

Filing Your Weekly Request for Payment of Benefits

You will file your weekly request for payment of benefits over the Internet at www.vec.virginia.gov or telephonically using the Voice Response System (VRS) at **1-800-897-5630**. You will be given or mailed instructions on how to use the VRS when you apply for benefits. Follow the instructions very carefully. The instructions below apply to both Internet weekly requests for payment and VRS weekly requests for payment.

File your weekly request for payment of benefits correctly and accurately, as soon as the week has passed. You will not be paid benefits, even if you are qualified and eligible to receive them, if you fail to file your weekly request for payment. Remember that the claim week does not end until after midnight on Saturday of the week being claimed and will not be available to you to file until after that time.

Your first weekly request for payment of benefits must be filed with the VEC after the week in which you file your application for benefits ends, but no later than 28 days after the date you filed your application. For example, if you filed your application for benefits on June 1, the VEC must receive your first weekly request for payment no later than June 29.

Note: *If the 28-day period for timely filing of your first weekly request for payment ends on a date the VEC is closed, the last day for timely reporting is extended to the next day the VEC is open for business.*

Subsequent weekly requests for payment must be filed when the claim week ends. In order to be filed in a timely manner, each weekly request for payment must be filed no later than 28 days from the Friday of the prior week claimed. For example, if the last weekly request for payment was the week ending Saturday, June 18, we must receive your next weekly request for payment by Monday, July 18. (The 28th day falls on Saturday when the VEC is closed, and the deadline is extended to the next business day.)

You will file your weekly requests for payment of benefits until you report that you have returned to work, your benefits have run out, or your benefit year ends, unless you fail to file your weekly request within 28 days of the prior claim week's Saturday. If you fail to file your weekly request on time, the claim series is broken and you will not be able to file your weekly request. You must call the VEC Customer Contact Center.

You will lose benefit eligibility for all weeks between the last week filed in a timely manner and the week you call to restart your claim series unless you can show that you had good cause for late filing.

Q: Is there a waiting period before I can receive benefits?

A: Yes, you must serve a one-week waiting period in each benefit year. *You must file a weekly request for payment of benefits and meet all the eligibility requirements to receive benefits before you get credit for serving a waiting period.* You will not be paid benefits for the one-week waiting period.

Q: What happens if I file my weekly request for payment late or early?

A: If you attempt to file your weekly request for payment after 28 days, the VRS and Internet systems will not offer you a week for which to file a payment request. You will be told to call 1-866-832-2363 (Available 8:00am to 5:00pm, Monday - Friday. Closed Saturday, Sunday and state holidays.) for assistance. If you attempt to file a request for payment before the week has ended, you will not be offered the week by the VRS or the Internet.

Q: What if I change my address?

A: Notify the VEC Customer Contact Center immediately by telephone. You will be asked for your Social Security number and the first 4-digits of your PIN. You also may notify us by letter.

If you notify us by letter, include your Social Security number. **If there is an appeal pending, you should give notice of an address change even if you are not receiving benefits when the change occurs.** Even if you are no longer claiming benefits, you should notify the VEC of address changes so we can send your 1099-G statement (mailed each January) that is required for income tax purposes.

Q: What if I leave the area?

A: If you plan to be away temporarily, there is no need for you to contact the VEC. If you plan to leave permanently, you should call or report to the nearest VEC Workforce Center (or workforce services center if in another state) and register for work in your new area. Be sure to take with you all documents pertaining to your claim. If you move to another state, you need to notify the VEC Customer Contact Center of your change of address immediately.

Q: What if I am sick, injured, or out of town during a claim week?

A: You should indicate that you were not ready, willing and able to work each day during that week when you file your weekly request for payment of benefits.

Q: When can I expect my first payment?

A: You should receive your payment within 14 calendar days after you file your weekly request for payment of benefits. You may not receive your payment on the same day of the week each time you file your request for payment. However, no payment will be issued if you have a separation or able and available issue on your claim, until those issues have been addressed and appropriate action taken on them.

Q: What should I do if I don't receive a payment?

A. You should contact the VEC Customer Contact Center. However, you should wait at least 5 days after you file your request for payment before notifying us. Be sure to have your Social Security number and personal identification number (PIN) ready when you make the call. Make a record of your call, noting the date and time of the call, the name of the VEC representative with whom you spoke, and the information you were given. If your request for payment was not processed, you will have to refile the request for payment. You should keep a record of your work search contacts in case you need to refile the request.

Q: What should I do if the Voice Response System or Internet will not allow me to file a request for payment of benefits?

A: Call the VEC Customer Contact Center if you are unable to file your weekly request for payment.

You will need to have your Social Security number and PIN available.

Q: If I file my weekly request for payment of benefits over the Internet what questions will I be asked to respond to?

A: The questions are the same as those asked by the VRS, only in a more expanded format that allows the VEC to gather more facts needed to determine eligibility. The internet service and VRS are available during [these times](#).