



Direct Deposit of UI Benefit Payments

What is direct deposit?

If you are eligible for unemployment benefits, your payments will be sent straight to your checking or savings account at your bank or credit union. Direct deposit is faster, safer, and more convenient.

The money is transferred through an electronic system called the **Automated Clearing House (ACH)** network. Your bank or credit union must be part of this network to get your payments.

Go to huiclaims.hawaii.gov to create an account or log in, then complete the online application.

How to check your payment

To check your payment, log in to your UI account at huiclaims.hawaii.gov or contact your bank.

If your payment is not deposited, check if the payment was processed in your UI account. If it was processed but missing from your bank, ask your bank about the deposit. If they have no record, contact your local UI office for help.

Direct deposit with a joint account

You can use a joint checking account for direct deposit, but the UI Division will not share payment details with the other account holder and will not get involved in disagreements over how the money is used.

Weekly UI payments cannot be split between two accounts and must be deposited into one account only.

Location of financial institution

Your bank or credit union does not need to be in Hawaii. If it is a member of the ACH network, you can participate in direct deposit.

Changing your bank account or financial institution

To update your direct deposit, visit your local UI office with:

- A government-issued photo ID such as driver's license, state ID, and passport.
- A voided check, bank statement, or authorization form showing your routing number, account number, and bank name
- If you are out of state, call (808) 762-5752 or (833) 901-2272. You must submit documents to verify your identity and banking details.

How long direct deposit lasts

Direct deposit stays active for the entire length of your UI claim. If you return to work and later reactivate the same claim, direct deposit will continue unless you update your account information.

If you file a new UI claim, you must enroll in direct deposit again.

Who to contact for direct deposit questions

You are responsible for confirming that your benefits have been deposited before using the funds. Your bank statements will show these deposits. Contact us immediately using the information below if:

- Direct deposit does not start within 3 weeks from filing your claim
- You need to change or update your direct deposit information
- You have other questions about direct deposit

Unemployment Insurance (UI) Call Center

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

UI Website: [Labor.Hawaii.gov/UI](https://labor.hawaii.gov/UI)

TTD/TTY: Dial 711; ask for (808) 586-8842

Oahu Claims Office

830 Punchbowl St
Room 110
Honolulu, HI
96813-5080

Hilo Claims Office

1990 Kinoole St
Room 101
Hilo, HI
96720-5293

Kona Claims Office

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

Maui Claims Office

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

Kauai Claims Office

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