



If you are in PSAB's UC Plan what should you do if you receive an unemployment claim or telephone call from the State?

- Notify your UI consultant (Equifax) immediately. Claims and state inquiries have tight deadlines and failure to respond timely could result in a loss of rights.
- Forward claims or claim related documents to Equifax as soon as you receive them. Fax them to Amy Heckler at 866-564-5631. Faxing is the preferred method as it allows Equifax to immediately start working on gathering all necessary details and to create a timely response. Make sure that you fax all pages (including the back sides).
- Large volumes of unemployment related documents can be mailed via regular mail as long as the deadline is 10 days or greater. Overnight mail is suggested when the response requirement is less than 10 days.
- Even if the separation issue is for a "lack of work" or not protestable claim, it may be necessary to respond by the due date in order to prevent charge penalties or the loss of the right to pursue future claims.
- If you receive a telephone call from a state agency regarding a UC claim or hearing, please notify Equifax immediately via phone or email. Be sure to provide the state representative's name and contact information as well as any details regarding the information being requested