



**OKLAHOMA EMPLOYMENT SECURITY COMMISSION**

**Information for Workers  
Who are Unemployed**

[www.unemployment.ok.gov](http://www.unemployment.ok.gov)

**Oklahoma Employment Security Commission – Unemployment Insurance**

**Important Numbers and Addresses**

Unemployment Service Center Telephone Numbers

Inside the Oklahoma City calling area – (405) 525-1500  
Outside the Oklahoma City calling area – (800) 555-1554  
TTY/TTD Calls – (866)-284-6695

Internet Address (file claim or weekly certification)

[www.unemployment.ok.gov](http://www.unemployment.ok.gov)

Mail or fax forms to:

OESC UI Support  
PO Box 52006  
Oklahoma City, OK 73152-2005  
FAX: 405-962-7524

To locate Workforce Oklahoma Centers:

1-888-980-WORK (9675)

To register for employment services and look for jobs:

[oklahomajoblink.com](http://oklahomajoblink.com)

To inquire about direct deposit, debit card, or missing payments:

1-866-320-8699 (Inside the United States only)  
1-210-334-6616 (Collect, outside of the United States only)

This publication is printed and issued by the Oklahoma Employment Security Commission, as authorized by provisions of the Oklahoma Employment Security Act. Sixty thousand (60,000) copies have been prepared and distributed at a cost of \$18,600.00 (.31 per copy) paid from funds granted by the U.S. Department of Labor. Copies have been deposited with the publication clearinghouse of the Department of Libraries.

**Your Unemployment Insurance Rights and Responsibilities**

## Oklahoma Employment Security Commission – Unemployment Insurance

You have received this booklet because you have filed a claim for unemployment benefits in Oklahoma.

This booklet is a summary of the things you need to know, and your rights and responsibilities while filing for unemployment insurance benefits. It will help you avoid problems, delays or improper payments on your claim. *Each claim is different, and you should not depend on information from your employer, friends, family or co-workers.* You should always consult your Unemployment Service center by phone if you have any questions regarding your claim.

Be sure to keep this booklet for at least two (2) years. Your claim may be audited and information contained in this booklet will provide documentation for work search contacts.

### What is Unemployment Insurance?

The intent of Unemployment Insurance is to pay benefits to eligible claimants during times of unemployment when suitable work is not available.

Unemployment Insurance is a temporary income intended to help workers who are unemployed **through no fault of their own**. It is an insurance paid for by your employer(s). Deductions ARE NOT made from your wages to pay Unemployment Insurance.

Benefits are payable to individuals who are:

- Unemployed through no fault of their own
- Able and available to look for and accept employment.

### Confidentiality of Records

Your social security number is required to file an unemployment claim. The Oklahoma Employment Security Commission has an agreement with various state and federal agencies to share data. Please be advised that when you file your claim for unemployment benefits, we may request information from other agencies as well as share common data we have on file.

## Frequently Asked Questions about Unemployment Insurance

### **Will my former employer be contacted if I file a claim for unemployment?**

Yes. Employers are automatically mailed a notice when a person files a claim, and are given the opportunity to respond as to the circumstances of the job separation.

### **Will I be paid for the first week of my claim?**

No. The first payable (or allowable) week of the claim is considered to be a waiting period, by law. Although you still **must** file your weekly certification (either by phone or internet), you will not be paid for the waiting period week – it must be served.

### **When will I receive my payment?**

You must serve your waiting period week. After the second week of your claim, once you file your weekly certification, a payment should be issued the following day, UNLESS there are issues on your claim that are being investigated or you are not monetarily eligible. Please note that you will not always receive your payment on the same day of the week. Payments may be delayed for various reasons, such as holidays, computer failures, or your failure to respond to a request from your unemployment claims center. If you wish to choose direct deposit for your payments, please call ACS at 1-866-320-8699 (toll free) to request the enrollment form. All payments not direct deposited will be made to debit cards. See inside back cover for more details about payments.

If you do not file your weekly claim certifications and you are found eligible for benefits, you will not receive unemployment benefits for those back weeks. ***You must file a weekly claim certification in order to receive benefits.***

If you have chosen to have your payment directly deposited to your bank, please allow about 10 days for this action to be set up. If you do not receive your unemployment payment, please contact the telephone number listed inside the front cover. Please wait until 10 days from the date of issuance to inquire about missing payments.

**REMEMBER: If you move, change your address with an Unemployment Service Center at the time you move because government mail will not be forwarded.**

## Oklahoma Employment Security Commission – Unemployment Insurance

### **When do I file my weekly claim certification?**

After you have filed your application for benefits, you must file weekly claim certifications in order to receive benefits. Most weeks of filing begins on Sunday at 12:01 a.m. and end on Saturday at midnight. You cannot file a weekly claim until after the week is over. If you attempt to file before the week has ended, your claim will not be accepted. You will file your weekly claim on Sunday for the previous week. This means that if the last day of the week was January 19, 2008, the claim for the week cannot be called in until January 20, 2008. **If you file your weekly claim certification fifteen (15) or more calendar days after the week has ended, it will be considered as untimely and in most cases will not be paid.**

### **Will I have to look for work?**

Yes. The OESC requirements are that you be diligently searching for work by being involved in a minimum of two activities per week in attempting to secure employment. You must start searching for work each week beginning with the first week you establish your Unemployment Claim.

### **How long will my claim last?**

Your claim is good for one year. **This does not mean that you can collect unemployment benefits for one year if you remain unemployed. You will have one year to collect your maximum benefit amount. Keep in mind you may exhaust your maximum benefit amount before that one-year period ends. You are responsible for tracking the balance on your claim.**

When your benefit year ends you may file a new claim. In order to establish eligibility on a new claim, you must have been re-employed and earned ten (10) times your new weekly benefit amount since you previously filed a claim.

**Note: Your claim will become inactive if you quit filing for three weeks.**

### **How do I change my address?**

If you plan to change your address, you must report the change to your Unemployment Service Center **prior to filing your weekly claim certification for that week.** Information required to change an address includes your name, SSN, old address, new address and the employer from whom you were separated when you filed your claim.

### **How do I reopen my claim during my benefit year?**

If you quit filing for benefits for three weeks or more, your claim will become inactive. You can reactivate your claim online at **[www.unemployment.ok.gov](http://www.unemployment.ok.gov)** or you can contact your Unemployment Service Center. Do not delay reopening your claim because your **reopened claim will be effective the Sunday of the week in which you file** and previous weeks cannot be paid.

### **What do I do when I go back to work?**

If you return to work, you should contact your Unemployment Service Center for instructions. They will be able to tell you if you are able to claim for the week you started working.

