

Unemployment Insurance (UI) FAQs

My hours have been reduced or I've been laid off. How do I file for UI benefits?

- Please see our detailed, step by step instructions located simplicityHR.com/COVID-19

I've been furloughed, will I qualify for UI benefits?

- The terminology “furlough” has no effect on UI benefits. As long as you are experiencing any type of reduction in hours, we recommend you file for UI benefits so that your eligibility can be determined.

I'm trying to login to the State of Hawaii UI website and the site isn't working.

- Please be aware that there is a high volume of individuals filing for UI benefits, which is causing the State of Hawaii's website intermittent issues. Please be patient and keep trying.
- We recommend attempting to file during a time when the volume may not be as high. The website is available during these times:
 - » Monday through Friday 6:30 a.m. to 11:00 p.m. HST
 - » Weekends and Holidays 9:00 a.m. to 11:00 p.m. HST

Will I qualify for UI benefits?

- The State of Hawaii UI Claims Office will make the decision on your eligibility after you file your UI Claim.
- If you are experiencing any type of reduction in hours, we recommend you file for UI benefits so that your eligibility can be determined.

What is considered gross wages?

- Salary, hourly wages, tips, commission, bonuses and any paid time off should all be reported to the UI Claims Office as part of your total gross wages when you file your weekly claim certification.
- Paid time off and tips should be reported in the week they are earned. Commission and bonuses should be reported in the week they are paid.

How much will I qualify for?

- The amount you qualify for in monetary compensation will be determined by the State of Hawaii after you file your claim. This is determined by gross wages you've earned in the past 18 months of employment.
- The maximum weekly benefit amount for this year is \$648. If you are currently earning more than \$648 in gross wages, you will not qualify for UI benefits.

When will I get paid?

- Payment will be on a weekly basis via direct deposit.
- Under normal circumstances, there is usually a 1 week delay in payment. However, due to the high volume of individuals filing for UI benefits, there may be an additional delay.

I was working part-time. Will I qualify for UI benefits?

- Anyone experiencing a reduction in hours may be eligible for UI benefits. Eligibility is determined after an employee files for UI benefits. For this reason, we recommend that anyone experiencing a reduction of hours file for UI benefits.

If I don't qualify for UI benefits, will I be penalized for filing?

- No, there is no penalty for filing if you are not eligible.

I worked more than one job. Can I choose which employer I want to file UI benefits for?

- No. All wages paid by any employer in the past 18 months is taken into consideration when you file a new claim.

After I finish opening my new claim online, what happens?

- The day after you complete your new filing, your employer(s) will receive a request from the State of Hawaii electronically to respond to your claim. Your employer(s) will respond to your claim and report your current employment status.

What do I do if I have general questions about my claim?

- It is important that you contact the UI office directly to ensure a timely response to any questions you may have. Your employer does not have the ability to approve your claim or ensure that payments are issued. Please refer to the list of UI offices and their phone numbers below:

UI Claims Office	Phone	Fax	Email
Honolulu Claims Office	(808) 586-8970	(808) 586-8980	dlir.ui.oahu@hawaii.gov
Hilo Claims Office	(808) 974-4086	(808) 974-4085	dlir.ui.hilo@hawaii.gov
Kauai Claims Office	(808) 274-3043	(808) 274-3046	dlir.ui.kauai@hawaii.gov
Kona Claims Office	(808) 322-4822	(808) 322-4828	dlir.ui.kona@hawaii.gov
Maui Claims Office	(808) 984-8400	(808) 984-8444	dlir.ui.maui@hawaii.gov