UI benefits by being able and available to accept work through your union.

**Wage calculator** – This tool helps partially unemployed claimants to calculate and report their earnings while getting unemployment benefits. All work and wages must be reported each week so the UI office can determine the correct benefit amount.

**Weekly Benefit Amount (WBA)** – The amount of money you may be eligible to receive for one week of unemployment benefits. This amount is shown in your notice of monetary determination.



## Appendix C: Repayment of overpaid benefits

If you get an overpayment notice, you can repay online, by mail, or in-person.



### Online

Go to <https://huiclaims.hawaii.gov> and log in to your account. If you have an overpayment, you will see a message on your dashboard.

1. Click the message to start the payment process.
2. Click 'Make a Payment' to go to a secure payment site. You can pay online using a credit card, debit card, or eCheck.

The screenshot shows the 'State of Hawaii, Department of Labor and Industrial Relations Unemployment Insurance' portal. The user is logged in as '[Claimant Name]'. The dashboard displays a welcome message and a task list. A yellow notification banner states: 'You received an overpayment notice. Please click here to make a payment.' The task list includes 'Make a Payment' (highlighted with a red box and a '1' in a circle) and 'File Weekly Claim Certification'. Below the task list, the 'Overpayments' section shows an 'Outstanding Balance: \$1,173.00 \*' as of 03/16/2024, 1:00am HST. It provides instructions on how to repay the overpayment by credit card, debit card, PayPal, or eCheck, and includes a '2' in a circle next to the 'Make a Payment' button.



### By mail

- Make your check or money order payable to: **Unemployment Insurance Division**
- Mail the payment coupon with your check or money order to:

Unemployment Insurance Division  
830 Punchbowl St., Room 324  
Honolulu, HI 96813

Please include the last 4 digits of your Social Security number with your mailed payment.



### In-person

Go to your nearest local claims office to make a payment using a check, cash, or credit card.



### If you cannot pay the full amount

You may be able to set up a monthly payment plan to pay back your overpayment in smaller amounts over several months. To ask for a payment plan, email us at [dlir.ui.sa@hawaii.gov](mailto:dlir.ui.sa@hawaii.gov).

## Appendix D: Work search log

It is now easier to keep track of your job search! Use the **Weekly Work Search Log** in your claimant portal at <https://huiclaims.hawaii.gov>. Log in to your account and follow these steps:

1. Go to your **Claimant Dashboard**, click 'Daily Tasks', then 'Record Work Search Activity'. You can enter your work search activities anytime.
2. View the step-by-step instructions, see your work search requirements, and find the link to complete your weekly certification.
3. Click 'View' under 'What to Record' to see examples of approved work search activities.
4. Click 'Add Activity' to log a new job search.
5. All your saved activities will show in your log.

The screenshot displays the 'Unemployment Insurance' portal for the State of Hawaii. At the top, there are language options (English, 中文, Tagalog, 日本語) and a copyright notice for Guidehouse Inc. The main navigation bar includes 'Daily Tasks', 'UI Claims', 'My Account', and 'Logout'. A callout '1' points to the 'Daily Tasks' dropdown menu. Below this, a 'Record Work Search Activity' button is highlighted with a callout '2'. The 'HOW TO USE THIS LOG' section provides instructions on reporting at least three work search activities per week. A 'WHAT TO RECORD' section with a 'View' link is marked with a callout '3'. The 'ADD ACTIVITY' section contains an 'Add Activity' button with a callout '4'. The 'WORK SEARCH LOG' section shows a table of activities with columns for Date, Employer Name, Result / Outcome, and Available Actions. A callout '5' points to the 'View' link in the 'Available Actions' column. At the bottom, there are 'Add Activity' and 'Save & Exit' buttons, with another callout '4' pointing to the 'Add Activity' button.

State of Hawaii, Department of Labor and Industrial Relations  
Unemployment Insurance

English 中文 Tagalog 日本語

Ilokano Tagalog Kapasen Chuuk Kajin Majöl Español Tiếng Việt 한국어 日本語  
Ilocano Tagalog Chuukese Marshallese Spanish Vietnamese Korean Japanese

[Claimant Name] Daily Tasks UI Claims My Account Logout

My Work Search Log

Record Work Search Activity

Record Hours Worked

Close

**How to use this log.**  
You must complete and report **at least three work search activities** for every week you claim UI benefits. Use this tool to keep track of your activities throughout the week. Your entries will appear on your weekly claim to save you time during your weekly certification.