### **Are Unemployment Benefits Taxable?**

Unemployment Insurance benefits are subject to federal and state income tax. You must report unemployment benefits you receive when you file your income taxes. By January 31st of each year, the Commission will send you a form 1099-G with the amount of benefits you received the prior year. You may elect to have federal and state taxes withheld from your weekly unemployment benefits. If you choose to have the taxes withheld, federal taxes of 10% and state taxes of 3% will be deducted from the gross amount of your payment each week.

We are unable to amend the 1099-G or the amount reported to the IRS or OTC if you received an overpayment of unemployment in the prior year and you repaid any of the money. Please refer to your tax instructions on how to correctly report the portion that has been repaid.

**If you have a change of address, notify the Commission by December 31 to ensure proper delivery of your 1099-G.** Otherwise, your 1099-G will be mailed to your address on file and will be returned as undeliverable.

Once you have elected to have taxes withheld or declined the option, you may change your deduction from “yes” to “no” once during your benefit year. If you choose to change your election after taxes have been withheld, reimbursement cannot be made for past deductions.

## Other Important Information

This is important information while you are claiming unemployment benefits.

- For general or specific information about your claim, you can use the Internet (ONIC) or the Interactive Voice Response (IVR) Line.
  - ONIC/Internet - [www.unemployment.ok.gov](http://www.unemployment.ok.gov)
  - IVR telephone line- Inside OKC calling area - (405) 525-1500. Outside OKC area - (800) 555-1554
- You are required to report **any** AND **all** wages (amount before deduction), cash or anything of value (including commission or bonus) that you earn **in the week you earn it**, NOT the week you are paid.

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- You must start searching for work each week beginning with the first week you establish your Unemployment Insurance claim.
- Clearly print your name and social security number on any documents and correspondence that you submit.
- Carefully read all correspondence sent to you and follow the instructions you are given.
- Notify your Unemployment Service Center:
  - IF you refused a job referral from the Workforce Oklahoma Center.
  - IF you refused a job offer.
  - IF you are self-employed or working on commission, even if you are not being paid.
  - IF you are enrolled in or plan to enroll in school or training.
  - IF for any reason you are not able and available to seek and accept employment.
  - IF you change your address or telephone number. **The post office will NOT forward government mail.**
  - FOR instructions on how to continue filing for benefits if you are moving to another state.
  - IF you make an error while filing your weekly claim certification.
  - IF you receive correspondence requesting you to contact a representative. If you fail to respond to any correspondence, you could be denied future benefits.
- If, for any reason, you are denied benefits, you have the right to appeal the determination. You must file your appeal within 10 calendar days from the date the determination was issued. **When you file an appeal, it is important that you continue filing your weekly claim.** If the outcome of the appeal is in your favor, you will be paid only for those weeks for which you have filed a weekly claim and have met all other eligibility requirements.
- **Important!** If you have direct deposit of your payment, if you change banks, or close your account you need to make the appropriate change.

### Work Search Requirements

#### Work Search Requirements

The Oklahoma Employment Security Act provides in part that an unemployed individual shall be eligible to receive benefits or credit for the waiting period week, with respect to any week that an individual is able, available and actively seeking suitable employment at a pay rate generally available in their area of the state in keeping with his/her work experience, education or training.

You received specific work search instructions at the time you filed your unemployment claim and are required to keep a record of the contacts on a form in the back of this booklet. You must be involved in a minimum of two activities per week (including work search contacts) in attempting to secure employment.

- Work search contacts must be made within the week for which benefits are being claimed.
- You must contact a minimum of two different employers each week to meet the minimum work search requirement.
- In-person and telephone contacts should be made with an individual in the company who has hiring authority.
- Contacts should be for work you are willing and qualified to do, pay that you are willing to accept, and in the area that you are willing to work.
- Contacts cannot be repeated with the same employer until four weeks have passed. The same contact should not be listed on consecutive weeks except for agencies that offer multiple placement services. All work search contacts are subject to verification. Failure to make the required number of work searches each week could result in a denial in benefits and possible overpayment.
- Your claim may be selected for an audit, and it is your responsibility to retain your booklet with this information for two years.
- Union members that have a hiring hall must contact the hiring hall each week. If you do not have a hiring hall, you must make the required number of work searches each week.

If you file an Unemployment Insurance claim and do **not live in Oklahoma**, you will be required to register for employment with the state in which you reside. If you are a member of a trade or labor union or if you are on a temporary layoff with a definite return to work date within eight (8) weeks of your last day of work, you may also be exempt from registering for employment with that state. You will be required to submit a copy of your union card or return to work letter from your employer when submitting your identification.

### Monetary Determination

#### How much money will I be eligible to draw?

After you file an initial application for unemployment benefits, you will receive a Notice of Determination of Benefits (monetary determination).

This determination will show:

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- The employers that paid unemployment taxes on your wages during the base period
- Your benefit year that generally begins Sunday of the week you file your initial claim and ends one year later
- Your weekly benefit amount (WBA)
- Your maximum benefit amount (MBA)
- Messages regarding your eligibility or overpayments on a prior claim.

### **It is your responsibility to read the Notice of Determination (monetary determination) and ensure all employers and base period wages are reported correctly.**

Employers report your wages when you are paid, NOT when you earn them. If you had wages in another state, were in the military service, or if you worked for the federal government during your base period, the wage credits will not appear on the Notice of Determination of Benefits until they are requested. These requests are made when this information is provided to the Commission. When the wages are received, they will be added to your claim and you will receive an amended Notice of Determination of Benefits.

If the wages on your Notice of Determination of Benefits are listed incorrectly, if wages are missing or if there are employers listed that you did not work for, you need to immediately contact your Unemployment Service Center. You may be instructed to provide your check stubs or W-2 statements to show your correct wages. You cannot receive unemployment benefits on wages reported by an employer that you did not work for and you will be required to repay any benefits paid to you from incorrectly reported wages.

If you received worker's compensation total temporary disability (TTD) during the base period, and you are not monetarily eligible for benefits, notify your Unemployment Service Center so they can file an extended base period claim for you. You must provide the dates you were off work due to the injury and the dates you received TTD. You will also be required to provide documentation of TTD; acceptable documentation includes: check stubs listing TTD, worker's compensation forms or settlement form, a letter from your employer or a letter from the worker's compensation carrier.

