

2010 Best Practices Tip

## What to Do If You Are Receiving Unemployment Documents Directly from the State

When your company partnered with TALX a Power of Attorney document (POA) was executed and provided to the State allowing TALX to act on your behalf regarding unemployment matters. In most cases, having a POA registered with the State will also allow TALX to be the Address of Record (AOR) for its clients. When TALX is the AOR, the State will send unemployment related documents directly to TALX. This allows TALX to swiftly act on your behalf and respond to the State regarding unemployment matters. In a few states, certain unemployment related documents cannot be sent to a third party administrator such as TALX. These states are: Delaware, Kentucky, Missouri, New Hampshire, New Mexico, Oklahoma, Oregon, Pennsylvania, Tennessee, and Virginia.



### What to do if you receive unemployment related documents?

Unemployment documents received by TALX clients directly from the State should be forwarded to your dedicated TALX Unemployment Insurance Consultant as soon as possible in order to adhere to response deadlines. Failure to respond by the deadline could result in unnecessary benefit payments that may have adverse tax implications.

### How do you know if TALX is your Address of Record (AOR)?

If you receive unemployment related documents directly from the State in error, TALX can contact the State to verify the Address of Record on file. If TALX is not the address of

record, the issue should be remedied by renewing the POA or AOR status with the state in question. TALX has dedicated resources who will work directly with the State to update their files accordingly.