

# UPDATE

## CLIENT INFORMATIONAL SERVICES

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

### RECEIVING DOCUMENTS FROM UCAC?

#### WHAT TO DO WITH DOCUMENTS RELATED TO WAGE REPORTS, WAGE CREDIT POST AUDITS, ETC.

It is our pleasure to serve our clients in controlling your unemployment compensation costs by correcting claims and benefit charges not in compliance with the statutory provisions governing your unemployment compensation tax rate. However, it is not possible for us to process the State Agency's forms requiring access to your confidential payroll records, which of course, are not available to us.

Accordingly, we are obliged to return such forms to your organization for the appropriate responsibility for completing, signing, and returning them to the designated Agency location within the indicated timeframe.

In addition, due to many State agencies requiring certification of employer responses to be true and correct under pains of penalty for perjury, our Legal Compliance Department issued a Disclaimer that we requested and have received from many clients. This Disclaimer legally authorizes us to complete and certify the information on your behalf. If we have not received the Disclaimer Letter from your organization as requested, you may still be receiving documents that we are obliged to return until receipt of the requested Disclaimer Letter.

For more information or to request Disclaimer Letter instructions, contact [corporate@ucac.com](mailto:corporate@ucac.com). Thank you for your cooperation and understanding in this regard.

"Years ago a group of good, wise, brave, God-fearing men stood up to claim and defend the human right for independence. Those men are now dead. Their work is not. But if good, wise, brave, God-fearing men fail to stand up in their stead, that independence will cease to exist."  
Author Unkown



### UCAC, INC. TEAMS UP WITH PAYMASTER, INC.

Consistent with UCAC, Inc.'s objective of providing our clients with value-added services, we have developed a referral relationship with PayMaster, one of the leading payroll processing companies in the United States. Through this relationship, our clients can have access to the many services that PayMaster offers in the payroll and related human resource fields.

With 20 years' experience, PayMaster understands that each business is unique. Therefore, they will work with you to design a customized solution. Through their commitment to superb client services, the use of the latest technology, and the offering of ancillary human resource services, they have established themselves as one of the premier companies in their field. Their services include: payroll processing, time and attendance, human resource support, and benefits processing.

To learn more about PayMaster and how they can serve your company, please call UCAC, Inc. at 561-689-8222.

### STATES ACCEPTING "SIDES" E-RESPONSES

The State Information Data Exchange System (SIDES) provides an electronic and nationally-standardized format to respond to UC information requests. Due to the continually increasing cases of identity theft and fraud through internet exchange systems, UCAC, Inc.'s IT Department remains committed to upholding the highest level of security for our systems and our clients. Recommendations from UCAC will be forthcoming as more State agencies initiate mandatory compliance with electronic submissions.

DO YOU KNOW YOUR HISTORY? - Who said, "We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty, and the pursuit of Happiness"? (\*Answer on back)

## TRUE or FALSE -

### Unemployment only affects the unemployed?

The latest numbers from the U.S. Department of Labor (DOL) show the unemployment rate holding at 5.5%. No matter the rate, unemployment affects more than the unemployed. It affects your organization's profitability.

Each tax-rated employer pays an unemployment tax into an account from which unemployment benefits are paid. The rate at which employers pay into the account is determined by the number of claims paid to former employees of the respective company. In other words, the more claims that are paid to former employees, the more unemployment taxes your organization will pay. The rate is reviewed on a regular basis and is adjusted based on the number of claims charged against your account.

So what does this mean to you and how can UCAC, Inc. help you control your unemployment costs? Easy; document, document, and did we say, document? When an unemployment claim is filed, the employer is given the opportunity to dispute the claim. If the employer can show that the employee left voluntarily for little or no reason attributable to the employer, or if the employer can show that there was good cause to terminate the employee, the claim may be denied, and the employer's account not charged.

Simply stating that the former employee should not receive benefits is not good enough. The state agency wants to see progressive documentation. For example, if John Doe is terminated for poor attendance, written documentation will need to be provided showing that he was notified of his poor and unacceptable attendance record, and that he was ultimately terminated due to poor attendance. Simply terminating him on the first offense will not be enough to show that he was well aware that his actions were leading to his termination. However, if you can show that he was warned, then ultimately terminated despite the warning, you may establish that John Doe lost his employment through his own doing, and is therefore, completely at fault for his loss of employment.

In addition to having a progressive discipline documentation, establish a clear set of policies, having employees sign acknowledgments of receipt when hired. Supervisors should document all meetings with an employee about unacceptable behavior. This will make it clear that you are serious about your policies and will act as paper back-up when disputing future claims. With a little attention to documentation, you may save your organization hundreds, if not thousands of dollars per year in unemployment claims that otherwise could be paid contrary to the statutory provisions regarding mathematical accuracy and legal permissibility.

Through UCAC's detailed auditing of benefit charges, meticulous scrutiny of the basis for claims filed, and annual tax rate notice evaluation to assure application of achieved credits to the tax rate calculation, clients experienced lowered tax rates for 2015 for a positive effect on the profit and loss statements for these employers.

### WHAT HAPPENS WHEN AN EMPLOYER OR ITS REPRESENTATIVE STATES "DON'T PROTEST" ON AN UNEMPLOYMENT CLAIM?

All jurisdictions provide severe penalties for any party that fails to disclose any information known to that party that would, could, or might affect the allowance or disallowance of the payment of benefits to the claimant or the charging or not charging of the said benefits to the employer. Neither the employer nor an employer's representative that responds to the respective State Agency can escape this statutory responsibility. Therefore, all information known to the parties must be presented to fulfill this requirement. For more information, please see the Advisory Bulletin posted under the FAQ section of the our website at [www.ucac.com](http://www.ucac.com).

#### Please direct questions and comments to:

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

Attention: Alan Rendall for UPDATE

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#### UCAC, INC.

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\*Answer: As stated by Thomas Jefferson in the Declaration of Independence.