### **You must continue to file weekly claims while your wages are being investigated.**

**Wages used to calculate your unemployment benefits.** The amount of unemployment that you are eligible for is based on taxable wages from covered employment paid during your base period. Covered employment is work performed for an employer who is subject to the unemployment tax laws. Employment in some fields cannot be used on your claim because they are not considered as "covered" employment. These fields may include services performed for some religious organizations, nonprofit organizations, commissions earned as a real estate agent or insurance agent and wages earned from agricultural labor, from a family member, or as elected government officials. You may not be eligible to collect unemployment benefits if you performed that kind of work, however you may always apply for benefits.

If you are an **education employee** and there is a historical pattern of reemployment or you have been notified in writing that you will be rehired doing the same or similar work, the wages you earned for the educational institution cannot be used on your claim. You may receive benefits based on other wages if you worked for another employer(s) during your base period and if you would be monetarily eligible without the wages from the educational institution. Please contact a customer service representative for more information.

If you are **not a United States citizen** you must provide documentation that you are legally able to work in the U.S. Wages used to establish monetary eligibility on a claim must have been earned while you were in legal alien status. If you earned wages while you were not a legal alien, the wages cannot be used to determine your eligibility.

Your base period is the twelve (12) month period consisting of the first four (4) of the last five (5) completed calendar quarters before the effective date of your claim. Once a monetarily eligible claim is established the base period cannot be changed. For base period purposes, quarters change after the first Sunday in the quarter.

#### **The calendar quarters are:**

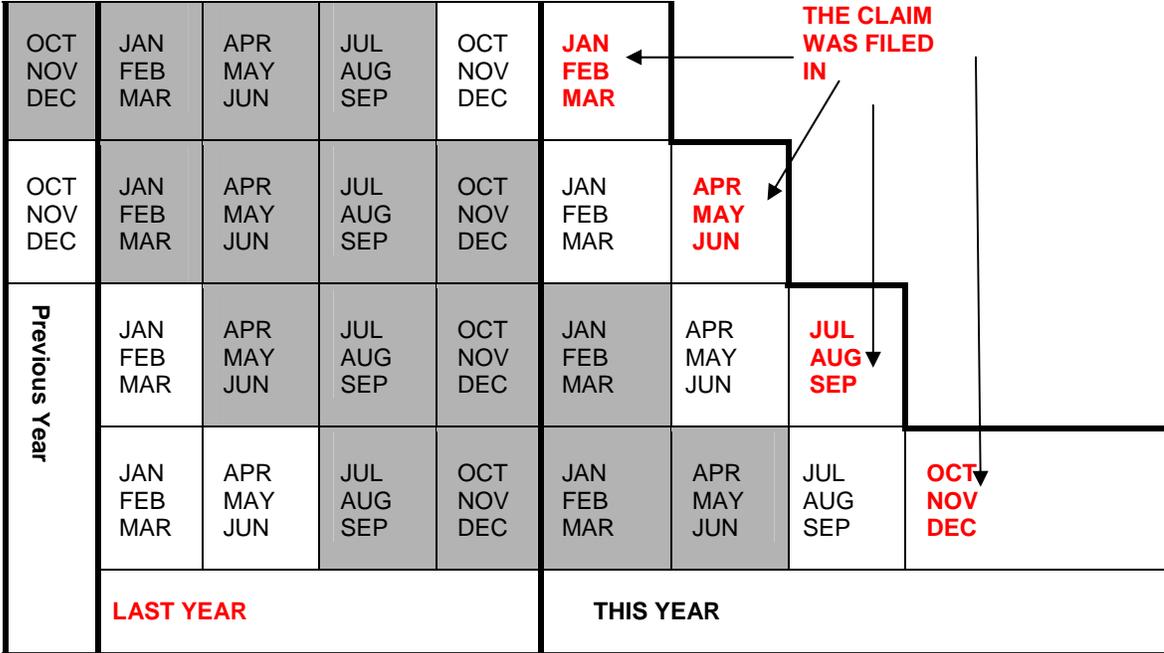
1st quarter - January, February and March  
2nd quarter - April, May and June

3rd quarter - July, August and September  
4th quarter - October, November and December

**Example:** If you filed your initial claim **AFTER** the first Sunday in January 2008, and **BEFORE** the first Sunday in April 2008, your base period would be from October 1, 2006 through September 30, 2007.

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**BASE PERIOD CHART**



**Using Wages from Other States, Military or the Federal Government to Qualify for Benefits**

Wage information can be requested from employment in any other state and can be requested from the military or federal government, provided the wages were subject to unemployment tax, were earned in the base period and have not been used to establish a previous unemployment claim against Oklahoma or another state. Contact the Unemployment Service Center if you have not told us about the additional wages.

**What are Taxable Wages?**

Employers are required to pay Unemployment Insurance taxes on a certain amount of your earnings. These earnings are called taxable wages. The taxable wage amount may change as defined by the Oklahoma Employment Security Act.

**For Example: Reportable Taxable Wages**

\$ 11,700 in 2003	\$ 13,800 in 2005	\$13,200 in 2007	\$14,200 in 2009
\$ 14,300 in 2004	\$ 13,500 in 2006	\$13,600 in 2008	

**Taxable wages does not mean the amount of money you earned subject to federal and state income tax.** It is the amount of money on which your employer was required to pay Unemployment Insurance taxes. *Wages above the required amount or non-taxable wages are not used to determine your weekly benefit amount.*

In order to receive benefits you must have earned a minimum of \$1,500.00 during your base period **AND** have total wages of one and one-half times your high quarter. However, if you have base period wages equal to or more than the highest taxable wage that applies to the calendar year in which you filed your claim, you shall be monetarily eligible.

**How is my weekly and maximum benefit amount calculated?**

**Your weekly benefit amount- (WBA)**

The amount you may receive weekly is 1/23rd of the highest quarter of taxable wages in your base period not to exceed the maximum weekly benefit amount allowed by Oklahoma law. It will not be less than \$16.00. For example, if during your base period, your highest calendar quarter of wages were \$5,000, your weekly benefit amount would be \$217. (Using this rule, 1/23rd of \$5,000 is \$217).

