THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

UI Online Claimant User Guide

Claimant Activities

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

Version 1.01
June 25, 2013

Document Revision History

Date	Version	Responsible	Reason for Revision
6/25/13	1.01	PS	Initial Version

Open Items

Date entered	Open Item	Responsible	Closed date

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Claimant Activities

This section describes how you can access information and maintain your own account using the UI Online system. It also describes how to:

- View your eligibility for benefits.
- View your payment history.
- View any issues that have come up with your claim.
- Estimate future benefits.
- Request a 1099G.
- Repay (if you have been overpaid) or set up a payment plan.
- Request a repayment waiver.
- File an appeal.

The Claimant Home Page

Most of the time what you see first when you log in to UI Online is your **Home** page.

Once you access your **Home** page, you can perform the activities described in the rest of this section. (For instructions on logging in, see “Claimant Login, Password, and Navigation.”)

VIEW AND MAINTAIN ACCOUNT INFORMATION

The **View and Maintain Account Information** page contains the following links to more detailed account information:

- Child Support Summary
- Contact Information
- Dependent Information
- Monetary and Issue Summary
- Payment History
- Payment Method Options

View and Maintain Child Support Summary

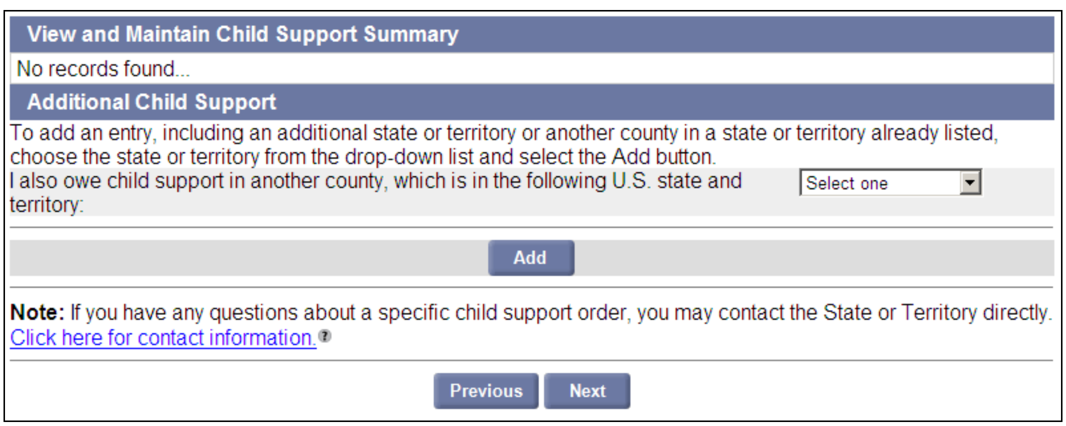
The **Child Support Summary** link displays the **View and Maintain Child Support Summary** page. Use this page to review, add, or delete all Non-Massachusetts child support orders.

Accessing the View and Maintain Child Support Summary Page

To access the **View and Maintain Child Support Summary** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Child Support Summary**.

   The **View and Maintain Child Support Summary** page displays.



Viewing State-by-State Contact Information

1. Click the Click Here for Contact Information link on the **View and Maintain Child Support Summary** page to display the **Child Support U.S. State and Territory Contact Information** page.

Click here for contact information

Child Support U.S. State and Territory Contact Information:

To expedite the updating of our records, you may contact the U.S. state or territory directly and request that an updated child support order or termination notice be sent to the following address:

State Child Support Contact Information		
State	**Telephone**	**State Website**
Alabama	1-334-242-9300	Alabama Child Support
Alaska	1-800-478-3300	Alaska Child Support
Arizona	1-800-882-4151	Arizona Child Support
Arkansas	1-501-682-8398	Arkansas Child Support
California	1-866-901-3212	California Child Support
Colorado	1-800-374-6558	Colorado Child Support
Connecticut	1-860-424-5016	Connecticut Child Support
Delaware	1 800 464 4357	Delaware Child Support
District of Columbia (DC)	1-202-442-4651	DC Child Support
Florida	1-800-622-5437	Florida Child Support
Georgia	1-404-559-4196	Georgia Child Support
Hawaii	1-888-317-9081	Hawaii Child Support
Idaho	1-800-356-9868	Idaho Child Support
Illinois	1-800-447-4278	Illinois Child Support
Indiana	1-800-840-8757	Indiana Child Support
Iowa	1-888-229-9223	Iowa Child Support
Kansas	1-888-369-4777	Kansas Child Support
Kentucky	1-800-372-2973	Kentucky Child Support
Louisiana	1-800-256-4650	Louisiana Child Support
Maine	1-207-287-2826	Maine Child Support
Maryland	1-800-332-6347	Maryland Child Support
Massachusetts	1-617-626-2138	Massachusetts Child Support
Michigan	1-517-483-6103	Michigan Child Support
Minnesota	1-800-657-3512	Minnesota Child Support
Mississippi	1-877-882-4916	Mississippi Child Support
Missouri	1-866-313-9960	Missouri Child Support

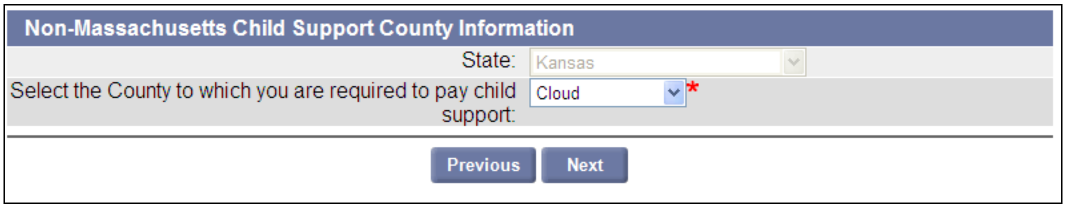
2. Click a link in the State Website column to bring up another browser window displaying that state's website to find further information.

3. Click **Close** to return to the **View and Maintain Child Support Summary** page.

Adding a Child Support Order

1. Select a state from the drop-down list on the **View and Maintain Child Support Summary** page.

2. Click **Next**. The **Non-Massachusetts Child Support County Information** page displays. The state cannot be changed here.



Non-Massachusetts Child Support County Information

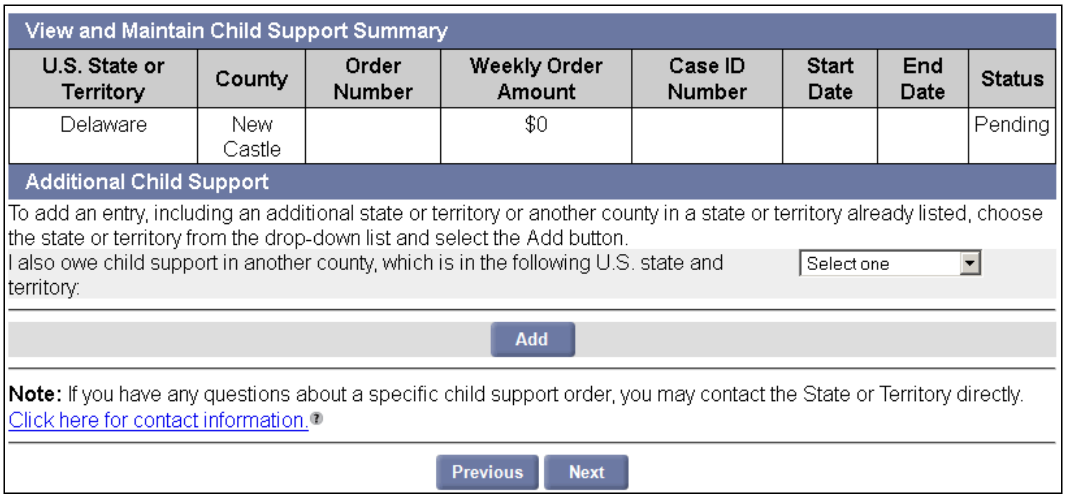
State: Kansas

Select the County to which you are required to pay child support: Cloud *

Previous Next

3. Select a County.

4. Click **Next**. The **View and Maintain Child Support Summary** page redisplays listing the entry.



View and Maintain Child Support Summary

U.S. State or Territory	County	Order Number	Weekly Order Amount	Case ID Number	Start Date	End Date	Status
Delaware	New Castle		$0				Pending

Additional Child Support

To add an entry, including an additional state or territory or another county in a state or territory already listed, choose the state or territory from the drop-down list and select the Add button.

I also owe child support in another county, which is in the following U.S. state and territory: Select one

Add

Note: If you have any questions about a specific child support order, you may contact the State or Territory directly. Click here for contact information.

Previous Next

View and Edit Contact Information

The **Contact Information** link displays the **View and Edit Contact Information** page. Use this page to review and edit current contact information, including:

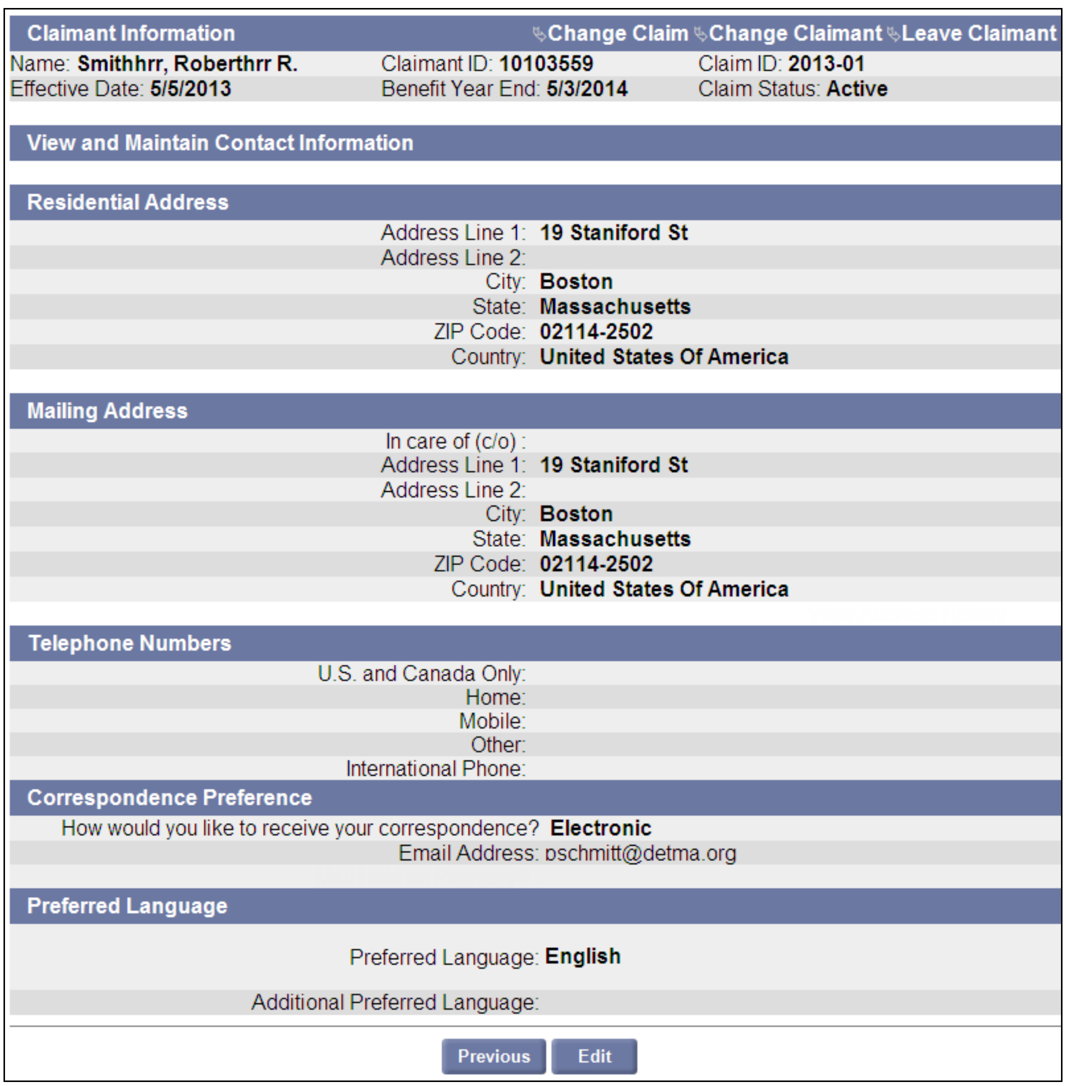
- Mailing Address
- Residential Address
- Telephone Numbers

Accessing the View and Maintain Contact Information Page

To access the **View and Maintain Contact Information** page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Contact Information**.

