



Department Of Labor & Industrial Relations Unemployment Services

Telephone appointments are available for Adjudication, General Unemployment Insurance Claims, Pandemic Unemployment Assistance, and Employer Services.

Access to all appointments is available via the web (Chrome or Microsoft Edge) at: labor.hawaii.gov/ui/appointments/.

Adjudication (statewide) **Telephone** Appointments

- Monday through Wednesday
- 30-minute appointments

General Unemployment Insurance Claims (Oahu, Maui, Hilo, Kauai, Kona) **Telephone** Appointments

- Monday and Tuesday
- 20-minute appointments
- You must schedule an appointment by your geographic location. For example, if you live on Oahu, you must schedule your appointment with the Oahu Claims Office.

Employer Services (statewide) **Telephone** Appointments

- Monday through Friday
- 30-minute appointments

Pandemic Unemployment Assistance – PUA (statewide) **Telephone** Appointments

- Monday through Wednesday
- 30-minute appointments

General Unemployment Insurance Claims and Employer Services **In-person** Services

- Wednesday through Friday from 7:45 a.m. to 4:00 p.m.
- First come, first serve
- Must present an unexpired government-issued picture ID
- Must present a vaccine card showing full vaccination against COVID-19 or a negative COVID-19 test result from a test taken within the previous 48 hours before seeking entry into any office
- In-person services are not guaranteed and will be accommodated as time and resources allow.

Unemployment Insurance and PUA **Appeals**

- You must file an appeal online or via USPS mail
- The appeals office will contact you with an appointment

Some important notes:

- You may only make an appointment or seek in-person services for yourself.
- Language interpretation services are available for both telephonic appointments and in-person services.

For more information, please visit HawaiiUnemploymentInfo.com