**Your maximum benefit amount- (MBA)**

State law establishes the maximum amount you may draw during your benefit year. This amount depends on the conditional factor of the trust fund. When no conditional factor exists, you may draw:

**Whichever is the lesser amount of:**

- 26 times your weekly benefit amount
- 25% of the average annual wage
- 50% of your total wages

**What can keep me from receiving benefits?**

Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities

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You may be monetarily eligible for unemployment benefits and still be denied benefits for other reasons. Any situation that may keep you from receiving benefits is called an “ISSUE” or “STOP”. You may be asked to provide information concerning your ability to work or any activities or conditions which could keep you from seeking or accepting work. If you have applied for or are receiving workers compensation benefits, you may be asked to provide a statement about your ability to work. **All statements must be made in detail before any determination is made on your claim.**

### **You may be disqualified if you:**

- Were discharged, fired or suspended from your last job due to misconduct
- Voluntarily quit your last job without good cause connected to the work
- Are not able and available to seek and accept work
- Are not a U.S. citizen and not authorized to work in the U.S.
- Have limited the wages, hours, days or areas of a job you will accept
- Were employed by an educational institution (certain conditions apply)
- Refuse a job offer for suitable work or refuse a referral to suitable work
- Received pay in lieu of notice
- Fail to search for /accept work or fail to participate in reemployment services
- Are self-employed
- Receive retirement pay
- Receive severance pay
- Receive vacation pay
- Receive holiday pay
- Work full time
- Received bonuses
- Are a union member involved in a strike

### **Other Reasons your Benefits may be Reduced or Denied**

#### **Working while receiving benefits**

Any employment (full-time, part-time, temporary assignments, short term contracts, volunteer work or cash-in hand jobs such as mowing lawns & babysitting) **MUST** be reported when you are filing for unemployment benefits. You may be entitled to a reduced amount of Unemployment Insurance benefits while you are working. **You shall be considered “unemployed” any week that you perform no services and are paid no wages OR any week that you work less than full-time. Full-time work is determined by your normal hours worked and industry standard. Remember, most “weeks” begin at 12:01 a.m. on Sunday and ends at midnight on Saturday.** If you obtain employment working the same number of hours per week you previously worked during your base period, you should discontinue filing for benefits.

You must report the amount of money you earned before any deductions were made for each week, whether or not you were paid during the week. Earnings must be reported during the week you earn them, not when you actually receive the payment. Work is anything you do for wages, including self-employment; during the seven days of the week you are claiming Unemployment Insurance benefits. If you are working **you must report the total amount you earned before deductions** and the system will automatically subtract your earnings from your benefits based on the Employment Security Act of 1980. **You must still report the total amount of wages you have earned.** The benefits that are payable to you are rounded to the next lower dollar amount.

**Remember, you must report ALL earnings. Failure to report all earnings will result in an overpayment and may result in a fraud disqualification.**

You must also report income from other sources such as retirement, pensions, disability funds, self-employment, education or training allowances. ALL income from ANY source must be reported.

You must continue to be able, available for, and willing to work the same number of hours that you worked during your base period. You must also be willing to accept part-time work if it is work you applied for and it is offered. Temporary work can also be determined as suitable work.

#### **Deduction for Child Support**

If you are receiving unemployment benefits and owe back child support, the Child Support Enforcement Division will notify us of a child support deduction. If you do not agree with the deduction, you must contact the Child Support Enforcement Division of the Department of Human Services; we cannot remove or reduce the amount of deduction.

#### **Deductions for Pension, Annuity or Retirement Pay**

Retirement/pensions may reduce your weekly benefit amount and in some cases could make you totally ineligible to receive benefits. You must advise a claims representative if you are receiving or have applied for retirement/pension or a disability pension.

The payments will be deducted from your weekly benefit amount if (1) the pension or payment is from a base period employer(s) and (2) the employer contributed 100% to the pension.

Deductible monthly pension/retirement payments will be prorated on a weekly basis. Your weekly benefit amount will be reduced dollar-for-dollar of your deductible weekly pension amount. If you receive a lump-sum distribution from a retirement plan, the payment will be deductible in the week in which you receive the payment. You must report any other type of pension payment you receive, including 401K plans. If you fail to report a pension or payment you may be required to repay any Unemployment Insurance benefits that you received.

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### Deductions for Bonus Pay, Holiday Pay, Vacation Pay or Wages in Lieu of Notice and Severance Pay

Bonus pay, holiday pay, vacation pay, or wages in lieu of notice must be reported. Payments of this type may be considered deductible income and may be deducted from your weekly benefit amount.

- Bonus pay is reportable in the week in which you receive the payment.
- Holiday pay is reportable in the week that the holiday falls.
- Vacation pay is reportable the week in which the vacation occurs.
- Wages in Lieu of Notice are deducted during the week paid.

Severance or termination pay reduces your weekly benefit amount in the same way as wages. If this payment is given due to a verbal or written contract, company policy or hiring agreement it may affect your benefits. A determination will be issued if severance pay is deducted from your benefits. Any severance payment received before the effective date of your claim will not be considered deductible.

### Non-Monetary Determination

When you file an unemployment claim, a notice of application for benefits with the reason of separation will be mailed to your last employer of fifteen (15) working days or more. Your last employer has ten (10) days to respond as to why you are no longer employed. If your employer does not respond within ten (10) days, the agency has an obligation to contact your employer to obtain separation information.

The Commission will review all information surrounding your separation and if there are conflicting statements, both parties may be contacted by mail, telephone or email to gather additional information. It is important that you provide this information because it will be used in determining your eligibility for benefits. **Failure to respond to any request of additional information could result in a denial of benefits.**

Based on the facts presented, the Commission will apply state laws and issue a non-monetary determination. This will be mailed to the interested parties. If either party disagrees with the determination they have the right to appeal. The appeal rights are explained on the non-monetary determination. The non-monetary determination must be appealed within ten (10) days of the mailing date.

### Appeals Information

#### Appealing a Notice of Determination

Any time a determination of eligibility is made on your claim, you will receive a determination in the mail that will explain if you are allowed or disallowed benefits. If you do not understand any determination or notice you receive, contact your Unemployment Service Center. You may appeal any Notice of Determination with which you disagree. Other interested parties, such as your employer(s) may also appeal the same determination.

**Parties have ten (10) calendar days from the mail date of the determination to appeal the determination.** If the tenth (10<sup>th</sup>) day falls on a weekend or legal holiday, the tenth (10<sup>th</sup>) day will be the following business day. If you are unable to file an appeal within ten (10) days, you must provide a detailed explanation as to why you are filing untimely. The Appeal Tribunal will determine if good cause for filing an untimely appeal is established before a hearing is held on the issue being appealed.

You can file an appeal in person, by mail, fax, telephone or email. Include your name, social security number, phone number, date of determination, and section of law you are appealing and why you disagree with the decision. The mailing address, fax number, telephone number and email address will be listed on your determination.

#### Appeal Hearings

Once an appeal is filed, parties will be mailed an appeal packet with copies of all pertinent claims information. After your hearing has been set, you will then be mailed a notice of hearing. The notice will indicate what action is required for you to participate in the hearing. *It is important for you to participate in the hearing since the decision on your claim will be based on information given at the hearing.* **Failure to take part in the hearing may result in a decision denying benefits.** If witnesses are needed to help present your case, you must arrange for them to participate. Information about subpoena of records or individuals will be included in the appeal packet.

