

Unemployment Questions

IMPORTANT ANNOUNCEMENT: Effective April 9, claimants can file their missing weekly claim certifications online. They are no longer required to call a Claim Center to file a missing claim. For more detailed instructions, please visit:

[**MD Dept. of Labor - Information on Applying for Unemployment Online**](#)

How long can you expect to wait for approval of your application?

Once you have filed a claim it may take some time to process the initial claims given the sheer number of applications received. Under normal circumstances, it took an average of 21 days to process a claim and mail a notice of eligibility. Once a notice of eligibility is received it typically takes 8 days for the first benefits payment to be received. That first payment will include back pay from the time in which the individuals became separated from employment. After that, the claimants should receive their weekly payments within a day of filing their [weekly web certifications](#).

When is the additional \$600.00 funds allocated by the CARES act going to start being released?

The Maryland Department of Labor is diligently working to modify the IT systems and designing new processes to facilitate the new programs created under the CARES Act. Please know these are not modifications to the current system. These are **brand new** programs and will take time to implement. We are hopeful to have an update on \$600 PUEC payments in the coming days. Please see the website for additional details and updates on this process. mdunemployment.com

Is there a number you can call that will be answered?

The Division of Unemployment Insurance's website and call centers are currently experiencing an unprecedented volume of users due to COVID-19. We apologize for any inconvenience and thank you for your patience during these uncertain times.

Effective April 9th, claimants can file their missing weekly claim certifications online. They are no longer required to call a Claim Center to file a missing claim.
[For More Information Click Here](#)

Please know that no matter when or how you file, Marylanders become eligible for benefits starting after the day after they separated from employment. If you are eligible, you will be paid for all benefits due. The qualifications are as flexible as possible during this time. Claimants are encouraged to file according to a new system effective Wednesday, April 1st, 2020, which was designed to make this process easier for claimants.

To file an initial regular unemployment claim online or through our call centers, please file your claim according to your last name as detailed below:

- If your last name starts with A - F, file your claim on Monday.
- If your last name starts with G - N, file your claim on Tuesday.
- If your last name starts with O - Z, file your claim on Wednesday.
- Claim filing is open to all last names by phone on Thursday and Friday and online Thursday through Sunday.
- Filing later in the week will not delay your payments or affect the date of your claim.

Claim Centers telephone hours have been further extended and open from 7 a.m. to 6 p.m., Monday through Friday.

To contact a Claim Center, call 410-949-0022.

If you are having difficulty placing a call or accessing our website for your assistance, please use this email ui.inquiry@maryland.gov to contact the PEAK Customer Service team who will be able to assist with the questions of your claim.