

# FACT SHEET

**WWW.JOBS.STATE.NM.US**

Fast, convenient, and secure.

Apply for unemployment benefits online.

## Information for Workers Affected by COVID-19

**1-877-664-6984 TOLL-FREE**

Apply for unemployment benefits by phone  
Monday–Friday, 8:00am–4:30pm.



Governor Michelle Lujan Grisham has declared a state of public health emergency as a result of the novel coronavirus disease (also known as COVID-19). In light of the Governor's declaration, certain workers may be eligible for Unemployment Insurance (UI) benefits. Learn more at [www.dws.state.nm.us/COVID-19-Info](http://www.dws.state.nm.us/COVID-19-Info).

### Am I eligible for unemployment benefits?

You may be eligible if the situations described below apply to you:

- Employers may lay off some or all of their workforce as a result of the impact of COVID-19; for example, a restaurant that sees a significant reduction in business due to lack of customers dining out during this time, or an event facility that cancels all events until a later date, or bus drivers who are out of work due to temporary school closures.
- Workers who are self-quarantined or directed to be quarantined, or who have immediate family who is quarantined.
- Workers who have their hours reduced as a result of COVID-19.

### How do I file an unemployment claim?

UI claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file an unemployment claim:

- **ONLINE:** You can file your new (initial) UI claim online at [www.jobs.state.nm.us](http://www.jobs.state.nm.us).
- **1-877-664-6984 TOLL-FREE TELEPHONE:** You can also file over the phone by calling 1-877-NM-4-MYUI (1-877-664-6984). After following the automated prompts, your call will be transferred to a Customer Service Agent (CSA) who will complete your claim. The UI Operations Center is open 8:00am–4:30pm, Monday–Friday.

### What requirements are there?

NMDWS will be waiving the work search requirements for any of the above impacted workers for up to four weeks. After you have applied for benefits, you must file a weekly certification for each week for which you are applying for benefits. Weekly certifications may be filed online or by phone.

**PLEASE NOTE:** The first eligible week of any new claim is a “waiting week.” You will not receive benefits for this week and it is not included in your weeks of payment.

### What do I need to file my claim?

Whether you file online or by phone, you will need the following information to file a new claim:

- Social Security Number (SSN)
- Mailing address and phone number(s) of employer(s) you worked for in last 18 months
- The starting and ending dates of your last job (or jobs if more than one employer in last 18 months)
- If you are a non-citizen, have your alien registration number and expiration date
- If you worked during the week you are filing your claim, be sure you know the gross amount (total dollars and cents before any deductions) of your pay before filing
- Pencil and paper to write down questions and instructions