Unemployment Claim Tracker

Understanding your Status Updates

STEP 1

*Unemployment **Status***

Claim Received

- Your claim has been received but may take up to seven days before a status change.
- A monetary determination letter will be provided, detailing the benefit amount and number of weeks you will receive unemployment, *if approved*.
- Begin looking for work and certify each Sunday you are unemployed or earning less than your benefit amount
- Start your weekly certification the first Sunday after filing a claim by logging into your Jobs4TN.gov account.

STEP 2

*Unemployment **Status***

Waiting Employer Response

- We are contacting your former employer to verify information about the job separation.
- In approximately two weeks, the next step will show when your employer has responded to our request.
- A decision on your claim should take fewer than four weeks.
- Continue looking for work and certifying on Jobs4TN.gov.

STEP 3

*Unemployment **Status***

Received Employer Response

- Your former employer has responded to our request for information.
- We are reviewing the employer's response.
- Continue looking for work and certifying on Jobs4TN.gov.

STEP 4

*Unemployment **Status***

Waiting Claimant Response

- We may contact you for additional information by the preferred method of contact you chose when filing your claim.
- If you have difficulty responding to requests, create a customer service ticket at https://tdlwd.zendesk.com and click "submit a request."
- Disregard this status update if you have already responded to a request for information.
- Continue looking for work and certifying on Jobs4TN.gov.

STEP 5

*Unemployment **Status***

Decision Made

- Your claim has either been approved or denied.
- Per approval, a deposit will be made within three days via direct deposit or the Way2Go® MasterCard.
- If denied, you will receive a letter with details of your denial and the appeal process.
- Continue looking for work and certifying on Jobs4TN.gov.