If you have questions, please contact the Appeal Tribunal at the following numbers:

➤ Inside OKC calling area 601-3311

➤ Outside OKC calling area (800) 522-8218

#### Protecting Your Rights While Appealing a Determination Denying Your Benefits

- **YOU MUST CONTINUE FILING YOUR WEEKLY CERTIFICATIONS WHILE YOU ARE IN THE APPEAL PROCESS!** If you are found eligible for benefits, you will not be paid for any weeks that you have not filed.
- If you fail to appear for your scheduled hearing, you must contact the Appeal Tribunal within five days if you would like to reopen your appeal to show good cause for not appearing.
- If you are found to be eligible for benefits, your employer has the same appeal rights as you. If your employer appeals the decision, the appeal does not stop your benefits. However, if the employer wins the appeal, you will be considered as overpaid for any benefits you received. **It is important that you participate in the hearing on the employer's appeal so you may present your side of the case.**

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### Board of Review Appeal

If the Appeal Tribunal determines you are not eligible for benefits you may appeal that decision to the Board of Review. **Your appeal must be filed within ten (10) calendar days from the mail date of the Appeal Tribunal decision.** If you file the appeal late, you must explain why you are filing untimely.

In most cases, there will not be a hearing with the Board of Review. The Board of Review may affirm, modify, reverse or remand any decision of the Appeal Tribunal. The hearing tape and decision are reviewed to ensure the evidence and UI law supports the Appeal Tribunal decision. You will be notified in writing of the Board's decision. The Board of Review's mailing address and fax number will be listed on the Appeal Tribunal decision.

**The Board of Review decision shall be final unless within ten (10) days of the mailing of the decision either party appeals the decision to district court.**

If you have any questions, contact the Board of Review at (405) 522-5363.

### If you are Overpaid Benefits

The Oklahoma Employment Security Commission discovers improper payments to claimants in a number of ways including:

- *New Hire Information received from employers*
- *Audits*
- *Cross-Match*
- *Tips Received*

**If you receive benefits to which you are not entitled, you will be liable for repayment of those benefits. If someone else made the mistake that caused the incorrect payment, you will still be liable for repayment.**

Most frequent reasons of overpayments:

- Failing to report the gross amount you earned before deductions or other deductible income correctly.
- Continuing to receive unemployment benefits after returning to work. You must report your earnings in the week you **earned** them, NOT the week you **receive** your payment.
- Failing to report ALL earnings from work while claiming benefits OR failing to provide any other information that could affect your claim
- Being paid unemployment benefits and later being disqualified because you were deemed not eligible. This could be a result of an Appeal Tribunal or Board of Review decision.

When an overpayment is established, you will receive a written notice explaining why you are overpaid. If you disagree with the reason you are being overpaid, you have the right to appeal; **you will have twenty (20) days from the date of the overpayment to appeal.**

### Fraud and Misrepresentation

Fraud, for Unemployment Insurance purposes, is knowingly making a false statement, misrepresenting a material fact, or withholding information to obtain unemployment benefits. Any statement you make in order to obtain unemployment benefits will be verified. You will be required to repay the benefits. All fraud cases are subject to possible criminal prosecution, fines and imprisonment.

The Oklahoma Employment Security Commission is responsible for protecting the Unemployment Insurance Trust Fund. We have a full-time fraud detection unit to identify and recommend criminal prosecution for those who commit fraud.

Examples of fraud include:

- **Failure to properly report a job separation**
- **Failure to properly report earnings**
- **Failure to report ALL earnings from any source**
- **Divulging your PIN number to anyone**
- **Allowing another person to file your weekly claim**

Penalties for fraud include:

- Denial of unemployment benefits for the week the overpayment is established and the next following 51 weeks for the first offense and 103 weeks for all subsequent offenses
- Repayment of the amount of benefits received as a direct result of fraud plus interest
- Criminal prosecution under federal or state law
- Jail sentence

### Overpayment Repayments

If you have an overpayment, you can repay it in one lump sum or under an installment payment plan; however, the Commission must approve such plans. If you are found to be overpaid due to your error, interest will be assessed at the rate of 1% per month on the unpaid amount until the entire amount is repaid. Interest will only accrue to the amount of the overpayment, for example, if you have a \$500 overpayment, your interest due will not exceed \$500.

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### Other methods of recovery of overpayments include:

- State income tax refund intercept
- Bank account lien
- Garnishment of wages from future employer
- Property lien

Benefits may not be paid on a regular Unemployment Insurance claim until any outstanding overpayment has been recovered. The Commission may recover an overpayment by deducting it from any benefits you may be eligible to receive on a current or future unemployment claim. **If you are currently filing for and receiving Unemployment Insurance benefits, we will recoup your weekly claim amount and apply it to your established overpayment. You will not receive any unemployment benefits until the principal balance is completely recovered.** You must pay accrued interest with a personal check or money order.

### Miscellaneous

#### **What is Approved Training?**

When you lose your job, you may be recommended for possible training or education. Your work skills and experience will be evaluated to match current job openings in your field. If training or schooling is recommended and it meets requirements outlined in Oklahoma law, it could be considered approved training. You should contact your local Oklahoma Workforce Center for information regarding Approved Training. *If you are in approved training, please contact the Unemployment Service Center for further instructions.*

#### **What is a TAA/TRA Claim?**

Federal Trade Adjustment Assistance (TAA) pays benefits to workers who lose their jobs or their working hours are reduced as a result of increased imports. If you worked for an employer that has been impacted by TAA, you will receive notification of potential eligibility for the program.

#### **TRA**

Trade Readjustment Allowance (TRA) is essentially an extension of your weekly unemployment benefits. You must be enrolled in TAA approved training within eight (8) weeks after certification or within sixteen (16) weeks after your last qualifying separation to receive TRA benefits or a waiver of enrollment must be granted by the state. In order to be eligible for TRA, you must exhaust all rights to any state unemployment. Once you have exhausted your basic TRA benefits you may request additional TRA weeks if you are still in TAA approved training. Once you have filed a TRA claim, you will be required to submit weekly attendance and progress reports or work search forms. Your Unemployment Service Center will provide you with the forms. These attendance and progress reports or work search forms must be received before a payment will be issued.

*You must inform the commission of all official school breaks.* If you are on an official school break of 30 or less school days you may still be paid for TRA. You will need to continue to call in each week and submit an attendance and progress report and you will write "On official school break of less than 30 days" on the form and submit as you normally would.

