

# FACT SHEET

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

Apply for Unemployment Benefits online Sunday - Friday  
4:00 a.m. - 9:00 p.m. Allow at least 30 minutes to file  
your claim before system shut down time.

## Information for furloughed Federal Employees in New Mexico

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

Monday - Friday, 8:00 a.m. - 4:30 p.m.



During a government shutdown, employees who are not required to work under one of the exceptions of national defense, law enforcement, or other activities directly involved with the protection of life and property are furloughed, that is, placed in a non-pay, non-duty status, until the shutdown ends. In the event of a Federal Government Shutdown, Federal employees may be eligible for Unemployment Insurance.

### Am I eligible for unemployment benefits?

In New Mexico you may apply for benefits on or after the first day you are furloughed. Furloughed employees should be eligible as long as all other state eligibility factors are met.

### How do I file an unemployment claim?

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

- **ONLINE:** You can file your new (initial) Unemployment Insurance (UI) claim online by going to the New Mexico Workforce Connection Online System at [www.jobs.state.nm.us](http://www.jobs.state.nm.us). Computers are available at your local New Mexico Workforce Connection Centers and local libraries. Our UI Tax & Claims System is available to take initial claims and weekly certifications from 4:00 a.m. to 9:00 p.m. Sunday through Friday. Please allow at least 30 minutes to file an online claim prior to system down time.

All individuals applying for and receiving unemployment benefits are required to log into the New Mexico Workforce Connection Online System ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)) **first** in order to access the UI Tax & Claims system. UI claimants will be required to maintain usernames and passwords for **both** the online jobs system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)) and the UI Tax & Claims system.

- **1-877-664-6984 TOLL-FREE TELEPHONE:** You can also file by 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. Our UI Operations Center is open 8:00 a.m. - 4:30 p.m., Monday - Friday.

### How soon will benefits begin to be paid, and how long do benefits last?

After you have applied for and have been determined eligible for benefits, a weekly certification (work search including at least two jobs contacts) must be filed for each week for which you are applying for benefits. You must submit your weekly certifications on time, and you can certify Sunday through Friday of each week.

**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.

New Mexico will pay a maximum of 26 weeks of regular benefits.

### What will happen if Federal employees are paid for time during the shutdown period?

Employees who receive unemployment benefits and also later receive a retroactive payment from their employer for the same time period, will be required to repay the UI benefits received.

## Information Needed to File Your Claim

Whether over the internet or by telephone, 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
- Furloughed Federal Employees must provide their recent Standard Form (SF)-50, an SF-8 (if issued), their most recent federal W-2 form, and recent federal earning and leave statements.