

**WAC 192-120-010 Claimant information booklet.** (1) The department will publish and post on its web site an information booklet for unemployment insurance claimants that provides basic information on the laws, rules, and procedures for unemployment insurance benefit claims. Single copies of the booklet will be available to the public at no charge.

(2) The department will send claimants who file an application for benefits a link to the booklet by email or other electronic means. If the department does not have the ability or authorization to notify a claimant by email or other electronic means, the department will send the claimant a written notice containing the link to the web address for the booklet. The department will mail a hard copy of the booklet to any claimant who requests it.

(3) The department will maintain a brief descriptive web address to help claimants locate the booklet online. The link to the booklet will be prominently displayed on the department's web site.

(4) Each claimant is responsible for filing weekly claims and following all instructions as required in the booklet for the duration of the claim unless other specific information is provided to the claimant by the department.

(5) The department will assist any person who advises the department that he or she is having difficulty understanding the booklet.

(6) If a claimant does not ask for help in understanding the booklet, he or she will be presumed to understand its contents and held responsible for any failure to act as directed by the booklet.

[Statutory Authority: RCW 50.12.010 and 50.12.040. WSR 16-21-013, § 192-120-010, filed 10/7/16, effective 11/14/16; WSR 14-06-019, § 192-120-010, filed 2/24/14, effective 3/27/14. Statutory Authority: RCW 50.20.010 and 50.12.040. WSR 99-08-073, § 192-120-010, filed 4/5/99, effective 5/6/99.]