   The **View and Maintain Contact Information** page displays.



Claimant Information | Change Claim | Change Claimant | Leave Claimant

Name: **Smithhrr, Roberthrr R.**	Claimant ID: **10103559**	Claim ID: **2013-01**
Effective Date: **5/5/2013**	Benefit Year End: **5/3/2014**	Claim Status: **Active**

View and Maintain Contact Information

Residential Address

Address Line 1:	**19 Staniford St**
Address Line 2:	
City:	**Boston**
State:	**Massachusetts**
ZIP Code:	**02114-2502**
Country:	**United States Of America**

Mailing Address

In care of (c/o) :	
Address Line 1:	**19 Staniford St**
Address Line 2:	
City:	**Boston**
State:	**Massachusetts**
ZIP Code:	**02114-2502**
Country:	**United States Of America**

Telephone Numbers

U.S. and Canada Only:	
Home:	
Mobile:	
Other:	
International Phone:	

Correspondence Preference

How would you like to receive your correspondence? **Electronic**

Email Address: pschmitt@detma.org

Preferred Language

Preferred Language: **English**

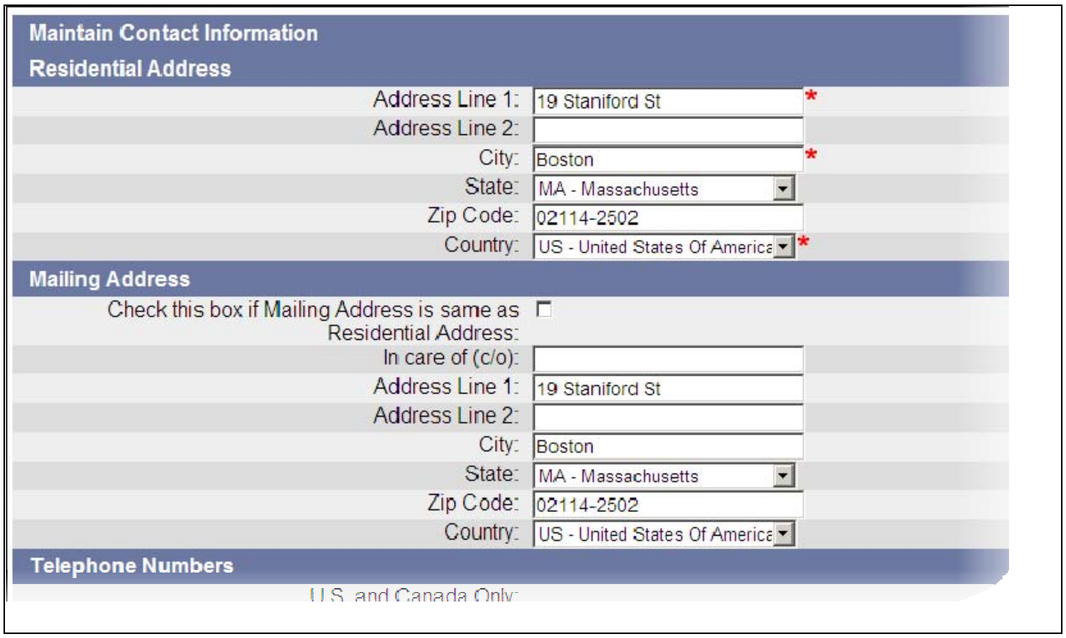
Additional Preferred Language:

Previous | Edit

Editing Contact Information

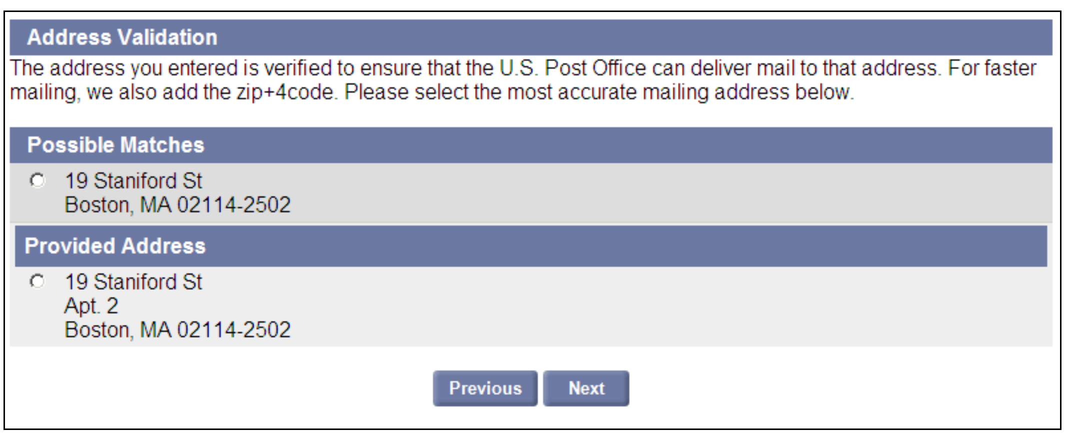
To edit contact information:

1. Click **Edit**. The **Maintain Contact Information** page displays. This page looks the same as the **View and Maintain Contact Information** page except that the fields are editable.



2. Edit the information. Click **Submit**.

3. If the address was edited, the **Address Validation** page displays. Select the address on the page that best matches the address. Click **Next**.



4. Click **Submit**.

Dependent Information

The **View and Maintain Dependent Information** page displays the following information about your dependents:

- First Name
- Last Name
- Social Security Number
- Date of Birth
- Gender

NOTE: You cannot delete Dependent information after you file your claim. Contact DUA to change dependent information.

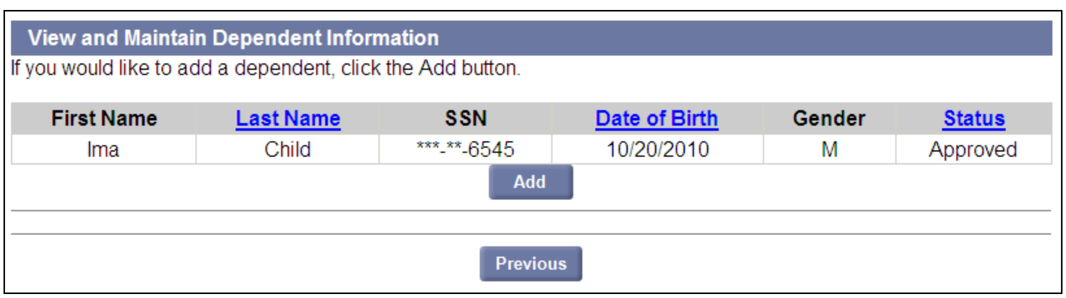
Accessing the View and Maintain Dependent Information Page

To access the **View and Maintain Dependent Information** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Dependent Information**.

   The **View and Maintain Dependent Information** page displays.

   NOTE: Information on the **View and Maintain Dependent Information** page can be sorted by columns with the blue underlined column name. Click once to sort. Click again to reverse the sort order.


View and Maintain Dependent Information

If you would like to add a dependent, click the Add button.

First Name	Last Name	SSN	Date of Birth	Gender	Status
Ima	Child	***-**-6545	10/20/2010	M	Approved

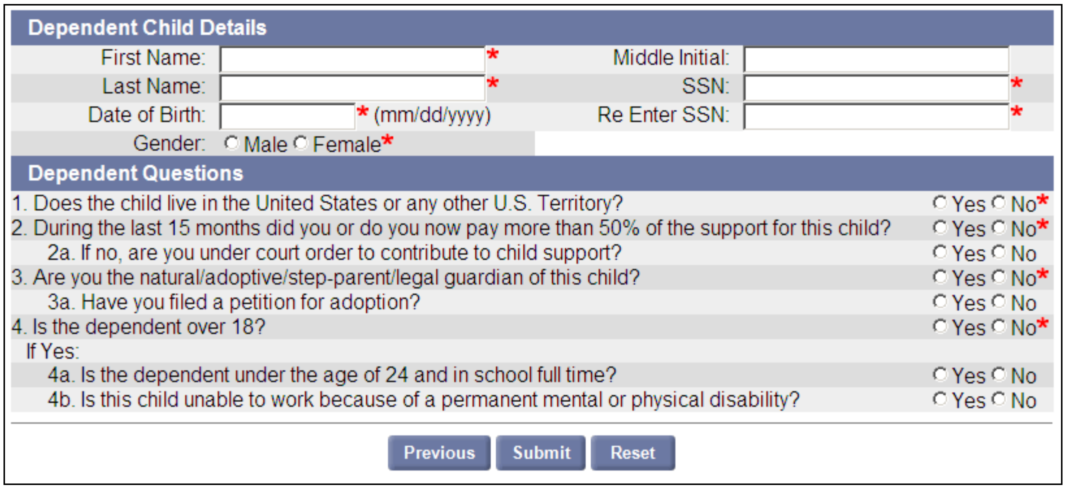
Add

Previous

Adding a Dependent

To add a Dependent:

1. Click **Add** on the **View and Maintain Dependent Information** page. The **Dependent Child Details** page displays.



2. Provide the requested information about the Dependent.

3. Select **Yes** or **No** in answer to each question.

   NOTE: To clear the form click **Reset**.

4. To save information, click **Submit**. To return to the previous page without saving information, click **Previous**.

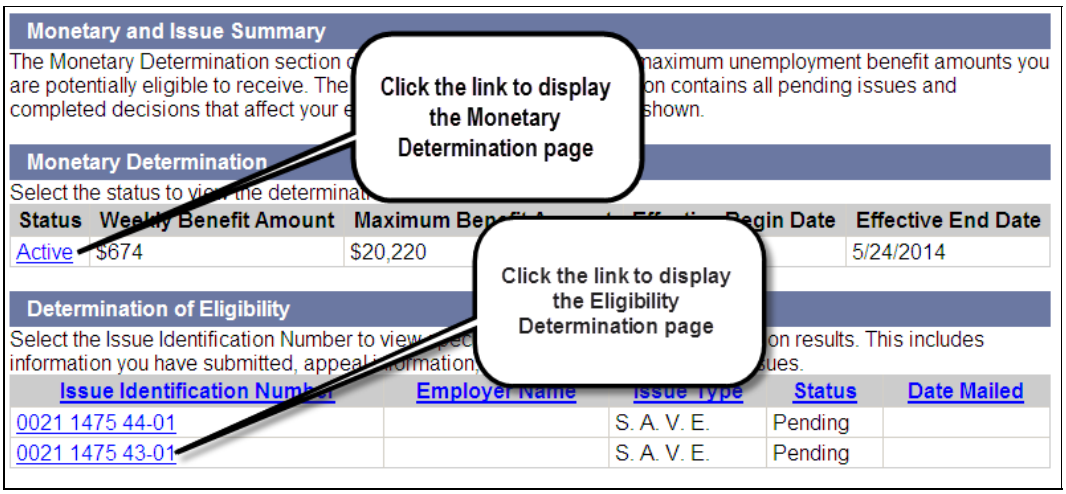
Monetary and Issue Summary

The **Monetary and Issue Summary** page contains summary information about the claim. It is also the access point for viewing claim issues, and filing, modifying, or withdrawing an appeal.

