

# ***UPDATE***

## **CLIENT INFORMATIONAL SERVICES**

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

### **DON'T LET PAYROLL COMPANIES OR PEO'S TALK YOU INTO "BUNDLED" SERVICES!**

#### **Outsourcing Unemployment Cost Control Services with UCAC, Inc. SAVES Your Company Money!**

Thanks to many of you who sent us your company's tax rate notices for analysis, in accord with our contractual provision, first, to verify it for accuracy, and second, to determine whether a small voluntary contribution by your company at this time could produce present and future savings in unemployment tax dollars paid. A significant number of employers can benefit from moving available credits to appropriate quarters for correct calculation of the tax rate, an action that can result in both present and future dollar savings. UCAC's analysis of a client's tax rate calculation discloses that opportunity, if available, and we advise our clients accordingly...just one additional way UCAC saves employer-client tax dollars.

Payroll companies and PEO's sell the concept of "bundled" services, stating that they provide unemployment cost control services, along with various other statutory services. However, in reality, their U.C. "service" typically amounts to, not much more than, submitting front-end claims paperwork. By contracting with UCAC, however, employer-clients avail themselves of multiple cost-saving services, including the above-described tax rate analysis for possible voluntary contribution savings, as well as, the continuous auditing of claims and charges through the "life" of a claim to verify the accuracy of charges, and to protest and recover inaccurate charges assigned to our client accounts to insure that our clients are not paying more in unemployment benefits and taxes than required by law.

On average, related to UCAC's 60 years of experience, State Agency benefit charge statements contain 10% mathematical errors and 15% illegal charges, statistics confirmed by the "Unemployment Insurance Integrity Rates Report from CY 2014 4Q to CY 2015 3Q." The Committee's report discloses State Agency errors for all states anywhere from 3% to 25%! UCAC's client Annual Reports disclose State Agency overcharge errors uncovered, potential liability avoided, and/or benefit charges eliminated. Thus, using payroll services to "do" your unemployment processing may not, in reality, save your company's U.C. tax dollars but could, ultimately, fail to expose areas of available cost reduction. Outsourcing with UCAC, Inc. pays for itself!

### **AN EFFECTIVE, PRO-ACTIVE UC COST CONTROL PROGRAM SHOULD...**

1. Stress the importance of providing UC documents and separation information to meet agency deadlines.
2. Establish proper control and accountability over all claims.
3. Strive to win each unemployment claim at the initial level.
4. Accept only layoffs, union lock outs, and casual labor, as being non-protestable.
5. Stress to clients the cost and legal issues involved in their electing not to protest a claim.
6. Audit benefit charge statements, confirm retro-active credits, and appeal any erroneous charges by state agency deadlines.
7. Verify tax rates, appeal erroneous calculations, and make voluntary contribution recommendations, providing immediate and/or future tax savings.

### **Congratulations to Zen Iwasiw on his retirement after 39 years of dedicated service to UCAC, Inc. as our East Central Regional Office Manager!**



# Unemployment Rate Holds Steady 242,000 Jobs in February

BY JEFF COX, CNBC

Amid fears that the U.S. could be joining a global slowdown, the economy added a better-than-expected 242,000 jobs in February, while the unemployment rate held steady at 4.9 percent. Economists were expecting 190,000 new positions and no change in the jobless figure.

Despite the strong headline number, the closely watched average hourly wages actually declined for the month, falling 3 cents and equating to a 2.2 percent annualized jump, down from 2.5 percent in January. Federal policymakers are looking at wages for evidence of inflation. The average hourly work week also declined 0.2 hours to 34.4.

U.S. private employers added jobs at a fairly brisk clip in November. The bulk of the job gains came from healthcare, retail, and bars and restaurants, which added 57,000, 55,000 and 40,000 new positions, respectively. The construction industry added 19,000 jobs, but mining-related industries lost 19,000 jobs. Job quality was tilted toward part time, which the household survey indicated grew by 489,000, while full-time positions increased by just 65,000.

A separate unemployment gauge that includes those not actively looking for a job or at work part-time for economic reasons fell to 9.7 percent, the lowest reading since May 2008. A declining labor force participation rate had played a big role in the decline of the headline jobless number, but the gauge rose in February to 62.9 percent, its highest level since January 2015, as the civilian labor force increased by 555,000.

Revisions to previous months added 30,000 jobs, with December going from 262,000 to 271,000 and January pushed up to 172,000 from 151,000. "The report says that we have a healthy economy and it's beginning to get people back into the market. But it's not pressuring wages yet," said William E. Spriggs, chief economist at the AFL-CIO. "We need everyone to be aware that our wages have not rebounded, so we still have a way to go before the labor market is really tight."

**UCAC Centralizes East Coast Operations.** The rapid extension of government-mandated E-communication in the administration of State and Federal unemployment compensation programs requires unavoidable changes in UCAC's procedures for the carrying out of virtually all aspects of our cost containment services provided to your company while holding the fees for continuing services at the lowest possible level. In the upgrading of our services with E-communications to affected clients, we will finalize the consolidation of all work for the East Central Region to our centralized services department at our Corporate headquarters in West Palm Beach, Florida. In view of the mandated changes, maintaining, staffing, and equipping a regional facility is not cost effective in the current marketplace, especially when all is available to us already from which administration of claims, determinations, hearings participation, auditing, and client reporting has been provided to other clients nationwide for several years. Please note that, with the exception of Texas clients and those clients requesting hard copies via USPS, all written reports to clients will be provided via secure electronic link with email notification when posted, thereby permitting authorized client personnel Internet access for review and/or downloading as desired. This will also allow instant availability of multiple copies for client distribution, if needed.

## 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*

**Research Director**  
*Janet Bacon*

**Claims Processing Manager**  
*Cyndi Jones*

**Benefit Charge Auditing Mgr.**  
*Mary Young-Penny*

**Data Processing Manager**  
*Donna Busford*

**SOUTHEAST REGION**  
Atlanta, GA

**Client Services Manager**  
*Robin Smith*

**SOUTHWEST REGION**  
Richardson, TX

**Manager**  
*Tom Gibbons*

**Client Services Manager**  
*Jane Havard*

**CORPORATE TOLL-FREE**  
**PHONE 1-888-468-8652**  
**PHONE 1-888-689-8756**  
**FAX 1-888-468-8653**

**As consolidation and centralization efforts take place, there will be little change in your procedures and methods of communication with our office.**



**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](http://www.ucac.com)**  
**Email: [corporate@ucac.com](mailto:corporate@ucac.com)**