If you have any questions regarding special claims, contact your Unemployment Service Center.

#### **Reemployment Services**

All unemployment claims are screened to determine those most likely needing reemployment services to return to the workforce. The selection criterion has been established utilizing federal guidelines. If you are selected to participate in a reemployment program and cannot attend, you must contact the local Workforce Oklahoma Center to reschedule. **Failure to participate as instructed will result in a loss of benefits.** Local Workforce Oklahoma Centers provide services which include referrals to job search assistance and job placement services such as counseling, testing, assessment, job search workshops, orientation, referrals to employers, or other reemployment services.

#### **Text Telephone System**

If you are hearing impaired or for some other reason need to use a Text Telephone system to file your initial claim for benefits you may do so using the following telephone numbers:

- TTY users in the Oklahoma City calling area - (405) 208-4022
- TTY users outside the Oklahoma City calling area – 1-866-284-6695 (toll-free)

***Unfortunately you are unable to file weekly claims using a TTY or TDD system at this time.***

## INSTRUCTIONS ON HOW TO FILE YOUR WEEKLY CLAIMS CERTIFICATION

### Claims Filing and Inquiry Information

#### **Filing weekly claim certifications - How can I file my weekly claim?**

Weekly claim certifications can be filed by:

Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities

## Oklahoma Employment Security Commission – Unemployment Insurance

- **Internet –Oklahoma Network Initial Claims (ONIC) / [www.unemployment.ok.gov](http://www.unemployment.ok.gov)**
- **Telephone – Interactive Voice Response (IVR)**

### **Internet - ONIC – [www.unemployment.ok.gov](http://www.unemployment.ok.gov)**

Oklahoma Network Initial Claims (ONIC) can be used to:

- File a new unemployment claim/reopen an existing unemployment claim
- Inquire about an existing unemployment claim
- Inquire about amount of benefits reported to the IRS
- Visit the Oklahoma Employment Security Commission Home Page
- File your weekly claim certification
- Change your address
- Change your personal identification number (PIN)
- Enroll in Electronic Funds Transfer (EFT) payments

**Telephone – IVR – Inside the Oklahoma City calling area use: (405) 525-1500  
If you live outside the Oklahoma City calling area use: (800) 555-1554**

The Oklahoma IVR line is a telephone interactive voice response system.

IVR can be used to:

- File a new unemployment claim/reopen an existing unemployment claim
- Inquire about an existing unemployment claim
- Information on an existing overpayment
- General information regarding unemployment benefits
- File your weekly claim certification
- Inquire about amount reported to the IRS
- Speak to a Customer Assistance Representative

If you are filing a partial unemployment claim through your employer, you are not able to call in your weekly claim certifications through IVR or ONIC.

Claims filed 15 or more calendar days after the week has ended are considered untimely and in most cases will not be paid. Before you call IVR, make sure you have the following information:

- ❖ Social security number
- ❖ Personal identification number
- ❖ Information on any earnings and the number of hours you worked during the week (including vacation, holiday and severance pay)

When you call IVR, the computer will follow a script and you will be asked specific questions. Additional questions may be asked based on your answers. **Read through the sample questions before you call to save yourself time and confusion.** You answer questions by using your telephone keypad and entering '1' for YES and '9' for NO.

### **Personal Identification Number**

The first time you use IVR or Internet/ONIC, you will be asked to enter your social security number and then you will be asked to select a permanent Personal Identification Number (PIN). You will choose your own four-digit secret number to use when filing your weekly claim or when inquiring about specific information. This PIN is your personal confidential number and your electronic signature.

The number you choose is your **PRIVATE KEY** to use IVR or Internet/ONIC. Your PIN protects you from having someone else file your claim or obtain information about your claim. Do not give anyone your PIN. If someone else uses your PIN and payments are made in error, you will be held accountable and will be liable to repay any benefits received in error.

As you select your own PIN, it is suggested you not use your birth date, home address number or any other number that someone else could guess. However, when choosing a four-digit number, be sure to pick a number that **you will remember**. Each time you file for a week or inquire on your claim, you will enter your four-digit number.

#### **How do I change my PIN?**

Our customer service representatives do not have access to your PIN. If you forget your number or want to change it for other reasons, we can reset your PIN so you can establish a new PIN or you can change your PIN via Internet. Contact your Unemployment Service Center or visit the website at [www.unemployment.ok.gov](http://www.unemployment.ok.gov) and click on "Change your Pin".

### **Telephone Filing**

#### **When may I use the telephone-IVR?**

- **Please do not use a cellular phone.**
- The general and payment information inquiry system is available 24 hours a day and 7 days a week. Peak activity occurs from 8:00 a.m. to 4:00 p.m. daily, and Monday has the heaviest call volume.
- The **continued claim filing lines** are available 24 hours a day and 7 days a week. Remember, you must claim each week of benefits within fourteen (14) days of the week-ending date.

## Oklahoma Employment Security Commission – Unemployment Insurance

- Customer Service Representatives are available Monday – Friday, 8:00 a.m. to 4:30 p.m.
- To utilize the IVR system, you must have a **TOUCH-TONE** telephone or a regular push-button telephone with a TONE/PULSE switch. When using a regular push-button telephone with a TONE/PULSE, switch to Tone after you dial the number.

### How do I use the telephone-IVR to file my weekly claim certification?

- **Inside the Oklahoma City calling area use: (405) 525-1500**
- **If you live outside the Oklahoma City calling area use: (800) 555-1554**

### You will be required to enter your social security number and four-digit Personal Identification Number (PIN).

IVR will state the week-ending date of the first week available. Remember, claims filed 15 or more calendar days after the week has ended are considered untimely and in most cases will not be paid. If you need to file for more than two weeks, you will need to hang up and call back for the remaining weeks. If you have any problems or questions, you will need to contact your Unemployment Service Center.

### LISTEN CAREFULLY!

- IVR will give you step-by-step instructions. Your responses will be recorded and become a part of your claim file. If you make a mistake, you can correct any mistakes by following the step-by-step instructions on IVR.
- Any week that you wish to claim begins on Sunday and ends at midnight Saturday (unless stated otherwise). Questions may vary depending on the type of claim you are filing.
- IVR will not allow you to file for a week before the week has ended.

## Telephone Filing Questions

If you would like to file a claim or request specific information about your claim press 1.

For general information on Unemployment Insurance, press 2.

