

# WORTH KNOWING

## – when you're unemployed

To most people, meeting the unemployment fund and the benefits system for the first time is like entering a whole new world with many new requirements and concepts.

This guide will give you an overview of what you need to know as a benefits recipient and job seeker.

In the periods you wish to receive benefits from CA, you must:

- be registered as unemployed at jobnet.dk;
- have a searchable and adequate CV at jobnet.dk;
- have completed your CA job search strategy;
- have completed a job log at jobnet.dk every week with applications for two full-time jobs in Denmark, at least one of which must be a posted job;
- every month upload a CV or job application for two of the positions you have applied for;
- submit a benefits form at the end of each month;
- keep all agreements with CA and the Jobcenter, including participation in the meetings you are invited to or book yourself;
- accept jobs arranged through your Jobcenter;
- live and stay in Denmark.

### Registering as unemployed at jobnet.dk

To be able to claim benefits from CA you need to be registered as unemployed at jobnet.dk. You must register as unemployed at jobnet.dk on the first day you want to receive benefits. You do so by signing up as a user at jobnet.dk using NemID and stating at least one job preference.

### A searchable and adequate CV at jobnet.dk

Your jobnet CV is an important part of your benefits application.

To enable us to approve your application for benefits, you must create your CV at jobnet.dk within two weeks and before your CA onboarding meeting. Remember to state your contact details (mobile phone number and e-mail address) as well as employments, all your work experience and your educational background.

We can only approve your jobnet CV if it is adequate and searchable.

Your jobnet CV allows businesses to search your profile. Therefore, it is a mandatory part of being available to the labor market, but you are naturally still required to be actively seeking jobs.

If you have received benefits within the past four years, you can merely update your jobnet CV.



CAREER DEVELOPMENT  
AND UNEMPLOYMENT INSURANCE

### Contact

Whether your questions concern insurance or career issues, mail us at [ca@ca.dk](mailto:ca@ca.dk) or call 3314 9045.

## Completing your job search strategy

Your job search strategy forms the basis for the next steps of your job search and describes how you intend to address your job search. Our experience shows that a good job search strategy gets you off to a good start in your job search process.

It is important that your strategy is as specific and clear as possible. In other words, it is not enough to simply write "to find job" under "plans for the next three months".

After your onboarding meeting, we'll send your job search strategy to the Jobcenter which will often use it as a basis for the job search plan that you are to make together with the Jobcenter.

## Keeping a job log every week

To enable us to pay benefits to you every month, you must be actively seeking work from the first day you want to receive benefits.

This means that every week (already from the first week), you must fill in your job log at jobnet.dk. A job log is a digital table in which you register your job searches. Each registered job search is called a log. The job log helps you document your job search, allowing yourself, CA and your Jobcenter to keep a record of your activity.

You do not need to keep this log for the weeks you have been on holiday or been sick for a whole week – or if you have had full-time employment.

Only your registrations in the job log count when we are to assess whether you are available to the labor market. Please note that part-time positions applied for do not count when you enter your job search activities in the job log.

If information is missing or the job log is not adequate, you will receive an e-mail from our office robot the week after and/or on the turn of the month. Because we can only pay you benefits if you have:

- applied for and registered at least two full-time jobs in Denmark each week, one of which must be a posted position;
- registered them in the period from Monday to Sunday every week – already from the first week;
- uploaded a CV or a job application for at least two of the positions you have applied for every month;
- uploaded a CV and a job application within two weeks of your CA onboarding meeting.

## This is how we calculate your use of benefits

### Benefits entitlement

You need to have been a member of an unemployment fund for the past twelve months and have had a minimum income as a wage or salary earner in the past three years. Other rules apply if you are new graduate or have been self-employed.

As unemployed you are entitled to 3,848 hours with benefits. That equals two years where you will be able to receive benefits full time which you can use over a period of three years.

Read more at [www.ca.dk/en/artikel/how-long-can-i-receive-benefits](http://www.ca.dk/en/artikel/how-long-can-i-receive-benefits)

### Benefits payout

You may receive as much as 90 % of the earned income you have had, but there is a limit on benefits. You will be paid benefits for a whole calendar month. We pay you benefits for 160.33 hours each month before any deductions.

Read more at [www.ca.dk/en/artikel/how-much-do-i-get-benefits](http://www.ca.dk/en/artikel/how-much-do-i-get-benefits)

### Completing your benefits form

Each month you are required to submit a benefits form stating the working hours and days of sickness, holiday, etc. you have had in the relevant month and the activities you expect to have for the remainder of the month. It is important that you submit the benefits form each month, even when there are no changes to your activities.

