

How to Apply for SUB Using the Interactive Voice Response (IVR)

1. You will need your “**UC monetary determination**” in front of you when you call the IVR for the first time. The monetary determination information is systematically retained until your Benefit Year Ending (*BYE*) date so that subsequent layoffs do not require you to redo the input. You will be sent a reminder for a new UC determination when your *BYE* expires.
2. The IVR will prompt you for your “**General Motors Identification Number**” (*i.e. GMIN*) and ask you to respond to a series of questions requiring you to input the answers from your monetary determination. Typical required input would be the “**number of benefit weeks,**” “**weekly benefit amount,**” “**benefit year beginning date,**” and “**maximum benefit amount payable in the benefit year,**” depending on the state in which you are working.
3. The IVR will prompt you for the “**week ending date**” for which you are applying for SUB and ask whether you have any other “**earnings**” for the week.
4. The IVR will compare your input to information predetermined by the system. The IVR will inform you immediately if a discrepancy has occurred. You will be transferred to a Representative for assistance.
5. If no discrepancies occur, the IVR will accept the application. The system will perform other eligibility and coordination of benefits processing during the weekly processing cycle, typically Thursday evenings.
6. You must call the IVR to apply for each week that you are eligible for SUB. The IVR menu will allow you to “skip” past the monetary determination input if such information has been input for prior weeks of layoff. You will be able to go directly to the application input. For most employees, this will mean simply entering your “**General Motors Identification Number**” (*i.e. GMIN*), a “**week ending date**”, confirming your “**weekly UC benefit**”, and “**entitlement to other pay**”.
7. Inputting the monetary determination takes approximately 10 minutes and the weekly application input takes approximately 5 minutes, provided you are prepared.

The following information will assist with navigating to the “**GM Layoffs and Unemployment Center**” IVR system when calling the main GM Global Business Services Center **1-800-584-2000** number. For TDD Connections, call 1-877-347-5225.

- Option 9 – Healthcare, Retirement, Savings Plan, HSA Flex Spending, Life Insurance or Disability (*GM Benefits and Services Center*).
- **For all other inquiries, please stay on the line.**
 - Option 1 – Payroll
 - Option 2 – General HR and/or CAP Inquiries
 - Option 3 – Corporate Card and Expense Reporting
 - Option 4 – GM Learning
 - **Option 5 – Layoffs and Unemployment**
 - Option 1 – Apply for a weekly SUB benefit
 - Enter your General Motors Identification Number (*i.e. GMIN*).
 - Enter a week ending date.
 - Answer all unemployment compensation (*UC*) questions.
 - Answer all earnings questions.
 - Option 2 – Pending or Processed SUB Applications
 - Hear the status of any SUB applications pending for processing.
 - Hear the status of any SUB applications processed last week.
 - Hear the detail of rejected SUB applications.

- Option 3 – UC Monetary Determination (*Mondet*)
 - Enter all details associated with a new Mondet.
 - Hear the details of an existing Mondet.
- Option 4 – Transfer to Payroll
 - Transfer to Payroll for questions related to taxes, deductions, missing payments, etc.
- Option 5 – Transfer to a Representative
 - Transfer to a representative for inquiries.
- Option 9 – Main GM Global Business Services Center menu
 - Transfer back to the main 1-800-584-2000 menu.