



Unemployment Compensation Cost Control Procedures

YOUR CLIENT CODE:

CGB5

The TALX UC Team:

Client Relationship Manager:

AZ Based

Name: Jonathan Hilton

Phone: 602 382 5277

Fax: 866-219-8831

Email: JHilton@TALX.com

Unemployment Insurance Consultant (UIC):

AZ Based

Name: Lacey Carter

Phone: 602 382 5263

Fax: 800 713 4761

Email: LCarter@TALX.com

Unemployment Hearings Consultant (UHC):

AZ Based

Name: Ashley Flynn

Phone: 602 382 5276

Fax: 877 715 3349

Email: AFlynn@TALX.com

Claims Supervisor:

AZ Based

Name: Susan Rial

Phone: 602 382 5260

Fax: 877 874 5755

Email: SRial@TALX.com

Who Is TALX?

TALX is a St. Louis, Missouri, firm specializing in assisting companies in the control and reduction of their unemployment cost. Unemployment tax is the only payroll tax that we as a company have the potential to control and reduce. Unemployment is a bottom line cost. The control of that cost must begin with **YOU!**

Please take a moment to review the material below in order to assist us in reducing our unemployment costs. Upon receipt of a claim, TALX will likely contact your office to speak with the supervisor who has first hand knowledge of the incident initiating the claim. Any non-response to TALX by the date indicated can mean payment of benefits. Please respond timely to their requests for information as they act as a department of our company.

Communicating With TALX

Questions regarding unemployment or the TALX program should be directed to your corporate office or the TALX Corporation. If you have any questions when preparing separation forms, claims or other unemployment data, contact the TALX Corporation Claims Department immediately.

TALX Mailing Address:
TALX UC
PO Box 173860
Denver, CO 80217-0860

Parcels/Overnight Packages:

TALX UC
4745 N 7th St Suite 350
Phoenix, AZ 85014

Please fax UI claims, do not mail them!!

Claims Procedures

- Fax all unemployment forms that your office receives from the state immediately to the Service Coordinator listed on this form.
- Respond timely to **ALL** TALX request for information.
- Make sure someone in your location is assigned the UC responsibility and you have a backup in their absence.
- Review claim decisions carefully, so the same mistakes are not made

Determination/Decision/Hearing Processing

- Timing is also crucial when filing appeals if you receive an adverse claim determination or hearing decision.
- Call the TALX Claims Department immediately for assistance, or fax the notice to the Service Coordinator listed on this form.

Hearing Procedures

- If a decision is appealed, the state schedules a hearing in which your company and the claimant may present facts regarding the case to a state referee.
- Alert TALX immediately when you receive a hearing notice.
- After TALX receives notice of the hearing, a Service Coordinator will make contact in order to determine the best participants for the hearing and to consult with the witnesses to assure they are fully prepared for the event.
- Attend your hearings. Not participating can often mean they rule in the claimants favor as the employer is not there to explain the course of events and actions that lead to the separation.

***** TIPS *****

• **How to Avoid Claims Lost**

- Investigate and document all incidents of Policy Violation
 - Follow consistent progressive discipline
 - Process “No Call / No Show” as Voluntary Quit
 - Obtain written letters of resignation where possible
 - Attend / participate in all UC Hearings
 - DOCUMENT! DOCUMENT! DOCUMENT the file!
-
- Please give a **detailed description** of the reason for separation. Include dates of employment, a copy of the resignation letter (if resigned), a copy of the final incident (if discharged), previous warnings and the company policy.
 - If you do not wish to contest benefits, please inform TALX **immediately**. Do not respond to our request for Information on a claims or hearing as the state may have contacted us and we are required to respond.
 - It is important to note that, by law, some states will mail the claim document to the location where the employee last worked, versus sending the form directly to TALX.

****Fax all unemployment forms that your office receives from the state immediately to the UIC or UHC listed on this guide on page one. Do not complete them and send back to the state unless we advise such.***