Accessing the Monetary and Issue Summary Page

To access the **Monetary and Issue Summary** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.



The **Monetary Determination** area of the **Monetary and Issue Summary** page lists the following for *each* monetary determination:

- **Status** (a link to the Monetary Determination page, from which an Appeal can be filed, or displayed)
- Weekly Benefit Amount
- Maximum Benefit Amount
- Effective Begin Date
- Effective End Date

The **Determination of Eligibility** area lists the following for each Issue associated with your claim:

- **Issue Identification Number** (a link to the Eligibility Determination page, from which an Appeal can be filed, or displayed)
- Employer Name
- Issue Type
- Status
- Date Mailed

Accessing the Monetary Determination Page

To access the **Monetary Determination** Page:

1. Access the Monetary and Issue Summary page.
2. Click a link in the **Status** column of the Monetary Determination area.

The **Monetary Determination** page lists the following information specific to this determination:

- Weekly Benefit Amount
- Maximum Benefit Amount Benefit Year
- Benefit Year Effective Date
- Benefit Year End Date
- Correspondence Issued Date
- Appeal Disposition

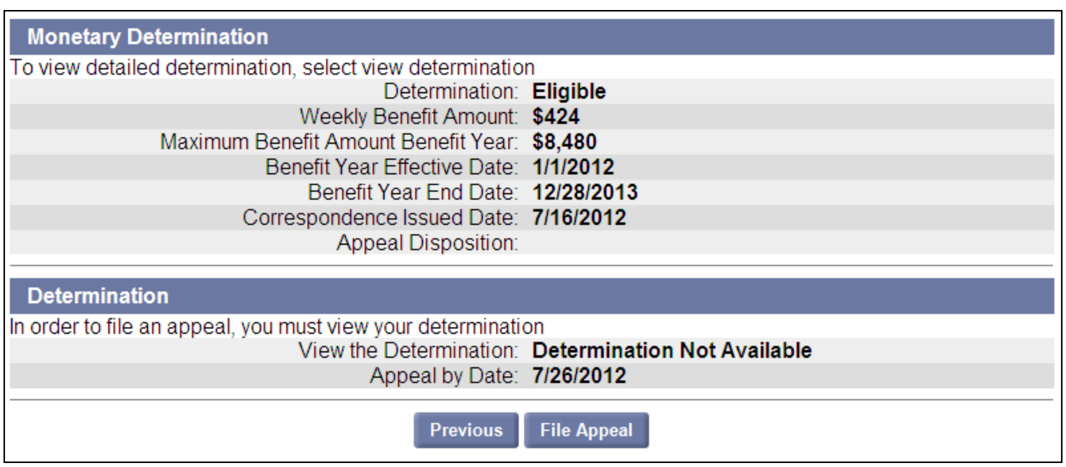
Depending on the determination and its effective end date, the page may also contain a button that allows you to view a PDF of the determination.

If no appeal exists and the determination was not in your favor, the **File Appeal** button appears at the bottom of the **Monetary Determination** page.

If an appeal already exists, Appeal Information appears at the bottom of the page, along with controls that allow you to:

- View Appeal Case Documents
- Withdraw the Appeal
- Modify Appeal Information
- Generate a cover sheet for mailing with additional information

The Monetary Determination page with a File Appeal button (no Appeal filed).


Monetary Determination

To view detailed determination, select view determination

Determination:	**Eligible**
Weekly Benefit Amount:	**$424**
Maximum Benefit Amount Benefit Year:	**$8,480**
Benefit Year Effective Date:	**1/1/2012**
Benefit Year End Date:	**12/28/2013**
Correspondence Issued Date:	**7/16/2012**
Appeal Disposition:	

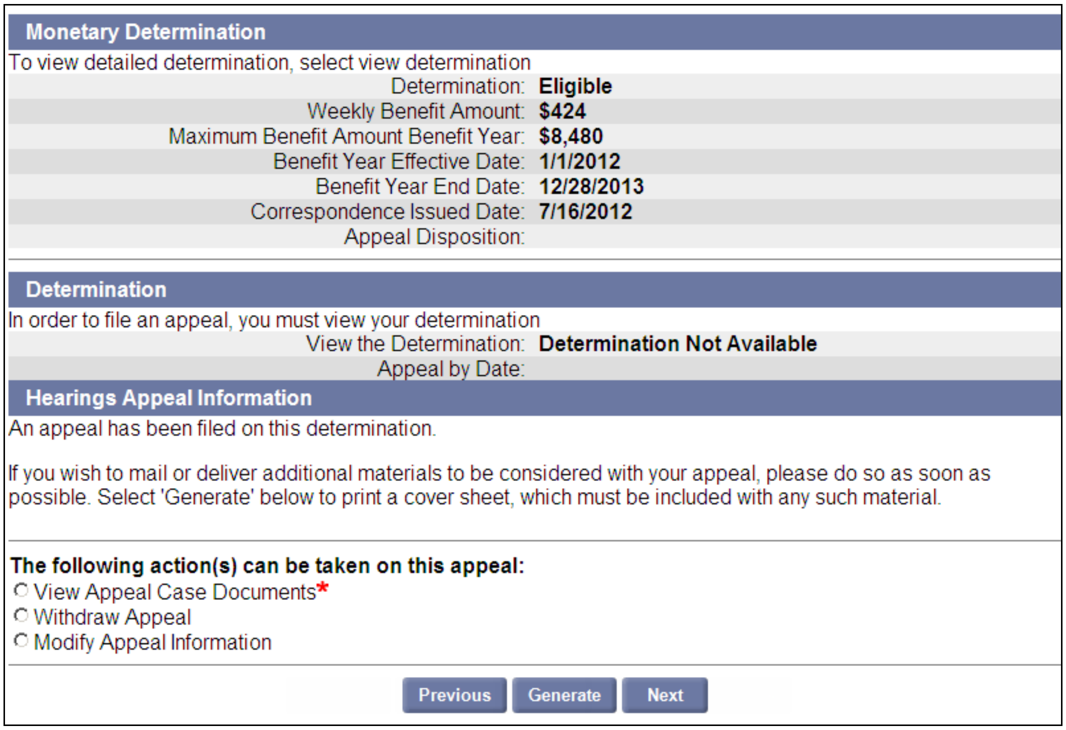
Determination

In order to file an appeal, you must view your determination

View the Determination:	**Determination Not Available**
Appeal by Date:	**7/26/2012**

Previous | File Appeal

The Monetary Determination -- Appeal in place



Monetary Determination

To view detailed determination, select view determination

Determination:	**Eligible**
Weekly Benefit Amount:	**$424**
Maximum Benefit Amount Benefit Year:	**$8,480**
Benefit Year Effective Date:	**1/1/2012**
Benefit Year End Date:	**12/28/2013**
Correspondence Issued Date:	**7/16/2012**
Appeal Disposition:	

Determination

In order to file an appeal, you must view your determination

View the Determination:	**Determination Not Available**
Appeal by Date:	

Hearings Appeal Information

An appeal has been filed on this determination.

If you wish to mail or deliver additional materials to be considered with your appeal, please do so as soon as possible. Select 'Generate' below to print a cover sheet, which must be included with any such material.

The following action(s) can be taken on this appeal:

- View Appeal Case Documents*
- Withdraw Appeal
- Modify Appeal Information

Previous Generate Next

For instructions on filing an Appeal, see "Filing an Appeal."

Accessing the Eligibility Determination Page

1. Access the **Monetary and Issue Summary** page.

2. Click a link in the **Issue Identification Number** column of the Determination of Eligibility area.

   - If the determination has been made, the **Eligibility Determination** page displays. The Determination appears on the page.

     NOTE: A determination that is in your favor cannot be appealed.

   - If the determination is still pending, the **Pending Eligibility Issue Detail** page displays instead. Additional information can be still be added to the issue. See “Submitting Additional Information when a Determination is Pending.”

   - If an appeal can be filed, the **File Appeal** button displays. See “Filing an Appeal.”

Viewing a Determination

1. Perform the steps in “Accessing the Eligibility Determination Page.” If the determination has been made, the page is labeled **Eligibility Determination**.

2. Click the **View Determination** link to launch a window with the determination in PDF format.

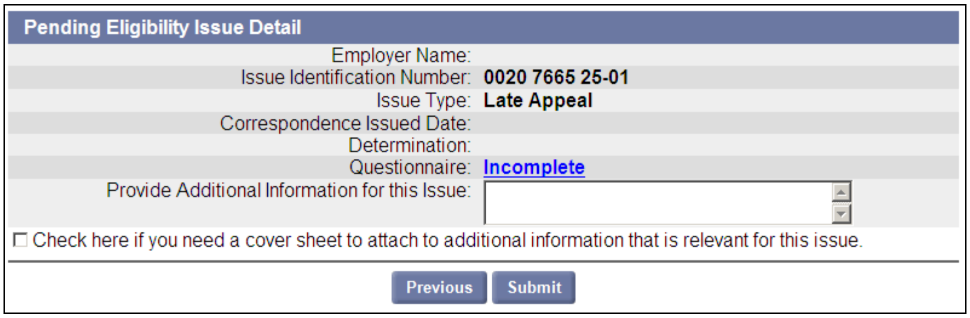
Submitting Additional Information when a Determination is Pending

1. Perform the steps in “Accessing the Eligibility Determination Page.” If the page is labeled **Pending Eligibility Issue Detail** with an editable text box, more information can be submitted.

2. Enter the information in the text box.

3. Check the box if a cover sheet is required.

4. Click **Submit**.



Pending Eligibility Issue Detail

Employer Name:	
Issue Identification Number:	**0020 7665 25-01**
Issue Type:	**Late Appeal**
Correspondence Issued Date:	
Determination:	
Questionnaire:	Incomplete
Provide Additional Information for this Issue:	

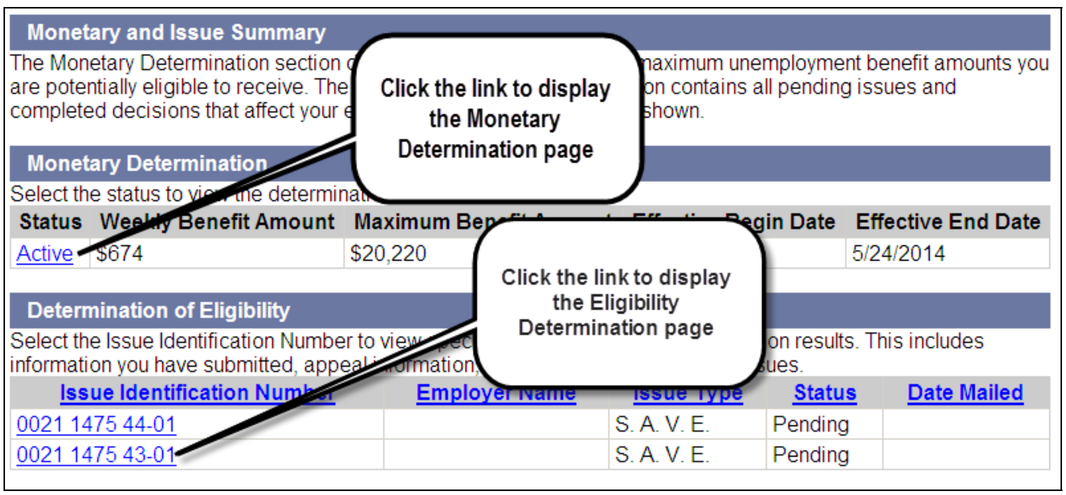
☐ Check here if you need a cover sheet to attach to additional information that is relevant for this issue.

