



# ADVISORY BULLETIN



## CORPORATE ADMINISTRATIVE HEADQUARTERS

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**INTERNET WEB SITE: UCAC.COM POSTED JANUARY 17, 2011**

### URGENT NOTICE AND INFORMATION FOR ALL UCAC, INC. EMPLOYER CLIENTS

*In this difficult business environment of rapidly changing governmental rules, regulations, and legal requirements, we feel it important to remind all UCAC clients of our pledge to them to maintain the highest quality and effectiveness of our service to contain the rising cost of unemployment compensation taxes, auditing of benefit charges and administration of claims. Your help is needed.*

With this in mind and facing the accelerating rise in the highest volume of unemployment claims in the history of our country, we are obliged to reemphasize the critical nature of the first paragraph of UCAC's Service Agreement with your employer entity which specifically provides for the "timely transmittal" of all pertinent information and documents to UCAC for processing. All unemployment claims, along with all pertinent information, including reasons for employee separations (i.e. completed Termination Reports, documentation of warnings, etc.) must be forwarded to UCAC as soon as possible to provide maximum containment of your unemployment costs. A one or two day "turnaround time" to respond within the State Agency's legal deadlines may not give UCAC enough time to route the information through the processing requirements imposed by state unemployment laws. Thus, if a claim or other document is due for legal return in a critical few days after receipt from the state, it would be of great help if you would notify the servicing UCAC office by telephone for guidance in the appropriate disposition of the claim or document.

When sufficient information is lacking, our staff is compelled to make phone calls to meet the State Agency demands for the missing information. One or two messages will be left, but in the absence of a quick response from you, the inevitable determination will be that the claim for benefits is "qualifying" and your rights to avoid the cost of subsequent benefits could be lost. Be assured that we will continue to make every effort to protect your rights under the applicable laws by seeking the information required by the state for bona fide protests of payment of claims to contain your unemployment compensation costs. However, please note that the protest of claims without supporting evidence or on false statements is a violation invoking fines and other penalties; and is obviously prohibited by UCAC's stringent code of ethical practice on behalf of its clients.

**We appreciate your help. Please contact me directly if you have any questions on the above; and thank you for giving us the privilege of serving your company in the control and reduction of unemployment compensation costs.**

**Jerry Hoffman, Vice President of Client Relations**