

TIPS FOR USING THE EDD TELEPHONE CERTIFICATION (EDD TELE-CERTSM)

What is EDD Tele-CertSM?

EDD Tele-CertSM is a telephone certification method that allows you to certify for your Unemployment Insurance (UI) benefits on a biweekly basis over the phone by calling the Employment Development Department (EDD) automated self-service number, **1-866-333-4606**, and using the automated Interactive Voice Response (IVR) system.

The EDD offers this new service to provide a more user-friendly method of certifying for UI benefits that will help reduce errors made on the paper *Continued Claim Form* that can cause benefit payment delays. The IVR version of the form will not be submitted to the EDD until all questions are completed.

The questions asked using EDD Tele-CertSM are the same questions on the paper *Continued Claim Form*, DE 4581. The paper claim form will continue to be issued to you until all unemployment systems are fully automated, regardless of which certification method you use. However, if you choose to certify for your UI benefits using the EDD Tele-CertSM method, do not also submit a form through the mail. Certifying by phone and submitting a paper *Continued Claim Form* could delay your benefit payments.

➤ **Advantages: EDD Tele-CertSM**

- Convenient and eliminates mail time and postage costs.
- Available 24 hours a day, 7 days a week. However, you must wait until after the ending date of the benefit claim week(s) to certify (the date indicated on the front of the paper claim form sent to you).
- Allows you to verify or edit your answer(s) before submitting the certification.
- Accepts your certification submission as your electronic signature.
- Allows you to certify for multiple weeks with one phone call.

➤ **Accessing EDD Tele-CertSM**

- The toll-free self-service phone number for EDD Tele-CertSM is **1-866-333-4606**. It is recommended that you call during non-business hours, after 5 p.m. and before 8 a.m., Monday through Friday, Pacific Standard Time, or on Saturday and Sunday.
- The first time you use EDD Tele-CertSM, you will be asked to enter your Social Security number (SSN) and establish a new personal identification number (PIN). On subsequent visits, you will use the same PIN you created during registration to access EDD Tele-CertSM.
- The EDD Tele-CertSM method will provide you with prompts to assist in navigating through the certification process. **You will be asked to input your answers using the keypad on your telephone.** The EDD Tele-CertSM does not use a voice recognition capability.
- Your answers will be repeated back to you to ensure you answered each question correctly. You will be given the opportunity to change any incorrect answers. Your final entries will serve as an electronic signature.
- You are responsible for the answers on your paper *Continued Claim Form* or when you certify using EDD Tele-CertSM. If you give false information or do not report information that you should report, you may be subject to disqualification and penalties.

- More information about the certification process is included in the handbook, *A Guide to Benefits and Employment Services*, DE 1275A, that was sent to you after you filed your claim. It explains how to properly complete the *Continued Claim Form*.
- You will receive a confirmation number at the end of your call. It's important to have a pen and paper ready to write down your confirmation number for your records as well as record the answers you gave using the IVR system.

➤ **Some temporary limitations on using the EDD Tele-CertSM method**

Some claimants participating in the following UI Programs will not be able to certify using the EDD Tele-CertSM until all unemployment systems are fully automated:

- ✓ Apprenticeship Training
- ✓ California Training Benefits (CTB)
- ✓ Disaster Unemployment Assistance (DUA)
- ✓ Federal-State Extended Duration (FED-ED) Extension
- ✓ Partials Program (including Fisher partials and PMA partials)
- ✓ State Special School Benefits (SSSB)
- ✓ Trade Readjustment Allowance (TRA)
- ✓ Work Sharing Program (WS)

➤ **In addition, if during any benefit weeks any of the following conditions apply to you, you must submit a paper form instead of using EDD Tele-CertSM**

- You changed your address or phone number.
- You served on jury duty.
- You have performed work and/or earned wages during any week of the certifying period (this includes all reportable income such as pension, workers' compensation, residuals, and commission).
- You are directly involved in a trade dispute and are on strike or locked out by your employer.

➤ **After you certify for UI Benefits**

- Even if you use the EDD Tele-CertSM to certify for benefits, you will continue to receive a paper *Continued Claim Form* in the mail. You may certify for benefits using the paper form or EDD Tele-CertSM as long as one of the above temporary limitations or conditions do not apply to you.
- DO NOT mail your paper claim form for any of the same week(s) you certify using the EDD Tele-CertSM since it may delay your payments. The system will use the first certification submitted to process your payments. Also, do not send any other correspondence to the address indicated for paper *Continued Claim Forms* because that could also delay processing.
- If you realize you made an error certifying for benefits using any of the available methods, contact the EDD immediately through the EDD website at www.edd.ca.gov or call one of the available toll-free phone numbers listed on the EDD website to speak to a representative.
- Allow 10 days for the processing of your EDD Tele-CertSM or paper form before contacting the EDD about the status of your benefit payment.