Previous Submit

Filing an Appeal

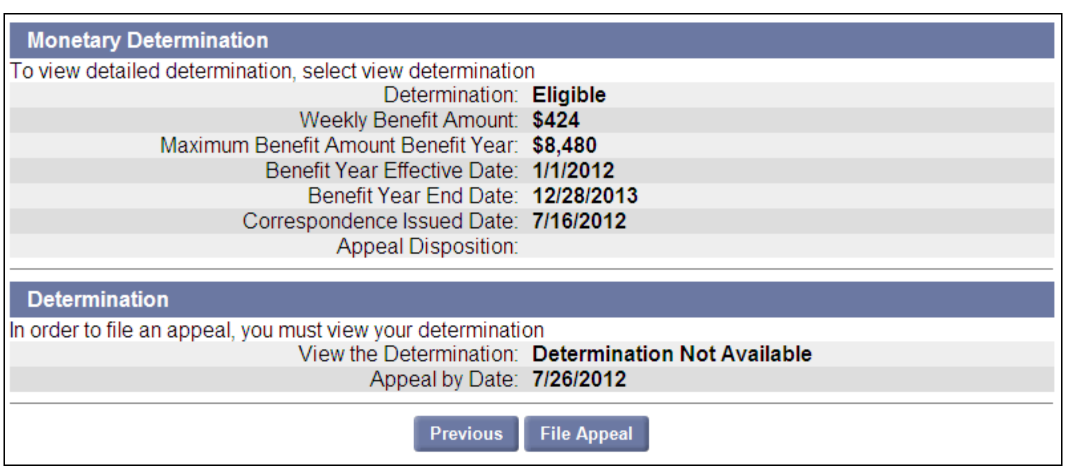
Use the instructions below when filing an appeal. These instructions apply whether you are filing an appeal of the determination of your benefit amount, or of your eligibility for benefits.

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.
4. Click the applicable link on the **Monetary and Issue Summary** page:
    - To start an appeal of the benefit amount (monetary), click a link in the **Status** column of the Monetary Determination area.
    - To start an appeal of an eligibility determination (non-monetary), click a link in the **Issue Identification** column of the Determination of Eligibility Area of the page.



5. The next page is slightly different for a Monetary Determination than for an Eligibility Determination (see the following screens). However, in either case, click **File Appeal**.

<u>The Monetary Determination page with a File Appeal button (no Appeal filed).</u>



The Eligibility Determination page with a File Appeal button (no Appeal filed yet).

Eligibility Determination

To view detailed determination, select view determination

Employer Name:	CITY OF BOSTON
Issue Identification Number:	0021 1483 77-01
Issue Type:	School Employees
Effective Begin Date:	6/9/2013
Effective End Date:	8/24/2013
Correspondence Issued Date:	6/13/2013
Determination:	Ineligible not denied
Appeal Disposition:	

Determination

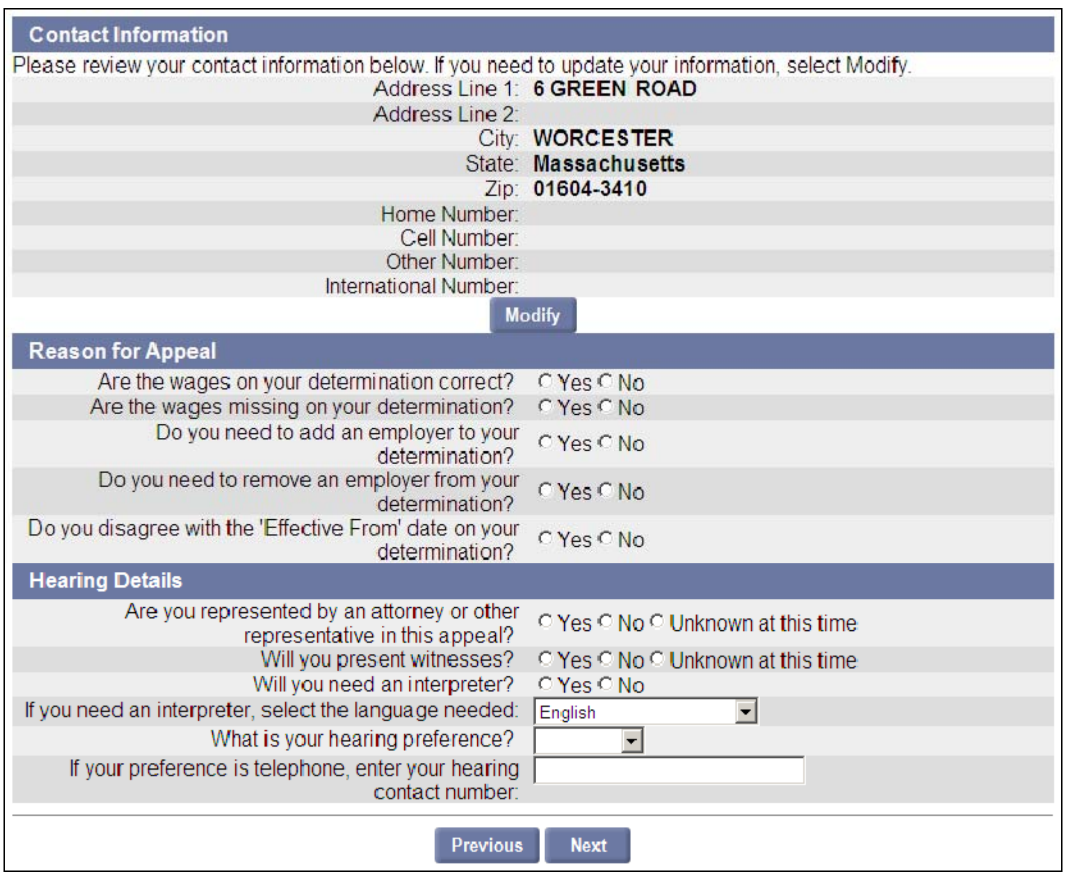
In order to file an appeal, you must view your determination

View the Determination:	View Determination
Appeal by Date:	6/24/2013

Previous File Appeal

6. The **Contact Information / Reason for Appeal / Hearing Details** page is slightly different for a Monetary Appeal than for an Eligibility Determination. Answer the questions on the page.

The **Contact Information / Reason for Appeal / Hearing Details** page displaying Reason for Appeal questions for a Monetary Appeal.



Contact Information

Please review your contact information below. If you need to update your information, select Modify.

Address Line 1:	6 GREEN ROAD
Address Line 2:	
City:	WORCESTER
State:	Massachusetts
Zip:	01604-3410
Home Number:	
Cell Number:	
Other Number:	
International Number:	

Modify

Reason for Appeal

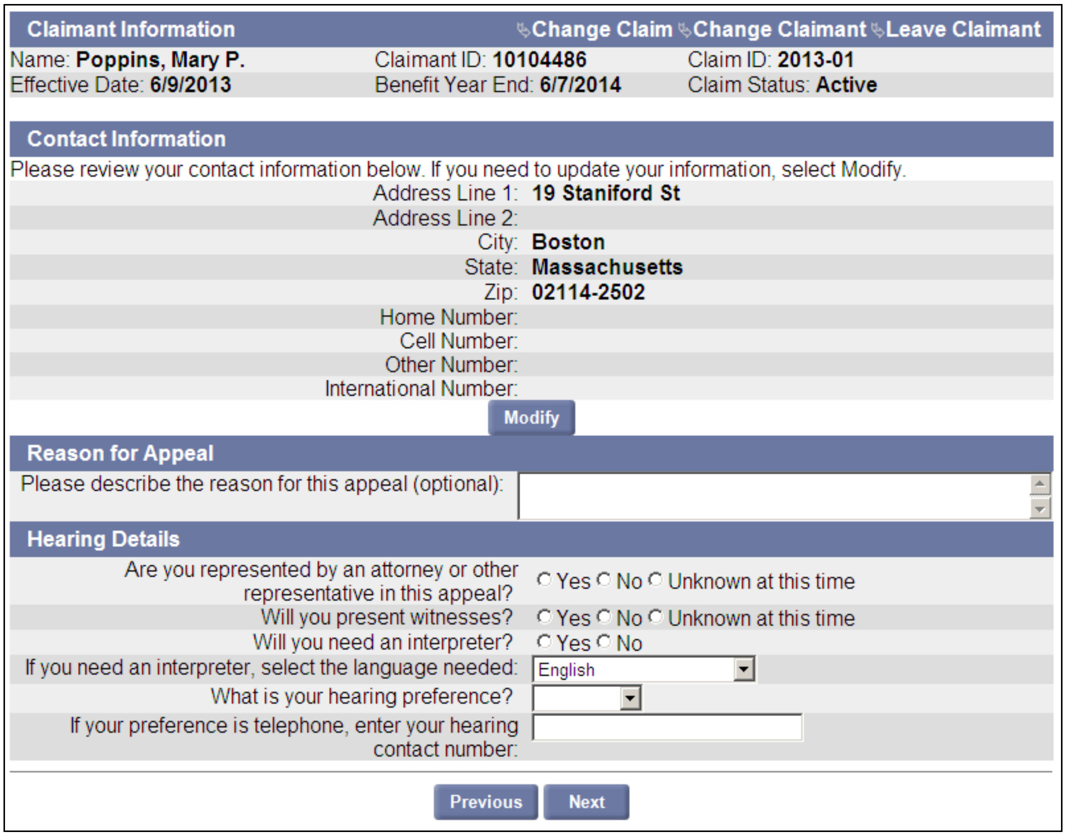
Are the wages on your determination correct?	Yes No
Are the wages missing on your determination?	Yes No
Do you need to add an employer to your determination?	Yes No
Do you need to remove an employer from your determination?	Yes No
Do you disagree with the 'Effective From' date on your determination?	Yes No

Hearing Details

Are you represented by an attorney or other representative in this appeal?	Yes No Unknown at this time
Will you present witnesses?	Yes No Unknown at this time
Will you need an interpreter?	Yes No
If you need an interpreter, select the language needed:	English
What is your hearing preference?	
If your preference is telephone, enter your hearing contact number:	

Previous Next

<u>The Reason for Appeal questions on the **Contact Information / Reason for Appeal / Hearing Details** for an Eligibility (non-Monetary) Appeal.</u>



Claimant Information — Change Claim | Change Claimant | Leave Claimant

Name: **Poppins, Mary P.**	Claimant ID: **10104486**	Claim ID: **2013-01**
Effective Date: **6/9/2013**	Benefit Year End: **6/7/2014**	Claim Status: **Active**

Contact Information

Please review your contact information below. If you need to update your information, select Modify.