**Please note:** entering your work search activities in this tool does not automatically satisfy your weekly certification requirements. You will still need to complete your weekly certification. If you wish to exit this log and complete your weekly certification, please click [here](#).

**WHAT TO RECORD** View

**ADD ACTIVITY**

Press the "Add Activity" button to record a new work search activity into your work search log below:

Add Activity

**WORK SEARCH LOG**

Date Range: Last 7 Days

Date	Employer Name	Result / Outcome	Available Actions
02/13/2023	(HireNet) Fire Grill Waikiki	Application/Resume Submitted	View

Add Activity Save & Exit

## Appendix D: Work search log (continued)

To help you **keep track of your work search activities** each week, you can download a PDF form (shown below) from the UI website. List each job search activity--what you did, when, where, and who you contacted. If you can, save a screenshot, email confirmation, or other records.

**Important:** This form does not replace the work search log you must fill out in your claimant portal. If you use this form, make sure you enter the same information online.

UC-253 (07/24)

State of Hawaii  
Department of Labor and Industrial Relations  
UNEMPLOYMENT INSURANCE DIVISION

**RECORD OF WORK SEARCH ACTIVITIES**

Record the contacts you made to obtain work that you reported on your continued claims. Please give this information to the interviewer during your Eligibility Review Interview or as requested. Your "Record of Contacts Made for Work" is subject to verification by the Unemployment Insurance Division.

**What qualifies as a work search activity?**

1. Contacted a potential employer in-person or over the phone
2. Applied for a job online (E.g., HireNet, LinkedIn, Indeed, Glassdoor, Monster, etc.)
3. Attended a job fair, hiring event, or networking activity
4. Participated in a Reemployment Assessment (RESEA) workshop or career center activity
5. Uploading resume to Hawaii's online job search website HireNet

Claimant's Name:	Social Security Number:
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Please provide the information requested or check the appropriate response.

Employer's name, address, & phone number	Activity type:	Contact method:	Position applied for:
Name:	<input type="checkbox"/> Telephone	<input type="checkbox"/> In-Person	<b>Result of contact for work:</b>
Address:	<input type="checkbox"/> Online	<input type="checkbox"/> Telephone	<input type="checkbox"/> Application/Resume Submitted
	<input type="checkbox"/> Job fair/Event	<input type="checkbox"/> Email	<input type="checkbox"/> Follow-up scheduled
	<input type="checkbox"/> RESEA	<input type="checkbox"/> Physical Mail	<input type="checkbox"/> Interviewed
Email:	<input type="checkbox"/> HireNet (resume upload only)	<input type="checkbox"/> Other	<input type="checkbox"/> Hired
Date of contact: Phone:			<input type="checkbox"/> Employer not hiring
Website name:	Job posting #:		

Employer's name, address, & phone number	Activity type:	Contact method:	Position applied for:
Name:	<input type="checkbox"/> Telephone	<input type="checkbox"/> In-Person	<b>Result of contact for work:</b>
Address:	<input type="checkbox"/> Online	<input type="checkbox"/> Telephone	<input type="checkbox"/> Application/Resume Submitted
	<input type="checkbox"/> Job fair/Event	<input type="checkbox"/> Email	<input type="checkbox"/> Follow-up scheduled
	<input type="checkbox"/> RESEA	<input type="checkbox"/> Physical Mail	<input type="checkbox"/> Interviewed
Email:	<input type="checkbox"/> HireNet (resume upload only)	<input type="checkbox"/> Other	<input type="checkbox"/> Hired
Date of contact: Phone:			<input type="checkbox"/> Employer not hiring
Website name:	Job posting #:		