### Option (1) CLAIMS INFORMATION

*These options will vary dependent upon your claim status. If you select (1) and you do not have any available weeks to file, the system will not allow you to file for weeks. The system will determine what you can do based on the status of your current claim.*

- 1) Enter your nine-digit social security number.
- 2) To file a claim, press 1.
- 3) To inquire about your current unemployment claim, press 2.
- 4) For the total amount of unemployment benefits paid to you and reported to the Internal Revenue Service, press 3.
- 5) For information on an existing unemployment overpayment, press 4.
- 6) To speak to a CSR regarding other issues, press 5.
- 7) To exit, press 9.
- 8) To see if a claims representative is available in order to provide additional information now, press zero.

### Option (2) GENERAL INFORMATION -

- 1) For instructions on how to file a claim, press 1.
- 2) To hear appeals information, press 2.
- 3) To listen to frequently asked questions and answers about Unemployment Insurance, press 3.
- 4) To file a claim or request specific information about your claim, press 4.
- 9) To return to the main menu, press 9.

To repeat these options, press the star (\*) key.

### Claims introduction

If you would like to file a claim or request specific information about your claim, press 1.

Press 1

- **Enter your 9-digit Social Security Number.**
- **To file a claim, press 1.**
- **Please enter your Personal Identification Number.**

Please remember your continued claim will not process if you hang-up before you hear Goodbye.

The following questions apply to the seven-day calendar week-ending at midnight on \_\_\_\_\_. (Week-ending date)

Do you wish to file a claim for the week-ending \_\_\_\_\_? (Week-ending date)

**You must answer the following questions truthfully. Warning: giving false information or answering these questions for someone other than yourself constitutes fraud and is punishable by law. To repeat the current question at any time, press the (\*) star key.**

## Oklahoma Employment Security Commission – Unemployment Insurance

### Telephone Claims Questions

This is an example of a regular unemployment weekly claims filing. There are other questions that may be asked depending on the type of claim or your response to the answers.

**REMEMBER - Questions pertain only to the week for which you are filing AND Questions will vary depending on the claim type.**

Press 1 for YES and 9 for NO

- (1) Oklahoma requires that you are able and available to work each week if employment is offered. Were you able and available for work during the week you are claiming?
- (2) You must report all work performed Did you perform work during the week for which you were or will be paid?
- (3) Did you receive or are you entitled to severance pay for the week?
- (4) Did you receive or are you entitled to vacation pay for the week?  
\*\*\*\*NOTE:(Vacation pay is deductible if you have a return to work date.)
- (5) Are you entitled to holiday pay for the week you are claiming?  
\*\*\*\*NOTE:(Holiday pay is deductible in the week in which the holiday falls.)
- (6) Did you receive bonus pay for the week you are claiming?  
\*\*\*\*NOTE:(Bonus pay is deductible in the week in which it is received.)
- (7) Has there been any change in the amount of retirement pay or pension previously reported?
- (8) Did you refuse work during the week you are claiming benefits?
- (9) Did you quit a job during the week you are claiming benefits?
- (10) Were you discharged or fired during the week you are claiming benefits?
- (11) Oklahoma requires that you search for work each week in accordance to your work search plan that you established at the time you filed your claim. Did you make the required number of work searches in accordance with your work search plan?
- (12) Realizing you are liable for any false statements made to receive unemployment, do you certify that you have answered these questions truthfully and accurately?

(IF YOU HAVE ANOTHER WEEK TO FILE, THE QUESTIONS WILL START OVER WITH THE FOLLOWING WEEK-ENDING DATE)

You will be told whether your weekly claim certification has been accepted. If you meet all eligibility requirements, your weekly claim will be processed for payment. If the week is not accepted, you will be given additional instructions. You can contact your Unemployment Service Center for additional help or log into ONIC at [www.unemployment.ok.gov](http://www.unemployment.ok.gov).

**Please remember, you must remain on the line until you have answered all questions and IVR tells you GOOD-BYE.**

**If your call is disconnected before hear good-bye, your answers have not been recorded and you will have to call again.** Remember that you are responsible for the answers you provide and you can be penalized under the law for withholding or willfully giving incorrect information.

If you have any questions or problems while filing your weekly claims certification, please contact your Unemployment Service Center.

### TO FILE CLAIM BY INTERNET

**IMPORTANT: You must have Microsoft Internet Explorer 5 as your minimum browser in order to utilize the Internet for filing a claim.**

- The Internet/ONIC website is available 24 hours a day and 7 days a week.
- The web address to access the ONIC system is [www.unemployment.ok.gov](http://www.unemployment.ok.gov).

**Oklahoma Employment Security Commission – Unemployment Insurance**

The system will walk you through the procedures.

To access the Oklahoma Internet Claims System, please begin by entering your Social Security Number.

- **Enter Social Security Number**  
(SSN verified)
- **Please enter your PIN number**  
(PIN verified)

The system will then walk you through the questions.

**Your claim will not be complete until you are given a confirmation number to indicate that your claim has been accepted.**

Remember! Giving false information, certifying for someone other than yourself, or allowing someone to certify for you constitutes fraud and is punishable by law.

*Use this space for notes*

**KEEP A RECORD OF YOUR PAYMENTS ON THE CHART BELOW. THIS WILL HELP TRACE ANY MISSING PAYMENTS**

Week Ending	Amount	Check Number	Date Received

**Oklahoma Employment Security Commission – Unemployment Insurance**

**EARNINGS REPORT**

- Complete and keep the report below to assist you in filing your weekly claims.
- REPORT ALL EARNINGS – From \$1 to \$99999999.99!
- You must report your earnings when you earn them, not when they are paid.
- You must report your gross amount you earned before deductions.

Date:	Date:	Date:	Date:	Date:	Date:	Date:	Total:
Sun.	Mon.	Tue.	Wed.	Thurs.	Fri.	Sat.	
\$	\$	\$	\$	\$	\$	\$	\$
Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -
Employer Name:							
Employer Address:							
Employer Telephone:							
Separation: Still Employed ___ Laid Off ___ Lack of Work ___ Discharged ___ Quit ___ Other ___							
Date:	Date:	Date:	Date:	Date:	Date:	Date:	Total:
Sun.	Mon.	Tue.	Wed.	Thurs.	Fri.	Sat.	
\$	\$	\$	\$	\$	\$	\$	\$
Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -
Employer Name:							
Employer Address:							
Employer Telephone:							
Separation: Still Employed ___ Laid Off ___ Lack of Work ___ Discharged ___ Quit ___ Other ___							
Date:	Date:	Date:	Date:	Date:	Date:	Date:	Total:
Sun.	Mon.	Tue.	Wed.	Thurs.	Fri.	Sat.	
\$	\$	\$	\$	\$	\$	\$	\$
Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -	Hrs -
Employer Name:							
Employer Address:							
Employer Telephone:							
Separation: Still Employed ___ Laid Off ___ Lack of Work ___ Discharged ___ Quit ___ Other ___							