Address Line 1:	**19 Staniford St**
Address Line 2:	
City:	**Boston**
State:	**Massachusetts**
Zip:	**02114-2502**
Home Number:	
Cell Number:	
Other Number:	
International Number:	

Modify

Reason for Appeal

Please describe the reason for this appeal (optional):

Hearing Details

Are you represented by an attorney or other representative in this appeal?	Yes / No / Unknown at this time
Will you present witnesses?	Yes / No / Unknown at this time
Will you need an interpreter?	Yes / No
If you need an interpreter, select the language needed:	English
What is your hearing preference?	
If your preference is telephone, enter your hearing contact number:	

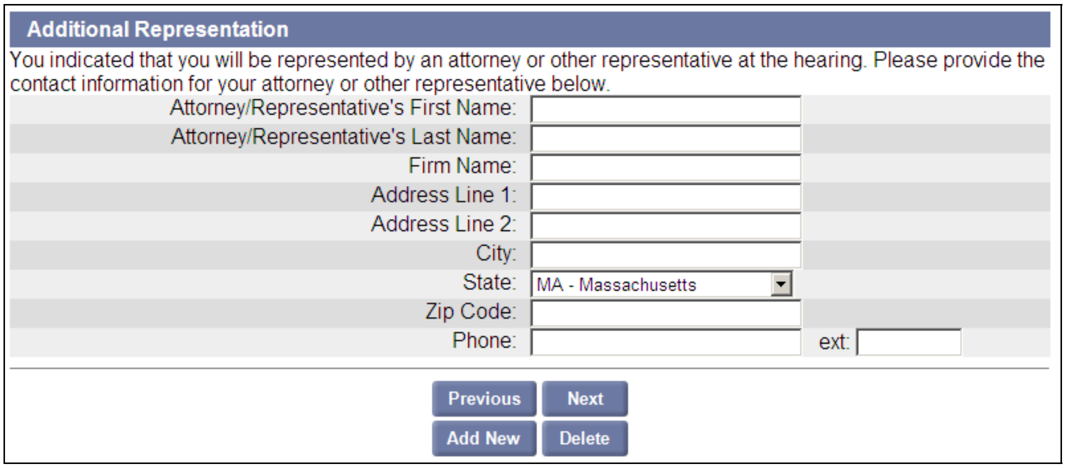
Previous | Next

7. Click **Next**.

8. If you answered **Yes** to the question, <u>Are you represented by an Attorney or other Representative in this appeal</u>, the **Additional Representation** page appears.

- If you are only adding **one** Attorney/Representative:
    - o Enter the Attorney/Representative's Name, Firm, address, and phone.
    - o Click **Next**.
    - o Select an Address in the **Address Validation** page and click **Next** to continue with the Appeal.

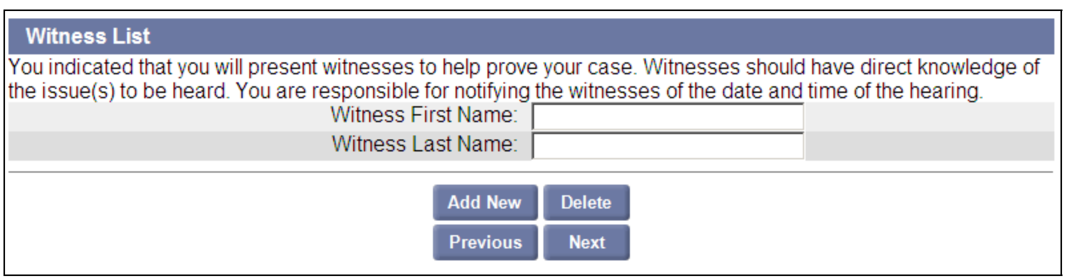
- If you are adding **several** Attorney/Representatives:
    - o Enter the Attorney/Representative's Name, Firm, address, and phone.
    - o Click **Add New**.
    - o Select an Address in the **Address Validation** page and click **Next**. This returns you to the Additional Representation page.
    - o Repeat this process for each Attorney/Representatives except the last.
    - o After entering information about the last Attorney/Representative, click **Next**.
    - o Select an Address in the Address Validation page and click **Next**, and continue with the Appeal.


Additional Representation
You indicated that you will be represented by an attorney or other representative at the hearing. Please provide the contact information for your attorney or other representative below.
Attorney/Representative's First Name:
Attorney/Representative's Last Name:
Firm Name:
Address Line 1:
Address Line 2:
City:
State: MA - Massachusetts
Zip Code:
Phone: ext:
Previous Next
Add New Delete

- To delete an Attorney/Representative, put a check by the Attorney/Representative name and click **Delete**.

9. If you answered **Yes** to the question, <u>Will you present Witnesses?</u> the **Witness List** page appears.

   - If you are only adding **one** Witness, enter the Witness's name and click **Next** to continue with the appeal.
   - If you are adding **several** Witnesses:
     - o Enter the Witness's name.
     - o Click **Add New**.
     - o Repeat this process for each Witness except the last.
     - o After entering information about the last Witness, click **Next**, and continue with the Appeal.

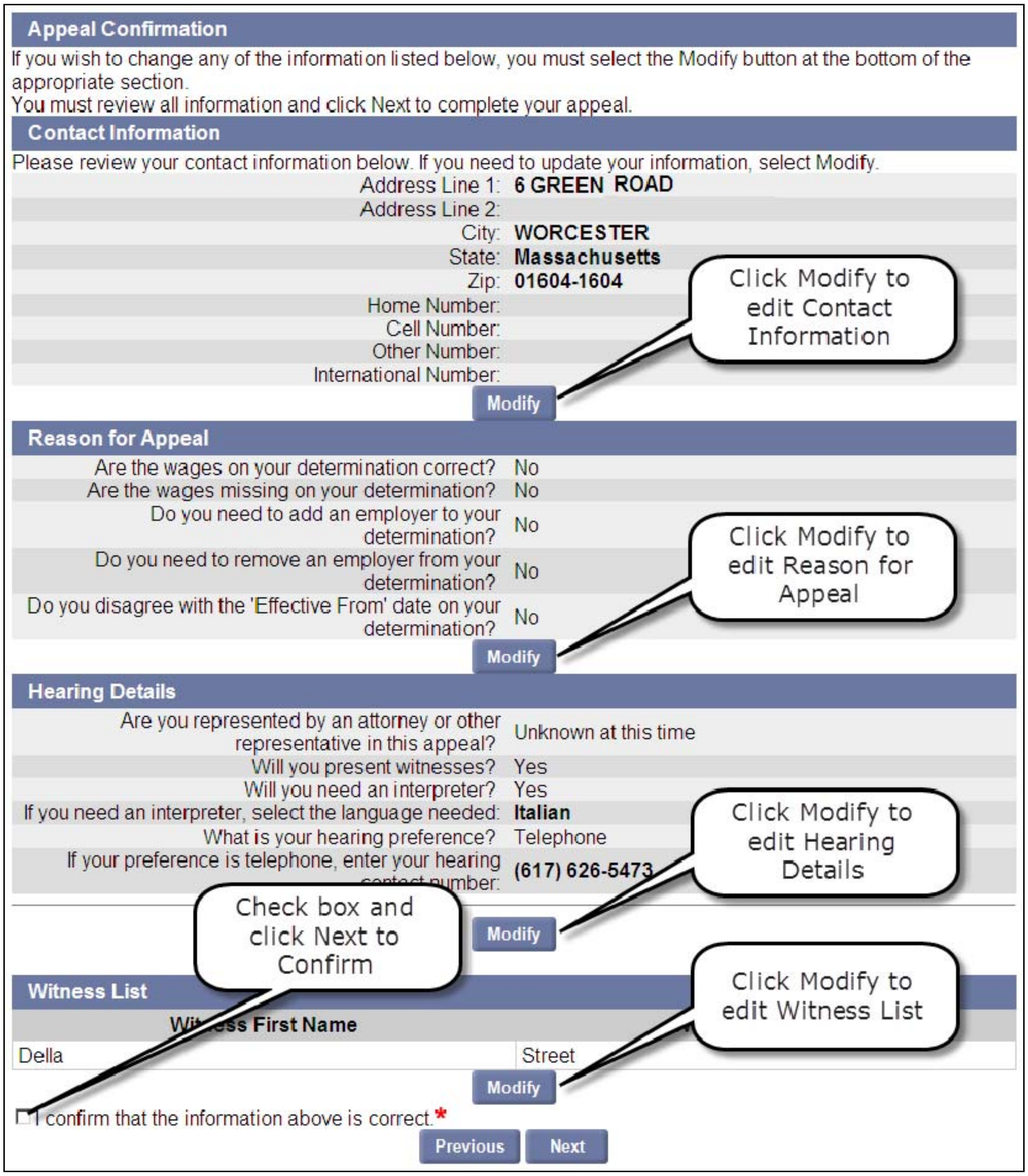

Witness List
You indicated that you will present witnesses to help prove your case. Witnesses should have direct knowledge of the issue(s) to be heard. You are responsible for notifying the witnesses of the date and time of the hearing.
Witness First Name:
Witness Last Name:
Add New Delete
Previous Next

   - To delete a Witness, put a check by the Witness's name and click **Delete**.

10. Review the information in the **Appeal Confirmation** page. If you need to make changes, click the **Modify** button just under the section you want to edit. (See the following page.)

11. Put a check in the <u>I confirm that the information above is correct</u>. Click **Next**.

This completes the process of filing an appeal.



Appeal Confirmation

If you wish to change any of the information listed below, you must select the Modify button at the bottom of the appropriate section.
You must review all information and click Next to complete your appeal.

Contact Information

Please review your contact information below. If you need to update your information, select Modify.

Address Line 1:	**6 GREEN ROAD**
Address Line 2:	
City:	**WORCESTER**
State:	**Massachusetts**
Zip:	**01604-1604**
Home Number:	
Cell Number:	
Other Number:	
International Number:	

Modify

Reason for Appeal

Are the wages on your determination correct?	No
Are the wages missing on your determination?	No
Do you need to add an employer to your determination?	No
Do you need to remove an employer from your determination?	No
Do you disagree with the 'Effective From' date on your determination?	No

Modify

Hearing Details

Are you represented by an attorney or other representative in this appeal?	Unknown at this time
Will you present witnesses?	Yes
Will you need an interpreter?	Yes
If you need an interpreter, select the language needed:	**Italian**
What is your hearing preference?	Telephone
If your preference is telephone, enter your hearing contact number:	**(617) 626-5473**

Modify

Witness List

Witness First Name	
Della	Street

Modify

☐ I confirm that the information above is correct.*

Previous Next

Viewing Appeal Case Documents

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.
4. Click the applicable link on the **Monetary and Issue Summary** page.
5. At the bottom of the Monetary Determination (or Eligibility Determination) page, select **View Appeal Case Documents** and click **Next**.

Hearings Appeal Information

An appeal has been filed on this determination.

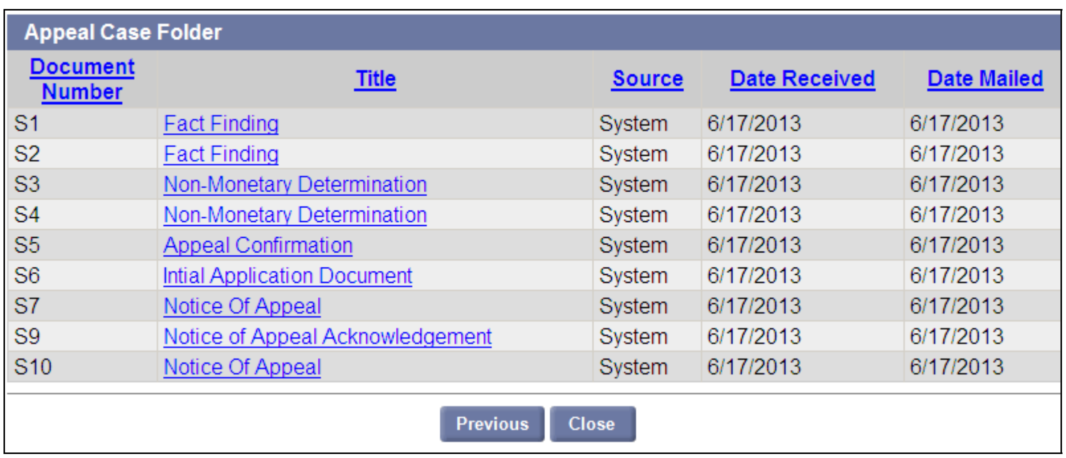
If you wish to mail or deliver additional materials to be considered with your appeal, please do so as soon as possible. Select 'Generate' below to print a cover sheet, which must be included with any such material.

The following action(s) can be taken on this appeal:

- View Appeal Case Documents*
- Withdraw Appeal
- Modify Appeal Information

Previous | Generate | Next

6. The **Appeal Case Folder** page displays. View a PDF version of any case document by clicking its **Title** link.



Appeal Case Folder

Document Number	Title	Source	Date Received	Date Mailed
S1	Fact Finding	System	6/17/2013	6/17/2013
S2	Fact Finding	System	6/17/2013	6/17/2013
S3	Non-Monetary Determination	System	6/17/2013	6/17/2013
S4	Non-Monetary Determination	System	6/17/2013	6/17/2013
S5	Appeal Confirmation	System	6/17/2013	6/17/2013
S6	Intial Application Document	System	6/17/2013	6/17/2013
S7	Notice Of Appeal	System	6/17/2013	6/17/2013
S9	Notice of Appeal Acknowledgement	System	6/17/2013	6/17/2013
S10	Notice Of Appeal	System	6/17/2013	6/17/2013

Previous | Close

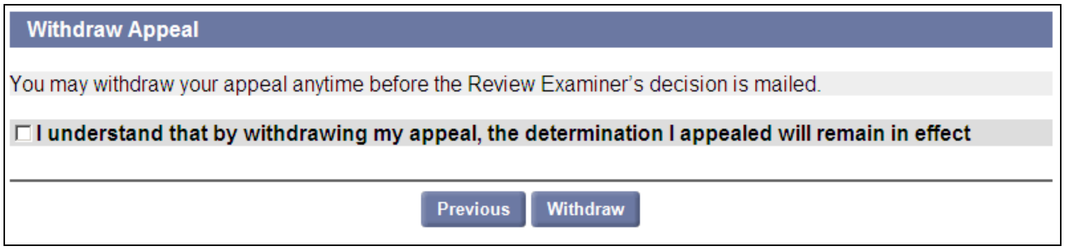
Withdrawing an Appeal

To withdraw an appeal:

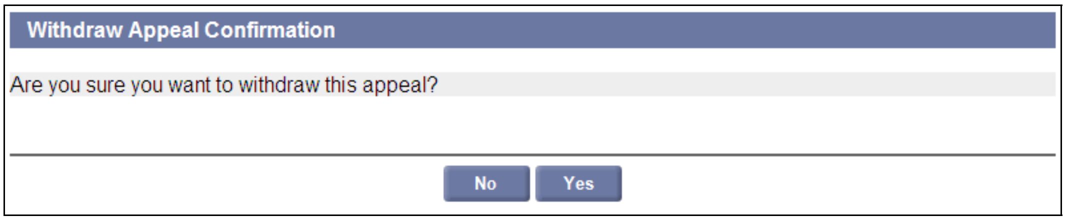
1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.
4. Click the applicable link on the **Monetary and Issue Summary** page.

5. At the bottom of the Monetary Determination (or Eligibility Determination) page, select **Withdraw Appeal** and click **Next**.

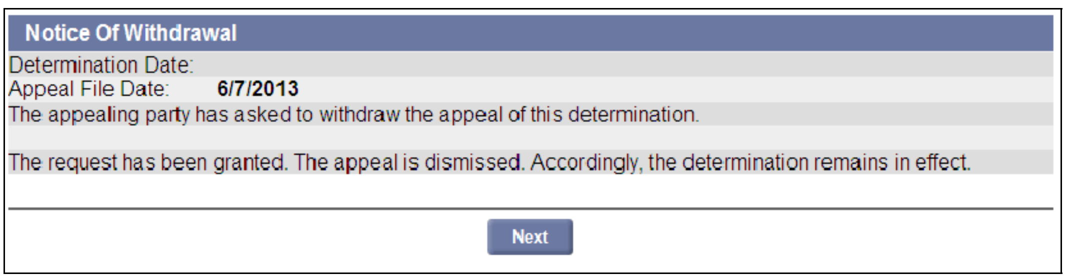
6. On the **Withdraw Appeal** page, put a check in the box and click **Withdraw**.



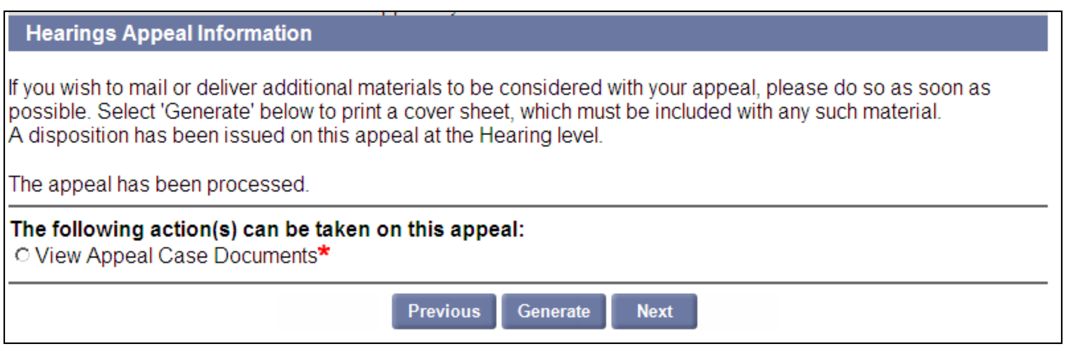
7. On the **Withdraw Appeal Confirmation** page, click **Yes** or **No**.



8. The **Notice of Withdrawal** page appears. Click **Next**.



NOTE: Once an appeal has been withdrawn, information about it can still be viewed from the **Monetary Determination** page.



Modifying Appeal Information

Modify appeal information to add your Representatives or Witnesses to the appeal. Claimants can only remove a Claimant Representative or a Claimant Witness.

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.
4. Click the link under **Status**, or **Issue Identification Number** on the Monetary and Issue Summary page.
5. At the bottom of the Monetary Determination (or Eligibility Determination) page, select **Modify Appeal Information** and click **Next**. Use the same steps as when Filing an appeal.

Generating a Cover Sheet

If you need to mail in additional pieces of information in support of your appeal, you can generate a cover sheet to include with the mailing. (Including a cover sheet with the mailing expedites handling.)

Generate a cover sheet as follows:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.
4. Click the link under **Status**, or **Issue Identification Number** on the **Monetary and Issue Summary** page.
5. Click the **Generate** button at the bottom of the Monetary Determination (or Eligibility Determination) page.

   A document with the cover is placed in your **Inbox**.

Payment History

The **Payment History** page provides a great deal of information about payments, benefits, benefit program, claim and claimant status, tax withholding, dependents, payment options, and more.

The **Payment History** page has sections with:

- Claim Information
- Potential Benefits by Program
- Payment Request Status

Links on this page go to the following pages:

- Claim History
- Week Summary
- Update Earnings Amount
- Request 1099G

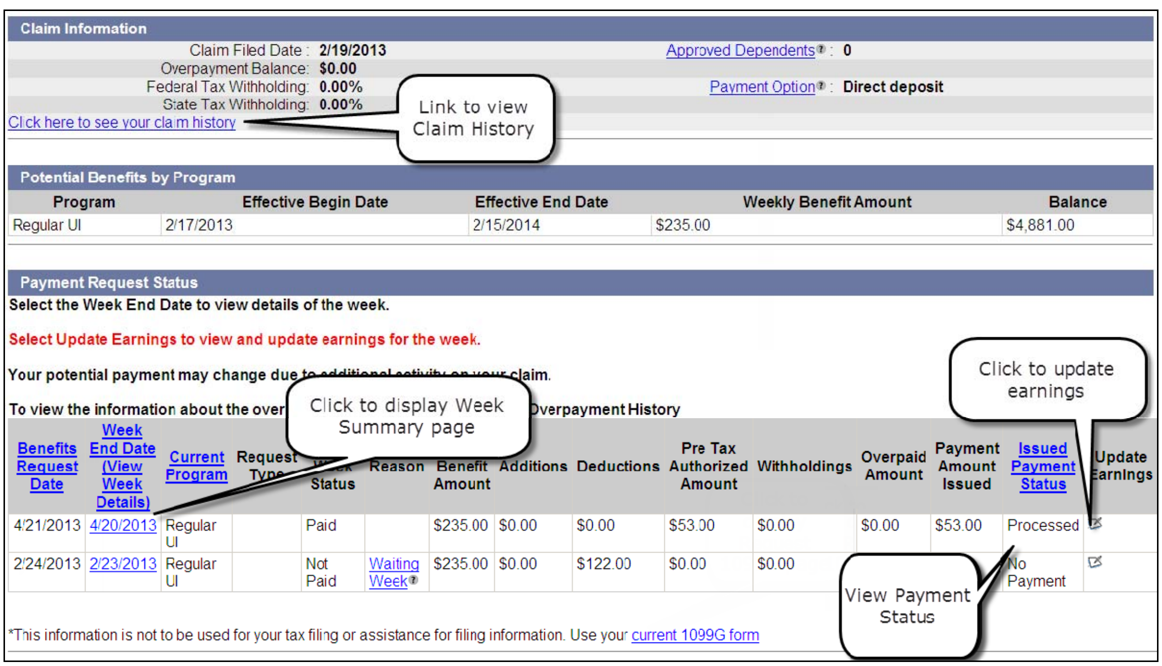
The Click to Request link on the **Week Summary** page goes to the **Confirm Request Replacement Payment** page. (Once you confirm the request, a request is generated.)

Accessing the Payment History Page

To access the **Payment History** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Payment History**.

NOTE: The page is very wide, and you may need to scroll to the right to see all information.



- Click the Click here to see your claim history link to view the **Claim History** page.
- Click the **Week End Date (View Week Details)** link to display the **Week Summary Page**.
- Click the **Update Earnings** icon to display the **Update Earnings Amount** page.

The Claim Information section has the following information:

- Claim Filed Date
- Approved Dependents
- Overpayment Balance
- Federal Tax Withholding
- State Tax Withholding
- Payment Option
- Click here to see your claim history – link to the **Claim History** page (see below)

The Potential Benefits by Program section has a table with the folloiwng columns:

- Program
- Effective Begin Date
- Effective End Date
- Weekly Benefit Amount
- Balance

The Payment Request Status section has a table with the following columns:

- Benefits Request Date
- Week End Date (View Week Details) – link to the **Week Summary** page (see below)
- Current Program
- Request Type
- Current Week Status
- Reason
- Weekly Benefit Amount
- Additions
- Deductions
- Pre Tax Authorized Amount
- Withholdings
- Overpaid Amount
- Payment Amount Issued
- Issued Payment Status
- Update Earnings icon - link to the **Update Earnings Amount** page.

Request 1099 Page

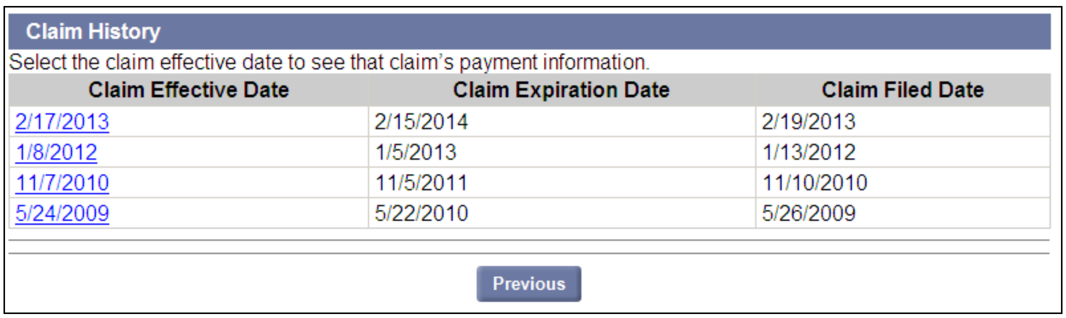
The **Request 1099** page displays if the current 1099 form link was clicked on the **Payment History** page. See the section "Request 1099G" later in this document for instructions.