Employer's name, address, & phone number	Activity type:	Contact method:	Position applied for:
Name:	<input type="checkbox"/> Telephone	<input type="checkbox"/> In-Person	<b>Result of contact for work:</b>
Address:	<input type="checkbox"/> Online	<input type="checkbox"/> Telephone	<input type="checkbox"/> Application/Resume Submitted
	<input type="checkbox"/> Job fair/Event	<input type="checkbox"/> Email	<input type="checkbox"/> Follow-up scheduled
	<input type="checkbox"/> RESEA	<input type="checkbox"/> Physical Mail	<input type="checkbox"/> Interviewed
Email:	<input type="checkbox"/> HireNet (resume upload only)	<input type="checkbox"/> Other	<input type="checkbox"/> Hired
Date of contact: Phone:			<input type="checkbox"/> Employer not hiring
Website name:	Job posting #:		

OVER - CONTINUE YOUR RECORD OF WORK SEARCH ACTIVITIES ON THE BACK OF THIS FORM



**Tip for keeping records of work search activities:** Keep all your documentation in a single location, such as one folder on your computer.

## Appendix E: Wage reporting log

Record your earnings with the ‘Wage Reporting Log’ in your claimant portal. Go to <https://huiclaims.hawaii.gov> and log in to your account. To get started, follow these steps:

1. From your **Claimant Dashboard**, click ‘Daily Tasks’ then ‘Record Hours Worked’. You can enter your hours worked and earnings anytime.
2. Find instructions on how to use this log, see the wage reporting requirements, and a link to complete your weekly certification.
3. Click ‘View’ under ‘What to Record’ to see what type of income to report.
4. In the ‘Create New Entry’ section, add your work details. More questions will appear as you fill this out (see next page).
5. Your saved work and earnings will show in the ‘Wage Reporting Log’ section.

(Continued on next page)

The screenshot shows the 'Wage Reporting Log' interface for the State of Hawaii, Department of Labor and Industrial Relations. The page is titled 'Unemployment Insurance' and includes a language selection bar at the top with options like English, Tagalog, Kapasen Chuuk, Kajin Majöl, Español, Tiếng Việt, and others. A navigation bar contains links for 'Daily Tasks', 'My Claims', 'My Account', and 'Logout'. The main content area is divided into several sections: 'HOW TO USE THIS LOG' (with a 'Record Hours Worked' button), 'WHAT TO RECORD' (with a 'View' button), 'CREATE NEW ENTRY' (with a form for 'Date Worked' and 'Work Type'), and 'WAGE REPORTING LOG' (showing 'No wage entries on file'). Numbered callouts (1-5) highlight key features: 1 points to the 'Record Hours Worked' button, 2 points to the 'HOW TO USE THIS LOG' section, 3 points to the 'View' button in the 'WHAT TO RECORD' section, 4 points to the 'CREATE NEW ENTRY' section, and 5 points to the 'WAGE REPORTING LOG' section.



## Appendix E: Wage reporting log (continued)

6. Answer all the questions in the 'Create New Entry' section.
7. Click the calculator icon to open the wage calculator.
8. Fill in the calculator fields to see and confirm your 'Total Gross Pay'.
9. Click 'Continue' to finish your entry.
10. Your saved entry will appear in the 'Wage Reporting Log' section.

### CREATE NEW ENTRY

Use this form to create a new work entry record.  
Press the "Save" button to add your entry to the log below.

Date Worked:

Work Type:

Please select an employer from options below.  
If your employer's name is not listed, select other:

Enter your hours worked for below:

Pay Type:

Hours Worked:

Hourly Rate:

Other Earned Pay\*:

Total Gross Pay (USD):

Please select an employer from options below.  
If your employer's name is not listed, select other:

Enter your hours worked for below:

Pay Type:

Hours Worked:

Calculate hourly rate  
(for salaried employees)

Enter Gross Amount\* of Pay:

\*Gross Amount is the amount of money you receive for hours worked before any deductions, such as taxes and benefits, are taken out.

Select Payroll Frequency:

☐ Once a week

☐ Once every two weeks

☒ Twice a month

☐ Once a month

☐ Annually

Hourly Rate:

Other Earned Pay\*:

Total Gross Pay (USD):

### WAGE REPORTING LOG

Date Range:

Date	Employer Name	Gross Wages	Available Actions
2/12/2024	Atlas Construction Inc.	\$ 160.00	<a href="#">Edit</a>   <a href="#">Delete</a>