**Instructions for completing the OES-622 Work Search Form**

The OES-622, Work Search Form, is used to keep a record of the employers you contact each week in an attempt to obtain employment. Ensure all work search contacts are completed correctly because they are subject to audit. *Requirements that must be followed when completing the form include:*

- Work search contacts may only be repeated after four (4) weeks unless the employer requests to be contacted sooner.
- Multiple applications with the same business or hiring authority are considered only one contact.
- Multiple applications with Federal or State agencies are considered as only one contact.
- Work search contacts must be for work you are willing and qualified to do, and in areas you are willing to work.
- In-person and telephone contacts must be made with an individual who has knowledge of the job openings and if written applications are being accepted, filed with the appropriate personnel.
- Contacts must be made during the week that benefits are claimed.

You should complete the name and social security number on any page you are completing in case of audit. The form consists of eight (8) sections used to record the work search contacts. These sections are:

- **Week Beginning/Ending:** These are the beginning and ending dates of each week you are making work search contacts. The dates always begin on Sunday and end on Saturday. You are responsible for entering the correct dates. The first date will be the Sunday of the week in which you filed the claim.
- **Date:** The date the work search contact was made. This date must be between the Sunday and Saturday date of that week. The date used is the date the contact was actually made or if done by mail, the date the application or resume was placed in the mail.
- **Employer Name/Address:** The name and address of the business you contacted about work. If the contact was made by e-mail, enter the e-mail address of the business. If the application is sent by fax, include the fax number.
- **Employer Telephone Number:** The telephone number of the business. If you applied by fax to an employer, enter the fax number in this area.
- **Name of Person Contacted:** The name of the person you contacted about work. If you did not contact a specific person, put the department you notified or contacted about work.

## Oklahoma Employment Security Commission – Unemployment Insurance

- **Method of Contact:** The method used to make the work search. **If it was made in person, by resume, by mail, e-mail or by fax.**
- **Type of Work Applied For:** The type of work you were seeking when you made application with the business.
- **Results:** The results of the contact. Were you hired, asked to check back, was the application accepted? What were you told after you made the contact? In some instances such as mailing a resume, the results will be unknown at the time you make the contact.

The next page lists various methods of contacts and shows how to record those contacts on the work search form.

**\*\*You may need more forms. Either make copies of the blank form below or attach additional pages using the very same models as the forms below.**

*Use this space for notes*

**Work Search Form**

**To the Claimant:** You must complete and retain this form for future audits as a record of your work search. This will be your job search record. **Work Search Plan:** (1) 2 Work search efforts (2) Temporary Layoff with Return to work date of \_\_\_\_\_ (3) Union Worker Local \_\_\_\_\_

**SSN:** 123-45-6789 **NAME:** Raymond Farquar

Claim Week	Date	Employer Name, Address, City and State	Telephone Number	Name of Person Contacted	Method of Contact	Type of Work Applied For	Results
Week Beginning 08-31-08	9-1-08	Jack's Auto 29105 N.W. 199 <sup>th</sup> , OKC, OK	405-256-9999	Jack (Owner)	In Person	Mechanic	Not hiring
thru Week Ending 09-06-08	9-4-08	Fishbaum's Fritter House <a href="mailto:Mel.fishbaum@email.com">Mel.fishbaum@email.com</a>	405-256-8888	No name provided	Email/resume	Head Cook	Will call if needed
Week Beginning							
thru Week Ending							
Week Beginning							
thru Week Ending							
Week Beginning							
thru Week Ending							
Week Beginning							
thru Week Ending							

I certify that I have provided true and correct statements and facts relating to my claim for unemployment benefits. I understand that the law provides penalties for false statements or failure to disclose material facts. I also understand that my claim may be audited. Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities

**Work Search Form**

**To the Claimant:** You must complete and retain this form for future audits as a record of your work search. This will be your job search record. **WORK SEARCH PLAN:** (1) 2 Work search efforts (2) Temporary Layoff with Return to work date of \_\_\_\_\_ (3) Union Worker Local \_\_\_\_\_

**SSN:** \_\_\_\_\_ **NAME:** \_\_\_\_\_

<b>Claim Week</b>	<b>Date</b>	<b>Employer Name, Address, City and State</b>	<b>Telephone Number</b>	<b>Name of Person Contacted</b>	<b>Method of Contact</b>	<b>Type of Work Applied For</b>	<b>Results</b>
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							

I certify that I have provided true and correct statements and facts relating to my claim for unemployment benefits. I understand that the law provides penalties for false statements or failure to disclose material facts. I also understand that my claim may be audited. Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities

**Work Search Form**

<b>To the Claimant:</b> You must complete and retain this form for future audits as a record of your work search. This will be your job search record.	<b>WORK SEARCH PLAN:</b> (1) 2 Work search efforts (2) Temporary Layoff with Return to work date of _____ (3) Union Worker Local _____
--	--

<b>SSN:</b> _____	<b>NAME:</b> _____
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Claim Week	Date	Employer Name, Address, City and State	Telephone Number	Name of Person Contacted	Method of Contact	Type of Work Applied For	Results
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							
Week Beginning _____ thru Week Ending _____							

I certify that I have provided true and correct statements and facts relating to my claim for unemployment benefits. I understand that the law provides penalties for false statements or failure to disclose material facts. I also understand that my claim may be audited.    Date: \_\_\_\_\_    Signature: \_\_\_\_\_

Equal Opportunity Employer/Program  
 Auxiliary aids and services are available upon request to individuals with disabilities

# PAYMENT INFORMATION

All payments are handled by **Affiliated Computer Services (ACS), State of Oklahoma Electronic Benefits Program**. Payments are made either by debit card, or by direct deposit.

Call ACS, toll free, at 1-866-320-8699 to:

- Request forms for direct deposit
- Change your address
- Inquire about payments

ACS Website:  
[www.EPPICard.com](http://www.EPPICard.com)

Debit cards will be mailed to you once you have served your waiting period week. The debit card will look like the picture below.



And will come in an envelope like this:

Affiliated Computer Services, ACS  
State of Oklahoma Electronic Benefits Program  
PO Box 3128  
Tallahassee, FL 32315-3128

PRESORT  
FIRST CLASS  
US POSTAGE  
PAID  
Permit 5939  
Atlanta, GA

RETURN SERVICE REQUESTED



Important Information About Your Benefits

Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities