

What should you do if you receive an unemployment claim or a telephone call from the State?

The most important thing to do is to notify your Unemployment Insurance Consultant immediately. Claims and State inquiries have deadlines. Failure to respond according to the deadlines could result in a loss of rights.

For claims or claim related documents

- Forward these notices to your Unemployment Insurance Consultant as soon as you receive them. Faxing is the preferred method as it allows your consultant to immediately start working on gathering all the necessary details and to create a timely response.

When faxing, **don't forget to send all pages including the back sides.** If you have not already done so, you should provide the employment dates and detailed separation information including warnings or supporting company policies.

Large volumes of unemployment related documents can be mailed via regular mail as long as the deadline is 10 days or greater. Overnight mail is suggested when the response requirement is less than 10 days. However, if the deadline is less than 5 days; faxing is best.

Even if the separation issue is for "lack of work" or not protestable, it may be necessary to respond by the due date in order to prevent charge penalties or the loss of right to pursue future claims.



If you receive **telephone calls from State agencies** – You should immediately telephone or e-mail your Unemployment Insurance Consultant. Be sure to provide the State representative's name and contact information and details regarding the information being requested.