Read more at [www.ca.dk/artikel/udbetalingsoversigter](http://www.ca.dk/artikel/udbetalingsoversigter)

## Communicating via "My CA"

You'll find all information from us in "My CA", but as unemployed, you receive information from both CA and the Jobcenter. It is therefore important that you remember to check your e-mail and e-boks every day as you may be invited for meetings at a day's notice. You must often book your meetings yourself, and it is important that you book your meetings within the time-limit as you otherwise risk being deregistered from the Jobcenter and then you will no longer receive benefits.

## The unemployment fund and the Jobcenter

As your unemployment fund, CA pays out your benefits and follows up on whether you are available to the labor market.



In addition to receiving career development and unemployment benefit services from us, you will also have a continuous dialogue with your local Jobcenter. It is the Jobcenter in your municipality that will be responsible for giving you advice, providing job activation and placement services and for approving further training. You are to meet with your local Jobcenter approximately once a month. The CA may participate in the first and last of these meetings (joint meeting). We will agree whether you need CA to participate.

You are to meet with CA within the first 14 days, after three months and again after six months if you want to continue to receive benefits.

After six months' unemployment, we primarily base our assessment of whether to invite you for a meeting

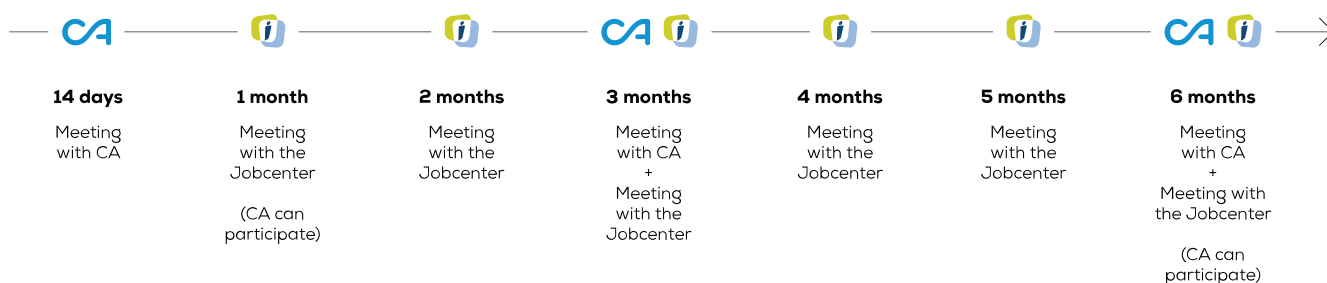
on the job log you complete at jobnet.dk. When you have been unemployed for a total of six months, you are entitled and required to participate in activation programs. You are still required to keep a job log while participating in activation programs.

### Let us know if you're prevented from attending

If you're prevented from attending a meeting, you should always let us know. If the reason is that you have fallen ill, found a job, are going to a job interview or a meeting at the Jobcenter, you're still entitled to benefits as long as you remember to cancel the meeting. If you do not show for the meeting or you have no valid excuse, then you will lose your benefits for the date of the meeting and the period until you contact the person who invited you for a meeting.

### Cancelling a meeting

If you start full-time work, full-time studies, early retirement, receiving old-age pension or maternity/paternity leave within six weeks of having registered as unemployed, you do not need to meet with CA. In such cases, you should contact your Jobcenter, and the Jobcenter will automatically notify us.



## Documenting your job search

To be able to get benefits each month, you must be available to the labor market. Put simply, this means that you must be actively seeking a job and accept relevant job offers. You should of course apply for jobs within your field of work, but you also need to be occupationally and geographically mobile – for the first three months up to three hours of public transport each day there and back, and after that longer.

Your job search must be realistic. This means:

- that you must be capable of performing the job you apply for. In other words, that you have the necessary qualifications and experience and that you are physically able to perform the job.
- that you must also apply for jobs you are capable of performing outside your field of work/level of position if there are not enough positions within your field of work/level of position.
- that you can take on a job at a day's notice. This means that if you have children, you must have arranged for childcare, also outside of normal childcare opening hours.
- that you must apply for the jobs that the Jobcenter asks you to apply for.

**NB!** Remember that you need to inform your Jobcenter at the outset about any physical limitations or childcare challenges.

To be able to pay out your benefits, we must ensure that you are an active job seeker and meet all other requirements.

It is therefore important that:

- you live and stay in Denmark;
- you have a searchable and adequate CV at jobnet.dk;
- you have completed a job log every week with applications for two full-time jobs, at least one of which is a posted job;
- you have every month uploaded a CV or job application for two of the positions you have applied for;
- you have met your job search strategy;
- you submit a benefits form at the end of each month;
- you keep all agreements with us and the Jobcenter, including participation in the meetings you are invited to or book yourself.

## Doubts about your availability

While you are applying for benefits, there may be situations where there is doubt as to your availability which we will discuss with you. It may be that you:

- are not seeking jobs as agreed;
- quit a full-time job to work part time;
- have been sick for a very long time.

