

PAT Questions

Listed below are the questions that PAT will ask you when you call to file your biweekly claim. Please note that not every claimant will be asked all the questions listed. Some questions are only asked based on the response to a prior question. You must stay on the line until PAT tells you that your answers have been saved or PAT tells you that your claim has been accepted.

1. Is the mailing address on file still correct?

2. Do you wish to file for benefits for the claim week ending [month-day-year]?

OR, if the week is designated as the waiting week:

Do you wish to file for the waiting week ending [month-day-year]?

If you answer no to 2, you will go to 2a:

2a). Please enter the reason why you do not wish to file for benefits for the claim week ending [month-day-year].

1 = working 2 = out of area 3 = other reason

3. Did you work or were you absent from work during the week you are claiming?

If you answer yes to 3, you will go to 3c.

If you answer no to 3, and you did not report earnings in the prior week, you will go to 4.

If you answer no to 3, and reported earnings in the prior week, you will go to 3a:

3a) Please enter the reason why you were unemployed or working reduced hours during the week you are claiming.

1 = lack of work 2 = quit 3 = discharge 4 = strike/lockout 5 = other reasons

3b) Was your most recent employment with [employer name]?

3c) Did you work during the week you are claiming?

If you answer no, you will go to 3h.

3d) Did you work for more than one employer during the week you are claiming?

If you answer no to 3d, you will go to 3e:

3e) Were you employed by [name of the most recent employer]?

3f) Please enter your gross earnings for this week. Do not include holiday and vacation pay. Enter the dollar amount followed by the star (*) key and then add the number of cents. If you don't know the amount of your gross earnings, press the (*) key.

3g) **If you worked your normal full-time hours during the week you are claiming, you may not be entitled to benefits for the week. If you worked your normal full-time hours, press 1. If you worked less than your normal full-time hours, press 2.**

3h) **Were you absent from work when work was available during the week you are claiming?**

If you answer yes to 3h, you will go to 3i.

If you answer no to 3h, you will go to 4.

3i) **Were you absent from work from more than one employer?**

If you answer no to 3i, you will go to 3j.

3j) **Were you absent from work from [name of the most recent employer]?**

3k) **Please enter the gross earnings you would have earned if you had not been absent from work. Enter the dollar amount followed by the star (*) key and then enter the number of cents.**

4. **Did you or will you receive holiday pay or vacation pay during the week you are claiming?**

If you answer yes to 4, you will go to 4a.

If you answer no to 4, you will go to 5.

4a) **Did you or will you receive holiday pay for the week you are claiming?**

If you answer yes to 4a, you will go to 4b.

If you answer no to 4a, you will go to 4e.

4b) **Did you or will you receive holiday pay from more than one employer?**

If you answer no to 4b, you will go to 4c:

4c) **Is the holiday pay from [name of the most recent employer]?**

4d) **Please enter the gross amount of your holiday pay for the week you are claiming. Enter the dollar amount followed by the star (*) key and then enter the number of cents.**

4e) **Did you or will you receive vacation pay for the week you are claiming?**

If you answer yes to 4e, you will go to 4f.

If you answer no to 4e, you will go to 5.

4f) **Did you, or will you, receive vacation pay from more than one employer?**

If you answer no to 4f, you will go to 4g.

4g) **Is the vacation pay from [name of the most recent employer]?**

4h) **Do you have an expected date of recall to work?**

4i) **Please enter the gross amount of your vacation pay for the week you are claiming. Enter the dollar amount followed by the star (*) key and then enter the number of cents.**

5. **Were you able to work and available for work during the week you are claiming?**

If a second week is available for you to claim:

Are your answers for this week the same as your answers for the week ending [month-day- year]?

If you answer yes, but you reported earnings, holiday pay or vacation pay in the first week:

You reported earnings and/or holiday or vacation pay in the first week. Is the amount of compensation you reported in the first week the same for the second week?

If you answer no, PAT will begin the certification questions again.