Claim History Page

The Claim History page displays if the Click here to view claim history link was clicked on the **Payment History** page. It provides the following information for each claim:

- Claim Effective Date – link to the **Payment History** page that is specific to the claim.
- Claim Expiration Date
- Claim Filed Date

Click an entry in the **Claim Effective Date** column to access a **Payment History** page that only displays information *for the selected claim*.


Claim History

Select the claim effective date to see that claim's payment information.

Claim Effective Date	Claim Expiration Date	Claim Filed Date
2/17/2013	2/15/2014	2/19/2013
1/8/2012	1/5/2013	1/13/2012
11/7/2010	11/5/2011	11/10/2010
5/24/2009	5/22/2010	5/26/2009

Previous

The Week Summary Page

The Week Summary page can be reached by clicking the **Week End Date (View Week Details)** link on the **Payment History** page.

The Week Summary section has the following information

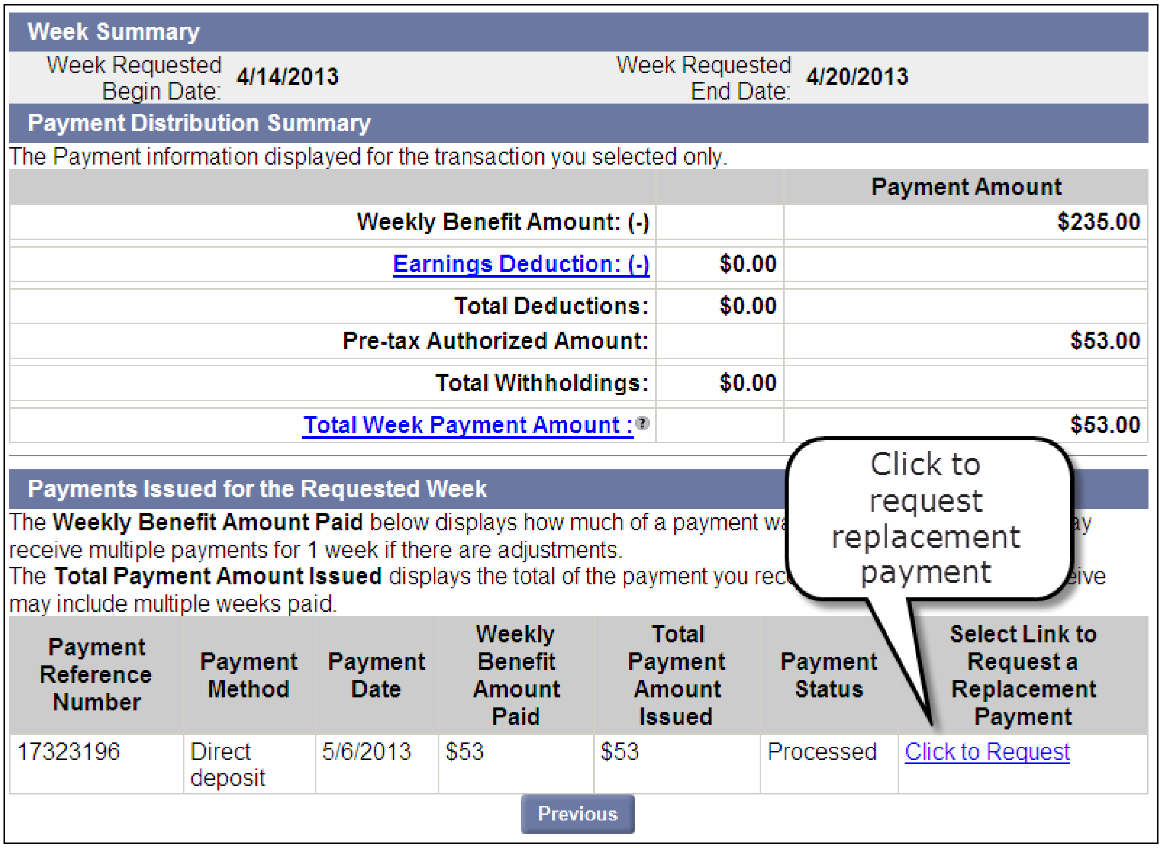
- Week Requested Begin Date
- Week Requested End Date

The Payment Distribution Summary has the following information:

- Weekly Benefit Amount
- Earnings Deduction
- Total Deductions
- Pre-tax Authorized Amount
- Total Withholdings
- Total Week Payment Amount

The Payments Issued for the Requested Week table has the following columns:

- Payment Reference Number
- Payment Method
- Payment Date
- Weekly Benefit Amount Paid
- Total Payment Amount Issued
- Payment Status
- Select Link to Request a Replacement Payment – link to the **Confirm Request Replacement Payment** Page (or **Requested** and the date, if a request has already been made.)



Week Summary

Week Requested Begin Date:	4/14/2013	Week Requested End Date:	4/20/2013

Payment Distribution Summary

The Payment information displayed for the transaction you selected only.

		Payment Amount
Weekly Benefit Amount: (-)		$235.00
Earnings Deduction: (-)	$0.00	
Total Deductions:	$0.00	
Pre-tax Authorized Amount:		$53.00
Total Withholdings:	$0.00	
Total Week Payment Amount :		$53.00

Payments Issued for the Requested Week

The **Weekly Benefit Amount Paid** below displays how much of a payment wa[s for the week above. You m]ay receive multiple payments for 1 week if there are adjustments.
The **Total Payment Amount Issued** displays the total of the payment you rec[eived. One payment you rec]eive may include multiple weeks paid.

Payment Reference Number	Payment Method	Payment Date	Weekly Benefit Amount Paid	Total Payment Amount Issued	Payment Status	Select Link to Request a Replacement Payment
17323196	Direct deposit	5/6/2013	$53	$53	Processed	Click to Request

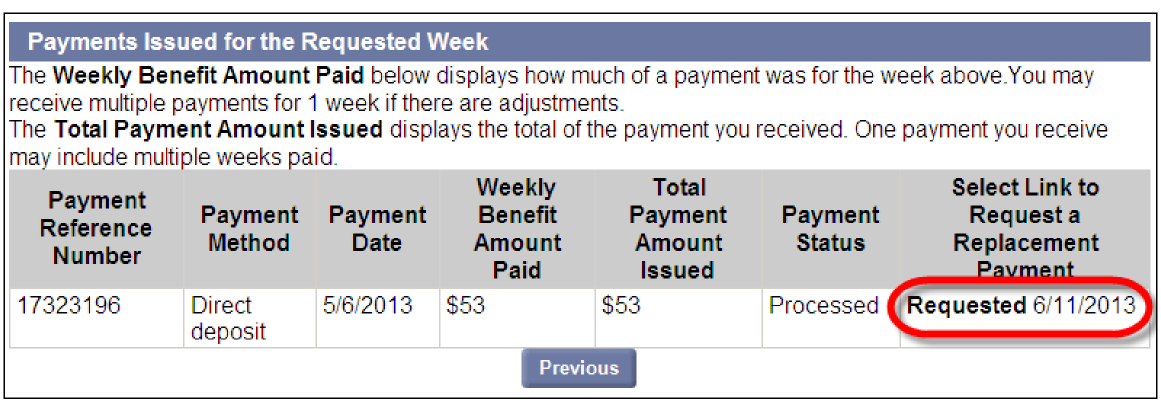
Previous

Requesting a Replacement Payment

To request a replacement payment, click the **Click to Request** link on the **Week Summary**. This displays the **Confirm Request Replacement Payment** page. See "Confirm Request Replacement Payment Page" for instructions.

NOTE: Once a request for a specific payment has been generated, the word **Requested** and the **date** display in the **Select Link to Request a Replacement Payment** column of the **Week Summary** page (instead of the Click to Request link).

<u>The Week Summary page after a replacement payment has been requested:</u>



Payments Issued for the Requested Week

The **Weekly Benefit Amount Paid** below displays how much of a payment was for the week above.You may receive multiple payments for 1 week if there are adjustments.
The **Total Payment Amount Issued** displays the total of the payment you received. One payment you receive may include multiple weeks paid.

Payment Reference Number	Payment Method	Payment Date	Weekly Benefit Amount Paid	Total Payment Amount Issued	Payment Status	Select Link to Request a Replacement Payment
17323196	Direct deposit	5/6/2013	$53	$53	Processed	**Requested** 6/11/2013

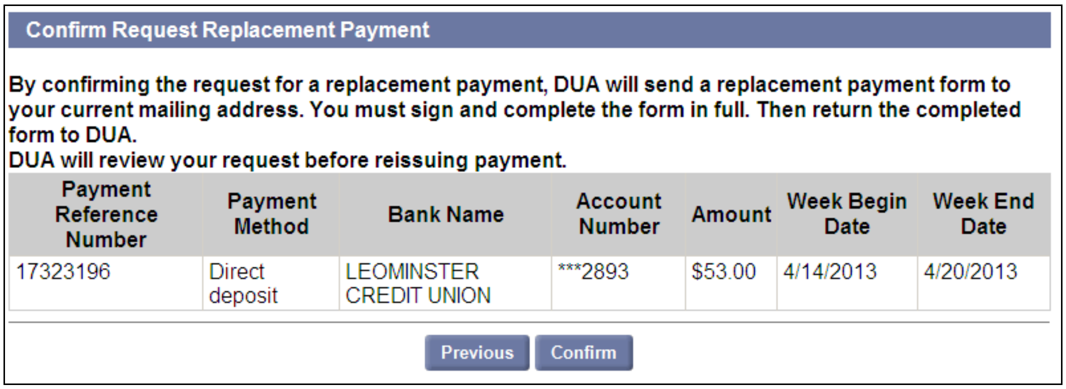
Previous

The Confirm Request Replacement Payment Page

The **Confirm Request Replacement Payment** page displays if the **Click to Request** link was clicked on the **Week Summary** page. (See "Payment History Page Details List" earlier in this document for a list of information that appears on this page.)

The **Confirm Request Replacement Payment** page has the following information:

- Payment Reference Number
- Payment Method
- Bank Name
- Account Number
- Amount
- Week Begin Date
- Week End Date



Confirm Request Replacement Payment

By confirming the request for a replacement payment, DUA will send a replacement payment form to your current mailing address. You must sign and complete the form in full. Then return the completed form to DUA.
DUA will review your request before reissuing payment.

Payment Reference Number	Payment Method	Bank Name	Account Number	Amount	Week Begin Date	Week End Date
17323196	Direct deposit	LEOMINSTER CREDIT UNION	***2893	$53.00	4/14/2013	4/20/2013

Previous Confirm

- Click **Confirm** to generate the request for a replacement payment and return to the **Week Summary** page.

- Click **Previous** to cancel the request and return to the **Week Summary** page.

Earnings Update Amount

The **Earnings Update Amount** page displays if the Update Earnings icon was clicked on the **Payment History** page. (See "Payment History Page Details List" earlier in this document for a list of information that appears on this page.)

Update Earnings Amount

Week Requested Begin Date: **4/14/2013** Week Requested End Date: **4/20/2013**

To update your earnings, enter your new earnings amount in the Update Earnings Amount column and select the Next button.

Earnings Type	Previous Earnings Amount	Update Earnings Amount
Part Time Earnings Reported:		
MA Employment		
Partial Earnings Employer	**$260**	$ 260 *
Non MA Employment		
Federal Civilian Employment		
Military Earnings Reported:		
Self Employment Earnings Reported:		

Provide Additional Employers

To Provide earnings for additional Employers not listed, select the appropriate Employment Type, select 'New' as the Employer, then select Add.

