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## Notice to Individuals Inquiring About the Availability of Unemployment Insurance Benefits As A Result of the COVID- 19 Pandemic

The primary mission of Arkansas' Unemployment Insurance program is to provide unemployment insurance benefits to eligible full-time and part-time workers who become separated from employment through no fault of their own or those workers who have experienced a reduction in the number of hours worked, including workers who are impacted by the COVID-19 Pandemic. ADWS will continue to serve its primary mission as the COVID-19 Pandemic continues to evolve.

Workers who have become separated from employment as a result of the COVID-19 Pandemic should file their unemployment insurance claims through ADWS' online claims filing system EZARC which can be accessed via the Internet at <https://www.ezarc.adws.arkansas.gov/>. Generally, workers who are laid off due to a business closure or are unable to work due to COVID-19 quarantines will be eligible for unemployment insurance benefits provided they meet the other eligibility requirements. Once an affected worker has filed their claim through EZARC, they should report to their nearest Workforce Center to finalize their unemployment insurance claim.

ADWS understands that the COVID-19 Pandemic will impact the availability of workers to engage in work-related activities and/or reemployment activities. While these requirements will not be eliminated, ADWS will be flexible with the application of these activities consistent with a worker's status regarding their last employer and pursuant to guidance provided by the United States Department of Labor.

At this time it is not known whether or not Disaster Unemployment Assistance will be made available for individuals who do not otherwise qualify for regular unemployment insurance benefits. ADWS asks that you proceed with filing a regular unemployment insurance claim even if it is later determined that you are not eligible due to a lack of sufficient wages from work or are engaged in self-employment. Should Disaster Unemployment Assistance be authorized at a later date, you will have completed the first step in seeking those benefits.

For additional questions related to the Unemployment Insurance program, please contact your local office representative or you may contact ADWS Info at **1-855-225-4440** or via email at [ADWS.Info@arkansas.gov](mailto:ADWS.Info@arkansas.gov).