CLAIMANT FAQs

This information addresses the most frequently asked questions about receiving unemployment benefits.
For more in-depth information visit **https://dew.sc.gov/individuals/apply-for-benefits/claims-process**

Filing a new, additional, or re-opened claim

Apply for benefits, file an additional claim or re-open a claim online through the MyBenefits Portal at **mybenefits.dew.sc.gov.**

Create an account or log in to your existing account and click **Apply For Unemployment Insurance Benefits** on the homepage.

Receiving Notices from DEW

Within a week after applying, you will receive a Monetary Determination outlining your potential weekly and maximum benefits amounts. The maximum weekly benefit amount in South Carolina is $326 before taxes. You will then receive an eligibility determination by mail within 21 days.

Waiting week

By law, the first week of eligibility is considered a waiting week and you will not be paid. However, you should continue to complete your weekly responsibilities including filing a weekly claim and searching for work.

Filing a weekly claim

After you apply for benefits, you must begin filing weekly claims, even while you are waiting to find out if you are eligible. You may file online via MyBenefits or by phone via TelClaim (1.866.831.1724).

Reporting wages

You are allowed to work part-time or odd jobs while receiving benefits, but you must report the money you earn when filing your weekly claim - even if you have not been paid yet.

Searching for work

You must actively search for suitable work each week that you file a weekly certification for unemployment benefits. Suitable work includes any trade, occupation or business in which you are qualified based on you training or your experience. DEW may audit your claim at any point by requesting verifiable documentation of your weekly search for suitable work. You may be disqualified from future benefits you have already received if you fail to provide DEW with verifiable proof of your active search for suitable work when requested.

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Updating account information

Update your phone number, address and payment method via the MyBenefits Portal. Keeping this information updated is critical while you are receiving benefits. The post office will not forward mail from DEW including payments and your 1099G.

Filing an appeal

You have the right to file an appeal if you disagree with your eligibility determination. By law, you must file your appeal within 10 calendar days of the mailing date listed on the determination. Visit **dew.sc.gov/individuals/manage-your-benefits/appeals** for more information.

Useful phone numbers

TelClaim: 1.866.831.1724 - file your weekly claim, access information about your claim status and speak with claims representatives by phone.
Bank of America Debit Card: 1.866.213.4074 - inquire about your debit card being lost, stolen or any fees incurred.

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