

EDUCATION AND WORKFORCE DEVELOPMENT CABINET
OFFICE OF UNEMPLOYMENT INSURANCE
QUALITY CONTROL BRANCH
500 MERO Street, 4th FLOOR
FRANKFORT, KY 40601
PHONE 502-564-2369
FAX 502-564-4746
UIECLAIMS@KY.GOV

E-CLAIM ERROR REPORTING

Critical Error Information: SSN, Name, Address, City, State, Zip, and Date of Birth

If an error is located in a critical field in your E-claim file submitted to the Office of Unemployment Insurance (UI) or an employee has reported an error with E-claim paperwork in relationship to a critical field, please take the steps listed below:

1. Notify the agency by contacting Uleclaims@ky.gov or 502-564-2369.
2. Advise employees/claimants to return all mailing from the division of unemployment insurance that is not their own to the Office of Unemployment Insurance at the address listed at the top of this page. Mail will be disposed of properly once received by the Division of UI.
3. Advise claimants to validate and update their address on our system at <https://uiclaims.des.ky.gov/ebenefit/eben.htm> . This should be done prior to requesting benefit payment.
 - a. To change an address or email, log on to <https://uiclaims.des.ky.gov/ebenefit/eben.htm>.
 - b. In the upper right-hand corner of the screen, click My Profile. This will allow claimants to view their address or email to change if necessary.
4. If claimants have not requested a benefit payment, they should request for the benefit only after they validate their mailing address. Benefits can be requested online at <https://uiclaims.des.ky.gov/ebenefit> or by calling toll-free 1-877-369-5984.
5. If the claimant is not able to request benefits via internet or phone, a pay order form may be requested by contacting Ulassitance@ky.gov or by calling 502-564-2900.
6. Direct deposit is the quickest way to receive benefit payment; direct deposits will not be delayed due to an issue with the address.
7. If a benefit payment is not received within 14 days, the claimant should contact the UI Assistance Line at Ulassitance@ky.gov or by calling 502-564-2900.