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## **BENEFITS RIGHTS INFORMATION FOR CLAIMANTS FILING FOR UNEMPLOYMENT INSURANCE BENEFITS**

This handout is intended to inform you of your Arkansas benefit rights and provide you with filing instructions for your weekly claims and to provide you with beneficial information regarding your unemployment insurance claim.

The Unemployment Handbook is accessible on the Internet at  
[https://www.dws.arkansas.gov/src/files/500\\_BOOKLET\\_8X11\\_ART\\_v07-2-2019.pdf](https://www.dws.arkansas.gov/src/files/500_BOOKLET_8X11_ART_v07-2-2019.pdf)

- This handbook provides information concerning your rights and responsibilities while filing for unemployment insurance benefits. The explanations included are intended to help you understand the Benefits Provisions of the Division of Workforce Services Law and Policies.
- Do not rely on advice from friends or relatives. If you have questions regarding your claim that does not appear to be covered in the handbook or if you need a printed copy of the handbook, contact the claim filing hotline at 1-844-908-2178 or 501-534-6304 from 8a.m. to 3:30p.m. or contact your local office.

Filing your weekly unemployment claim. There are two ways to file your weekly unemployment insurance claim:

1. ArkNet (Continued Claims – Internet): <https://www.arknet.arkansas.gov/>
  - If you currently have a valid Arkansas claim for Unemployment Insurance you, may choose to file for weekly benefits online. To use ArkNet, Arkansas's continued claims website, you must have access to an electronic device that will allow you to use an internet connection.

NOTE: This site is best suited for use with Microsoft Internet Explorer 6.0 or higher or Mozilla Firefox 2.0 or higher. If you are using a different browser to file your weekly claim and are experiencing problems, please use a different browser.

2. Arkline (Continued Claims – Telephone): 501-907-2590
  - Arkansas' Interactive Voice Response System for filing weekly unemployment insurance benefits by telephone.
    - o Available Sunday 12:01 AM to 6:00 pm.
    - o Monday through Friday 6:00 am to 6:00 pm.

Methods of Payment. You may choose between two methods of payment for your Unemployment Insurance Benefits. Either payment type is safe and convenient.

1. Direct Deposit – To select direct deposit, you must have an existing personal checking or savings account. Be sure you know your account and routing numbers when signing up for direct deposit. You can change your bank information any time you need. Just access the “Change Your Payment Option” section on ArkNet. <https://www.dws.arkansas.gov/src/files/direct-deposit-brochure-2018.pdf>
2. Debit Card - The UI debit card is convenient and easy. Use it wherever Visa is accepted – online, over the phone, at grocery stores, retail stores, restaurants, medical offices etc. Benefits will be deposited into your card account when due, based on your current eligibility and the weekly information you certify.