

# The Unemployment Insurance Process

**Day  
1**

You complete the initial application online at [kcc.ky.gov](http://kcc.ky.gov) or by phone at:

**502-875-0442**  
Monday - Friday  
7:30 a.m. - 5:30 p.m., ET

**Day  
2**

The Office of Unemployment Insurance will determine if you have a valid claim.

**Day  
3-12**

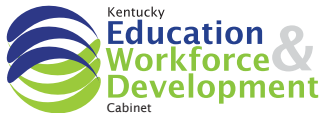
You will receive a letter that states the amount of your payment.

**Day  
13**

If there are no disqualifying factors, we will generate the payment by either direct deposit or a debit card within 2 to 5 days.

**Day  
28**

If you continue to be unemployed you can request your second benefit payment online at [kcc.ky.gov](http://kcc.ky.gov) or calling **877-369-5984**.



**TEAM  
KENTUCKY**