These situations may affect your claim for benefits for shorter or longer periods of time. Therefore, make sure to always contact CA so that we avoid any doubts as to whether you are available to the labor market.

Moreover, you should be aware that you may be quarantined for 111 hours for self-inflicted unemployment, if you:

- quit your job, whether part-time or full-time;
- accept a too short notice of termination, whether for a full-time or part-time job;
- turn down a job arranged through the Jobcenter;
- turn down or discontinue an offer for activation or re-training.

If you become voluntarily unemployed twice within a period of twelve months, you will lose your benefits entitlement entirely.

## Sickness

You must report sickness at jobnet.dk – then we will be notified automatically.

If you become sick and incapable of looking for a job, you need to register it at jobnet.dk on your first day of sickness. Otherwise you'll not be paid until the day you give notice that you're sick. Also remember to respond in good time to the inquiries you get from us and possibly your municipality in connection with sickness. You will automatically be deregistered as unemployed at jobnet.dk when you call in sick. Therefore, you must make sure to register as unemployed again on the first day you're well again.

## Holiday

You must give notice of holiday at jobnet.dk – then we will be notified automatically.

You can naturally always take holiday without benefits. You will just have to give notice at jobnet.dk no later than 14 days before the first day of your holiday. We encourage you to let us know about your holiday in as good time as possible to prevent meetings or activation programs from disrupting your holiday plans.

You can claim holiday pay if you have earned it. You can claim holiday pay using "My CA", but remember to do so before your holiday begins.

## Working part time as a wage or salary earner

If you already have a part-time job, or if you get a part-time job as a wage or salary earner, you are often eligible for supplementary benefits. We recommend that you always contact us before you begin working reduced hours to clarify whether you meet the conditions for receiving supplementary benefits.

To be eligible for supplementary benefits, you must be available to the labor market in the same way as when you do not receive supplementary benefits.

If your employment contract sets out a termination notice, you can only receive supplementary benefits if your employer waives notice (i.e. issues a so-called release certificate), and we receive it within five days of the first day of your employment or from the date when you register as unemployed. The certificate allows you to leave your job at a day's notice if you're offered a position with more hours. You may be required to give notice of termination even if it is not stipulated in your contract. If, for example, you work within a field covered by a collective agreement with notices of termination.

Read more at [www.ca.dk/en/artikel/working-part-time-while-unemployed](http://www.ca.dk/en/artikel/working-part-time-while-unemployed)

## Working part time as self-employed

We recommend that you contact us before you start your own business so that we can guide you on your eligibility for supplementary benefits.

To be eligible for supplementary benefits, you must be available to the labor market in the same way as when you do not receive supplementary benefits.

It is particularly important that you contact us if you have previously been self-employed as starting your own business may be decisive for your future eligibility for benefits.

The impact of being self-employed may differ significantly depending on whether we consider it to be:

- secondary occupation as self-employed
- asset management
- spare-time occupation

Depending on the type of occupation you choose, it may affect the deduction from your benefits and the length of time you are permitted to have the occupation while receiving benefits.

Read more at [www.ca.dk/en/artikel/working-part-time-while-unemployed](http://www.ca.dk/en/artikel/working-part-time-while-unemployed)

## Training and skills development

There are several training and skills development opportunities. It depends on your current level and field of education. Therefore, it is always a good idea to contact CA before you start a course or an education.

Read more at [www.ca.dk/uddannelseforledige](http://www.ca.dk/uddannelseforledige), particularly about the right to six weeks' job-related learning.

## Taking benefits with you abroad

You can be paid benefits from Denmark for up to three months while you look for work in another EEA country. However, this only applies if you are a Danish citizen or a citizen of another EEA country.

If you are going for a job interview abroad, you will be able to receive benefits even when not staying in Denmark. Before you go, you must, however, send documentation to show that you are going for an interview, and you must return to Denmark again within five calendar days (weekends and bank holidays included) after you leave.

If you get a job abroad, you should contact us so that we can inform you about applicable laws.

## Voluntary unpaid work

If you carry out voluntary unpaid work, you can work up to 44 hours each month without your benefits being reduced. This is subject to approval by CA before you start, and you are required to complete an application form using our website. Here you can also read more about voluntary unpaid work opportunities while you are unemployed.

## Automated decision-making

At CA, we use automated decision-making tools. This means that we use software systems to assess and approve all forms received where possible. All complex cases or rejections of applications will always be dealt with by a member of our staff. If in doubt about whether your case has been processed by automated means, you are most welcome to contact us. If your case has been processed by automated means, you can always ask CA to review your case.

## Data protection policy

CA continuously exchanges information about you with public authorities during the period you're unemployed. Read more about what information CA processes and exchanges in our data protection policy at [www.ca.dk/en/artikel/ca-data-protection-policy](http://www.ca.dk/en/artikel/ca-data-protection-policy)

### CA GENTOFTE

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