



## CLIENT INFORMATION GUIDE

**Section:** Hiring and Termination

**Topic:** Unemployment Issues

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As part of its administrative services, Choice is involved in the management of its client companies' unemployment issues. ASO clients (those who report taxes, etc. under their own Federal Employer Identification Number) will receive assistance in responding to all unemployment claims made by any of their terminated employees.

The client company should forward to Choice, as soon as possible, any notices or inquiries made in regard to unemployment claims. These should be forwarded as soon as they are received, as any delay may compromise Choice's ability to challenge an invalid claim for unemployment benefits in the time allowed. There is a period of only a few days in which to respond to these claims. Failure to respond immediately can result in unwarranted benefits being paid or in other avoidable expenses.

Choice will respond to such claims on behalf of itself and/or the client company. In most cases, the client company's responsibility will be limited to providing accurate information to Choice relative to the circumstances of an employee's termination. In some cases additional information may be needed from the client or, should the case involve a hearing, a representative of the client might be required to appear.

When an employee is terminated (either voluntarily or involuntarily), a Supervisor Issue Status Change Form should be completed and forwarded to Choice as soon as is possible. This form should include a four-digit FRICK code which reflects the nature of the termination. A box is provided for providing additional information, should clarification be necessary. This information provided by the client goes into the employee's record and provides the primary information needed for Choice to respond to a claim for unemployment benefits. You will be contacted further only if a claim proceeds beyond this stage and if additional clarification or testimony in a hearing is required.