

Use this checklist to get ready to apply for benefits.

Employees and self-employed people who have chosen coverage can:

- Create a [Frances Online](#) account
- Apply for benefits online through their Frances Online account
- Apply for benefits by mail or over the phone:
 - Download and print an application from the [Paid Leave website](#)
 - Call us at 833-854-0166 (toll-free)

Frances Online is the **quickest and easiest way** to apply for Paid Leave. If you can't access Frances Online, send us a paper application or call us to apply by phone. If you apply with a paper application or by phone, it may take longer for you to receive a response.

You may have someone else apply for Paid Leave benefits on your behalf by filling out the [Designated Representative Form](#). Please see the [Employee Guidebook](#) for more information.

If your employer has an equivalent plan instead of participating in Paid Leave Oregon, you must apply separately under that equivalent plan. Ask your employer for instructions on how to do that.

Get ready

Before you apply:

- ☐ Inform your employer — you need to tell your employer at least 30 days before the start date of your leave. In an emergency, you can give them 24-hour verbal notice and then follow up with a written notice within 3 days. If you can't give notice, someone else can do it for you.

Note: If you can't show that you gave your employer notice about your leave, Paid Leave may reduce your first full weekly benefit payment by 25%.

- ☐ Put together the information you will need — details for each step are included in this checklist.
- ☐ Create a Frances Online Claimant account — Frances Online is the fastest way to apply for benefits. If you are self-employed, this claimant account is a second account. It isn't the same as the employer account you created to apply for coverage.

Step 1: Create a Frances Online account

What you need to create an account:

- ☐ Your full legal name and date of birth.
- ☐ Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).

- ☐ Your contact information, including your phone number, email address, physical address, and your mailing address, if it is different than your physical address.
- ☐ Your state driver's license or state identification card (if you have one).
- ☐ Your email address.
- ☐ If you have filed a Paid Leave or Unemployment Insurance claim in the past, you may need to have us send you a letter to set up your account securely.

Step 2: Apply for benefits

You can apply immediately after you create an account in Frances Online. Sign in to Frances Online to apply.

What you need to apply:

- ☐ Your username and password if applying through Frances Online.
- ☐ Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).
- ☐ The type of leave you are applying for.
- ☐ Your requested leave schedule (consecutive or intermittent) and the expected start and end dates of your paid leave.
 - Consecutive leave means that you take leave from the start date to the end date of your leave, without working at any job during that time.
 - Intermittent leave means that you take days or weeks of leave between the start and end dates of your leave, but you also work during your leave. You must take intermittent leave if you are taking leave for two or more life events at the same time.
- ☐ Your current and past 18 months of employment information including:
 - Employer's business name, address, and phone number
 - Your employer's business identification number (BIN) or Federal Employer Identification Number (FEIN)
 - Your job title (to help you find your occupation)
 - Your date of hire
 - How often you are paid by your employer
 - How much your employer pays you
 - The number of days each week that you usually work for each employer
 - The date you told your employer about your leave
- ☐ Information about Workers' Compensation time loss benefits or Unemployment Insurance Program benefits you may be receiving.

- ☐ Information about any equivalent plan coverage you have and any paid leave you have taken under this plan.
- ☐ Your preferred benefit payment method. You can choose between a prepaid debit card and direct deposit. If you choose direct deposit, you will need your bank account and routing numbers.
- ☐ Your preference for tax withholding.

Step 3: Identity Verification

After we receive your application, we will verify your identity. Sometimes, we may need more information to verify your identity. **We may send you a letter in the U.S. mail, even if you chose to get email alerts when you set up your account. Please watch your U.S. mail** and be ready to answer any follow-up questions we may have.

Step 4: Verify your life event

What you need to verify your life event

There will be a questionnaire in your Frances online account that asks for additional information about your claim. You will need to log in to your Frances Online account and complete the questionnaire. We will also ask you to send your documentation to verify your qualifying life event. The easiest way to do this is to send it with a message in your Frances Online for Claimants account. If you don't have a Frances Online account, you will mail your verification documents with your paper application. We may also call you to get needed information.

The verification documents we ask for depend on the type of leave you need. **You need to give us one document from the list below.**

If this document doesn't include all the required information to verify your leave, we may ask you for more information.

Your safe leave verification document must show that you, or your qualifying child, is a survivor of domestic violence, harassment, sexual assault, bias crimes, or stalking.

To qualify, your child must be under the age of 18 to be covered under safe leave. If they are older than 18, they need to be a dependent adult with a physical or mental disability that limits their ability to live independently.

Your document must show that you are doing one of the following things:

- Seeking legal or law enforcement assistance to ensure your, or your child's, health and safety
 - This includes preparing for and participating in protective order, civil, or criminal proceedings related to the event
- Seeking medical treatment for you or your qualifying child to recover from injuries caused by the event

- Getting counseling for you or your qualifying child from a licensed mental health professional related to the event
- Getting services from a victim services provider for you or your qualifying child
- Relocating or taking steps to secure your existing home to ensure the health and safety of you or your qualifying child

Provide verification with **one of the following documents**:

- [Paid Leave Safe Leave Verification Form](#)
- A copy of a federal agency or state, local, or Tribal police report
- A formal complaint to a school's Title IX coordinator
- A copy of a protective order or other evidence that you, or your qualifying child, appeared in or was preparing for a civil, criminal, or administrative proceeding related to the event
 - This document may come from:
 - A federal, state, local, or Tribal court
 - An administrative agency
 - School's Title IX coordinator
 - An attorney
- Other documents from an attorney, law enforcement officer, health care provider, licensed mental health professional or counselor, member of the clergy, Department of Justice employee providing victim services, or a victim services provider

Your documentation must be dated no more than 12 months before the date that you apply for leave. If your document is dated earlier than 12 months before the date you apply for leave, you must provide a written statement explaining your current need for leave.

If you can't provide one of the above forms of documentation due to a lack of services or concerns for the safety of yourself or your qualifying child, you can call us and request a copy of the Paid Leave Self Attestation Form. On this form you can explain, in a brief statement, why you need safe leave to take time off work. After you apply for benefits, check your Frances Online account often so you can respond quickly to any information we may need to approve your application.

For more information about how to apply for benefits through Frances Online, please watch the [How to Apply for Benefits Overview video](#) at paidleave.oregon.gov.

Read our [Employee Guidebook](#), [Self-Employed Guidebook](#), or visit paidleave.oregon.gov for more detailed information about applying for safe leave benefits.