



UPDATE

CLIENT INFORMATIONAL SERVICES

UCAC, INC. CORPORATE HEADQUARTERS AT WEST PALM BEACH FLORIDA
REDUCING UC COSTS BY AUDITING BENEFIT CHARGES AND PAYMENT OF CLAIMS

THE MORE YOU SEND.... THE MORE YOU SAVE!

Many States now demand that “adequate” (largely undefined) termination information be supplied with the initial claim. Such ambiguous semantics is not “evidence” but an “opinion” and it is intentionally the opinion of the State. Unfortunately, your company may forfeit its opportunity to receive credits if the State deems that “inadequate” information has been provided to deny benefits. Consequently, your unemployment taxes may increase if the following are not sent timely to UCAC:

All unemployment compensation claim documents:

- Initial Claim (with all supporting documentation)
- Determinations
- Hearing Notices
- Decisions
- Chargebacks
- Potential Liability Forms
- Benefit Charge Statements

All unemployment compensation tax documents:

- Tax Rate Notices (annual)
- Front Page of Quarterly Report
- Mid-Year Recalculations of Tax Rate (upon receipt)

Steadily changing and rapidly increasing State-mandated requirements for the processing of unemployment claims have made employer compliance more difficult and time-consuming. As your agent in these matters, UCAC is committed to assisting you in fulfilling those mandates and providing that your company will not pay more in unemployment taxes than the law requires.

By Tom Gibbons, Manager, Southwest Region

How to Report Identity Theft to The Social Security Administration

Your Social Security Number opens doors to so much of your personal and financial information that criminals try to steal it so as to legalize their employment in the United States, to avoid paying Social Security taxes, to steal money from your bank account(s), or to engage in other illegal activities.

If you believe someone has stolen your identity or Social Security Number, contact the Social Security Administration (SSA):

- Visit <http://www.ssa.gov> Type “identity theft” in the search box
- Call: 800-269-0271 or
Fax: 410-597-0118
- Social Security Fraud Hotline
PO Box 17785
Baltimore, MD 21235

To verify the accuracy of the earnings reported on your SSN or to request a copy of your Social Security Statement, you may call SSA at 800-772-1213.

HOW TO INCREASE YOUR CHANCES OF WINNING SIMPLE MISCONDUCT CLAIMS IN THREE BASIC STEPS

1. YOU MUST HAVE a final misconduct-related reason for separation.
2. YOU MUST HAVE documentation to substantiate the misconduct: written warnings and/or witness statements.
3. YOU MUST HAVE advised the employee that continued misconduct related to that for which the warnings were given can result in discharge.

CALL US IF YOU HAVE QUESTIONS

**HAPPY NEW YEAR
FROM WEST PALM BEACH
FLORIDA!**



BY NOT SENDING UCAC, INC. YOUR UN-EMPLOYMENT DOCUMENTS, YOU COULD BE COSTING YOUR COMPANY MONEY THEY COULD BE PUTTING IN YOUR PAYCHECK!

If you do not respond to State Agencies' requests for information on an unemployment claim in a timely and "adequate" manner resulting in an overpayment of benefits, your business may be subject to higher Unemployment Insurance (UI) taxes and increased benefit charges. Because of Federal and State law changes, many state agencies will no longer remove benefit charges from an employer's account who:

- Has failed to respond or has not provided an "adequate" response to a claim, and an overpayment occurred as a result; and
- Has established a pattern of failing to respond in a timely and "adequate" manner.

State Agencies are monitoring responses from Jan. 1 through Dec. 31, 2014, to establish the employer's categorization for 2015.

If a former employee was terminated, the information you provide to UCAC, Inc. should include:

- Names and titles of individuals involved
- Description of the final incident that led to the termination including the date and time;
- List of all warnings given to the employee within the last year including dates; and
- Statement of the way in which employee's actions impacted the company's operation.

Statements should be factually objective statements rather than subjective. For example:

Response: The employee had excessive absences or tardiness.

Better Response: The employee arrived late or departed early on five different occasions in the 10-day period leading to his/her discharge (provide dates).

Don't let this be your company!

John Smith was fired for absenteeism by ABC Company, and filed for unemployment benefits. ABC Company does not respond to the State Agency's request for separation information, and John Smith is determined to be eligible for benefits based on his statement that he was laid off through no fault of his own. ABC Company appeals the determination, and at the appeal hearing it is determined that John Smith should have been disqualified from receiving benefits. All of the previously paid benefits are now considered overpaid and must be recouped by DEW. Typically, those benefit payments would not be counted against the account of ABC Company when tax rates are next calculated because they have been "relieved" from their account. However, if ABC Company has a "pattern" of failing to respond, and these failures are resulting in overpayments, the benefits "overpaid" to John Smith would remain on the account of ABC Company in the next computation of its tax rate.

UCAC, INC.

CORPORATE OFFICE
West Palm Beach, FL

CEO/Chief Financial Officer
Bertram F. Collins

Vice President
Joan B. Collins

Executive Vice President
Director of IT Services
Alan Rendall

Client Relations
Sr. Exec. Assistant to CEO
Suzi Parker

Director of Research
Janet Bacon

Claims Processing Manager
Laurie Goddard

Charge Auditing Manager
Mary Young-Penny

Data Processing Manager
Donna Basford

SOUTHEAST REGION
Atlanta, GA

Client Services Manager
Robin Smith

SOUTHWEST REGION
Richardson, TX

Manager
Tom Gibbons

Client Services Manager
Jane Havard

EAST CENTRAL REGION
Chaddsford, PA

Manager
Zen Iwasiw

Be Sure To Send UCAC, Inc. Your 2015 State Unemployment Tax Rate Notices

Many states have already mailed their 2015 Tax Rate Notices. Be sure to send the Notices to UCAC, Inc. as soon as you receive them so that we may determine if your company could qualify for a lower tax rate by submitting a Voluntary Tax Contribution to the State agency.



Please direct questions and comments to:

UCAC, Inc., 5737 Corporate Way, West Palm Beach, FL 33407

Attention: Alan Rendall for Update

Phone: 561-689-8222

Website: www.ucac.com

Email: corporate@ucac.com