

How Do I File for Unemployment Insurance?

STEP 1:

To file for unemployment insurance (UI) with the State of Hawaii, go online to <https://huiclaims.hawaii.gov/#/>

- a. Click on **“Get Started”** in the box titled **For Claimants**.
- b. If you’ve filed a claim before, click **“Sign In”**.
- c. If this is your first claim you’ve filed online, you will need to establish an online account with the State of Hawaii, click **“Create Account”**. Follow the on-screen instructions to process a claim.
- d. Once you create your account, you will be asked a series of questions regarding your employment for the past 18 months, such as, employer’s name, address, dates of employment and reason for separation.
- e. Be prepared to also provide your social security number and your bank information if you wish to elect direct deposit (routing and account numbers).

STEP 2:

When filing for UI benefits, please list **your worksite employer** as your employer.

- a. If you are still employed, but experiencing a reduction in hours: Please select the reason “Still Employed, Reduction of Hours.” Do not select “Temporary Lack of Work” or “Lack of work” as the UI Claims Office will consider you to be separated.

STEP 3:

After completing your initial claim, you’ll also need to file a weekly claim certification (or weekly report of low earnings). This will also be done online for each week you either have 0 hours, or your hours are reduced. If you are interested in watching an online tutorial on how to file for UI benefits, please go to labor.hawaii.gov/ui/instructional-video-for-filing-unemployment-insurance-online/.

The State of Hawaii UI Claims Office will determine if you are eligible for benefits.

Please be aware it is not up to your employer to grant you UI benefits. The State of Hawaii UI Claims Office will review the details of your case and render a decision based on applicable laws.

STEP 4:

After you file for UI benefits, the State of Hawaii will determine the amount you qualify for in UI benefits aka your maximum weekly benefit amount (WBA). Gross wages from the past 18 months from all of your employers are used to calculate your WBA.

TIPS:

The Department of Labor and Industrial Relations (DLIR) announced on Monday 3/23/20 the availability of two phone numbers to help process unemployment claims while working on fixing the current online claims filing process. The phone numbers will be available during normal business hours of 7:45 a.m. to 4:30 p.m.

The following **phone numbers** are for resetting passwords and making appointments for over-the-phone applications:

Password Reset: (808) 762-5751
Phone Appointments: (808) 762-5752

The local unemployment offices remain closed to walk-in and in-person services.

If you continue to have trouble accessing the State’s Unemployment Insurance site, the following form is available for initial claims at <https://huiclaims2020.hawaii.gov/initial-claim>

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

For further details on the State of Hawaii's UI process, please visit labor.hawaii.gov/ui/.