

What You Need to Know About the Adjudication Process

If we have questions about your eligibility for unemployment benefits, we may set an 'issue' on your account. This means we need more information to make a decision about your eligibility. This process is called adjudication.

Steps in the adjudication process

We set issues based on information from many sources, including employers, the answers you give us when you open your claim or file weekly claims, and federal and state databases. If we find an issue, here's how the process works:

1. **We will send you a questionnaire** via eServices or the U.S. Postal Service based on your communications preference. Generally, you have **10 days to respond**.
2. You need to **respond by the due date included in the questionnaire to avoid delays or loss of benefits**.
3. Answer all questions completely and accurately.
4. If we need more information after you respond, we may contact you again by phone, email or web notice. You will have **2 business days to respond**. If you do not respond, we will make a decision based on what we have.



Avoid missing important information

Be sure your contact information is current. To **update your information**, go online to esd.wa.gov/update-your-information or use the automated phone option at 800-318-6022.

Frequently check for messages. Check your eServices account, your email, your U.S. Postal Service address and your phone. Read all letters to ensure you do not miss necessary information.

Decisions about issues

We decide issues based on unemployment laws and regulations and the information we have. Go to esd.wa.gov/laws-and-regulations for details.

We may set more than one issue on your claim. Each is reviewed separately—you could be approved for some, but another may cause your claim to be denied. We send a separate notice for each issue and each decision is also posted in your eServices account. To access your account, please go to secure.esd.wa.gov.

Appealing a decision

If you disagree with our decision, you have the right to file an appeal. If your employer received a copy of the decision, they also have the right to appeal. We include appeal instructions in every decision letter. You can also find information at esd.wa.gov/appeal-decision



eServices
secure.esd.wa.gov
Available: 24/7



Phone
800-318-6022 toll-free
Monday – Friday, 8 a.m.-4 p.m.

The Employment Security Department is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. We provide free help in many languages. People who need hearing or speech help can dial 711 for the Washington Relay.