

Unemployment Compensation Cost Control Procedures

Your Equifax Workforce Solutions
I.D. CODE:

EG36

*Your Equifax Workforce Solutions
Team:*

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Unemployment Insurance

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Hearing Coordinator

Consultant (UIC):

Name: Joan Vance

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Notes:

Who Is Equifax Workforce Solutions?

Equifax Workforce Solutions is a St. Louis, Missouri, firm specializing in assisting companies in the control and reduction of their unemployment cost. Unemployment tax is the only payroll tax that we as a company have the potential to control and reduce. Unemployment is a bottom line cost. The control of that cost must begin with **YOU!**

Please take a moment to review the material below in order to assist us in reducing our unemployment costs. Upon receipt of a claim, Equifax Workforce Solutions will likely contact your office to speak with the supervisor who has first hand knowledge of the incident initiating the claim. Any non-response to Equifax Workforce Solutions by the date indicated can mean payment of benefits. Please respond timely to their requests for information as they act as a department of our company.

Communicating With Equifax Workforce Solutions

Questions regarding unemployment or the Equifax Workforce Solutions program should be directed to your corporate office or Equifax Workforce Solutions. If you have any questions when preparing separation forms, claims or other unemployment data, contact the Claims Department immediately.

Equifax Workforce Solutions
Telephone Number:

**North Platte Office
308-535-9112**

Equifax Workforce Solutions
Mailing Address:

**Equifax Workforce Solutions
PO Box 1156
North Platte, NE 69103**

Parcels/Overnight Packages:

**Equifax Workforce Solutions
410 Rodeo Road
North Platte, NE 69101**

Claims Procedures

- Fax all unemployment forms that your office receives from the state immediately to the Service Coordinator listed on this form.
- Respond timely to **ALL** Equifax Workforce Solutions' request for information.
- Make sure someone in your location is assigned the responsibility and you have a backup in their absence.
- Review claim decisions carefully, so the same mistakes are not made in the future.



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*Your Equifax Workforce Solutions
Team for Charges and Tax:*

Benefit Charge Specialist:

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Notes:

Determination/Decision/Hearing Processing

- Timing is also crucial when filing appeals if you receive an adverse claim determination or hearing decision.
- Call the Equifax Workforce Solutions Claims Department immediately for assistance, or fax the notice to the Service Coordinator listed on this form.

Hearing Procedures

- If a decision is appealed, the state schedules a hearing in which your company and the claimant may present facts regarding the case to a state referee.
- Alert Equifax Workforce Solutions immediately when you receive a hearing notice.
- After Equifax Workforce Solutions receives notice of the hearing, a Service Coordinator will make contact in order to determine the best participants for the hearing and to consult with the witnesses to assure they are fully prepared for the event.

***** TIPS *****

• How to Avoid Claims Lost

- Investigate and document all incidents of Policy Violation
- Follow consistent progressive discipline
- Process “No Call / No Show” as Voluntary Quit
- Obtain written letters of resignation where possible
- Attend / participate in all UC Hearings
- DOCUMENT! DOCUMENT! DOCUMENT the file!

• Please give a **detailed description** of the reason for separation. Include dates of employment, a copy of the resignation letter (if resigned), a copy of the final incident (if discharged), previous warnings and the company policy.

• If you do not wish to contest benefits, please inform Equifax Workforce Solutions **immediately**.

• It is important to note that, by law, some states will mail the claim document to the location where the employee last worked, versus sending the form directly to Equifax Workforce Solutions.

States That Mail Claims to Employer Location:

CA, DE, ID, KY, MS, MO, MT, NV, NM, OR, PA, RI, SC, TN, VA, D.C.

****Fax all unemployment forms that your office receives from the state immediately to the Service Coordinator listed on this form.***