Employment Type: Select one Employer: Select One $ Add

Cancel Next

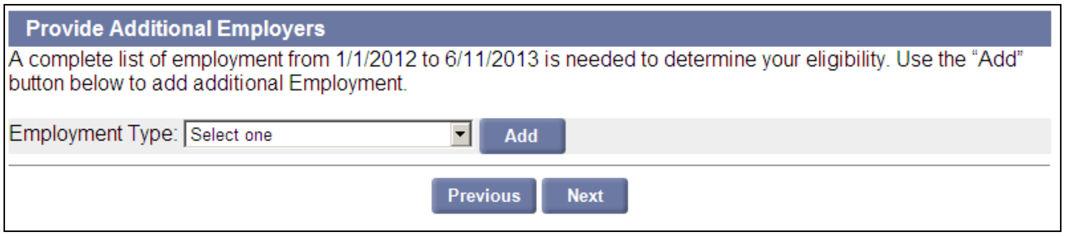
To update earnings:

1. If the earnings are for an Employer that is not listed:

   - Select an **Employment Type** from the list.
   - Select an Employer from the list or select **New**.
   - Enter an amount under the Add button.
   - Click **Add**.

2. If an Employer was selected from the list, go to step 4.

3. If a new Employer is being added, the **Additional and Complete Employment** page displays.



   - In the **Provide Additional Employers** area, select the Employment Type and click **Add**.

     The pages that display depend on the type of Employer selected (Massachusetts, Non-Massachusetts, Federal Civilian, or Military).

     NOTE: For detailed information on adding Employers, see "About Employment and Employer Information" in the Initial Claims chapter.

     - Perform an Employer Search.
     - Fill in the **Massachusetts Detailed Employment Information** page.
     - Provide Occupation Information if requested.
     - Back on the **Additional and Complete Employment** page, click Next.

   - Once back at the **Update Earnings Amount** page, **again**, select an **Employment Type**. Select the name of the **Employer** you just added. The amount should still be filled in.
   - Click **Add**. The Employer's Name should appear in the upper part of the page.

4. Correct the earnings shown for each Employer if necessary. (If there are Employers listed for which no work was performed, the Amount field should be blank.)

5. Click **Next**. The **Update Earnings Amount Confirmation** page displays.

Update Earnings Amount Confirmation

Week Requested Begin Date: **4/14/2013** Week Requested End Date: **4/20/2013**

Earnings Type		Previous Earnings Amount	Update Earnings Amount
Part Time Earnings Reported:			
MA Employment			
	Partial Earnings Employer	$260	$260
	GERALDINE ASSOC	$0	$11
	YOUNG INC	$0	$20
	TIANDINE ASSOC INC:	$0	$30
Non MA Employment			
Federal Civilian Employment			
Military Earnings Reported:			
Self Employment Earnings Reported:			

By selecting Confirm, you are updating your earnings reported.

Cancel Confirm

6. Click **Confirm**. The **Update Earnings Amount Submitted** page displays. Click **Continue** to return to the **Payment History** page.

Update Earnings Amount Submitted

Week Requested Begin Date: **4/14/2013** Week Requested End Date: **4/20/2013**

The earning updates have been submitted.Your potential payment may change due to additional activity on your claim.

Earnings Type		Previous Earnings Amount	Update Earnings Amount
Part Time Earnings Reported:			
MA Employment:			
	Partial Earnings Employer	$260	$260
	GERALDINE ASSOC	$0	$11
	YOUNG INC	$0	$20
	TIANDINE ASSOC INC:	$0	$30
Non MA Employment:			
Federal Civilian Employment:			
Military Earnings Reported:			
Self Employment Earnings Reported:			

Continue

Payment Method Options

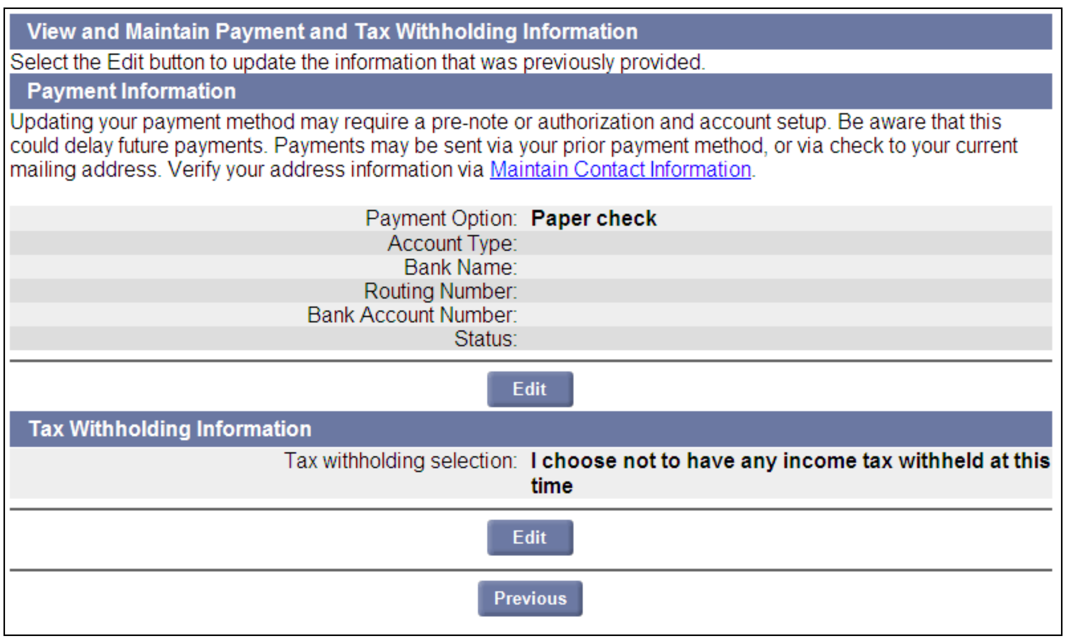
Use the **Payment Method Options** page to review and edit information on:

- Contact Information
- Payment Information (Direct Deposit vs. Debit Card)
- Tax Withholding Information

Accessing the Payment Method Options Page

To access the **Payment Method Options** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Payment Method Options**. The View and Maintain Payment and Tax Withholding Information page displays.



View and Maintain Payment and Tax Withholding Information

Select the Edit button to update the information that was previously provided.

Payment Information

Updating your payment method may require a pre-note or authorization and account setup. Be aware that this could delay future payments. Payments may be sent via your prior payment method, or via check to your current mailing address. Verify your address information via Maintain Contact Information.

Payment Option:	**Paper check**
Account Type:	
Bank Name:	
Routing Number:	
Bank Account Number:	
Status:	

Edit

Tax Withholding Information

Tax withholding selection:	**I choose not to have any income tax withheld at this time**

Edit

Previous

Verifying Contact Information

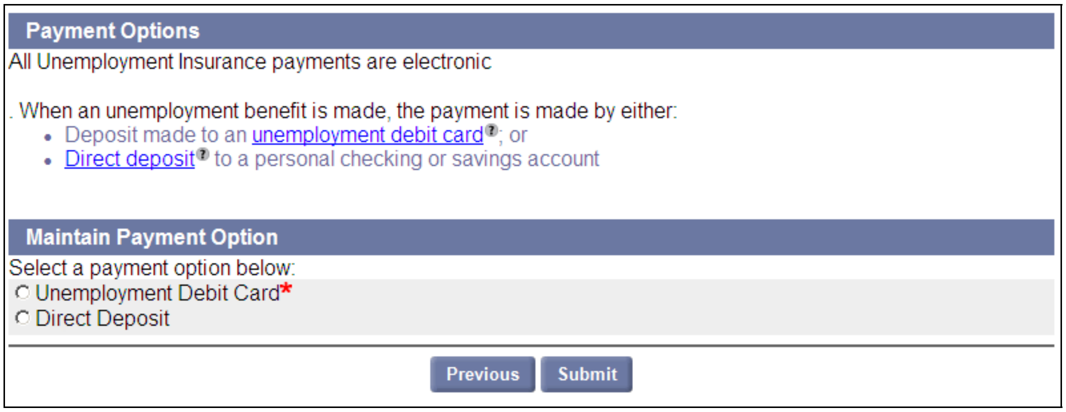
To review and edit contact information:

1. Click the Maintain Contact Information link in the Payment Information area. The **View and Maintain Contact Information** page displays.
2. See the instructions in “View and Maintain Contact Information.”

Editing Payment Information

To edit payment information:

1. Click **Edit** under the Payment Information area. The **Maintain Payment Information** displays.



Payment Options

All Unemployment Insurance payments are electronic

. When an unemployment benefit is made, the payment is made by either:

- Deposit made to an unemployment debit card; or
- Direct deposit to a personal checking or savings account

Maintain Payment Option

Select a payment option below:

Unemployment Debit Card*

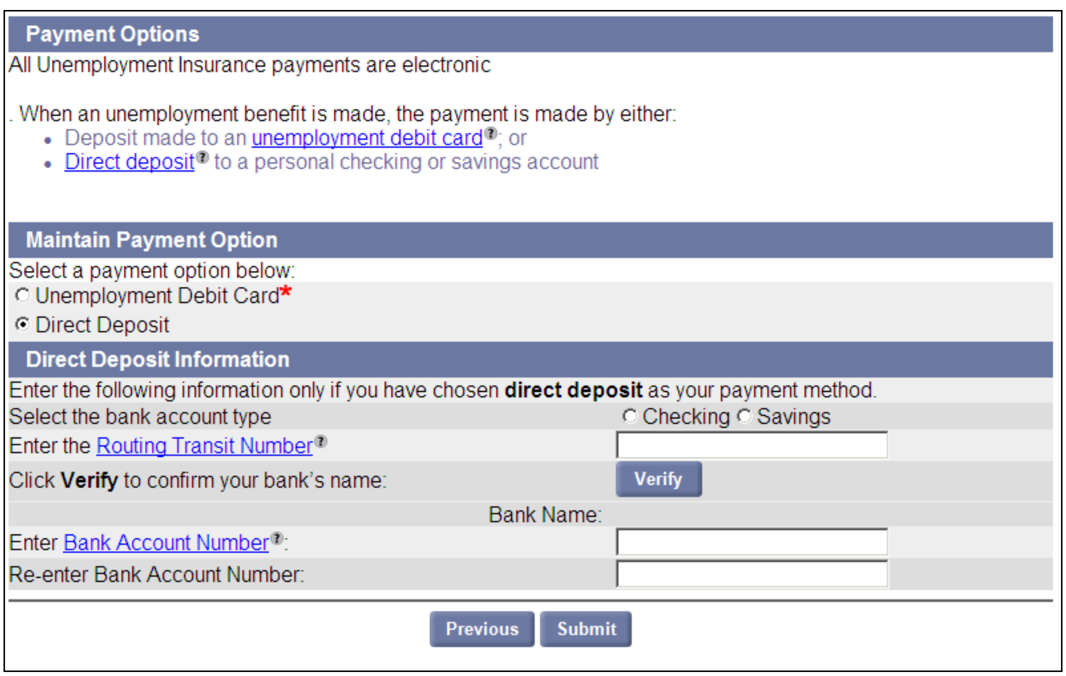
Direct Deposit

Previous Submit

2. Select the preferred payment option.

3. If direct deposit is selected, the page expands immediately with fields for direct deposit information.

- Select Checking or Savings.
- Enter a Routing Transit Number. Click **Verify**. The Bank Name appears under the Verify button.
- Enter and reenter the Bank Account Number.



Payment Options

All Unemployment Insurance payments are electronic

. When an unemployment benefit is made, the payment is made by either:

- Deposit made to an unemployment debit card; or
- Direct deposit to a personal checking or savings account

Maintain Payment Option

Select a payment option below:

Unemployment Debit Card*

Direct Deposit

Direct Deposit Information

Enter the following information only if you have chosen **direct deposit** as your payment method.

Select the bank account type	Checking Savings
Enter the Routing Transit Number	
Click **Verify** to confirm your bank's name:	Verify
Bank Name:	
Enter Bank Account Number:	
Re-enter Bank Account Number:	

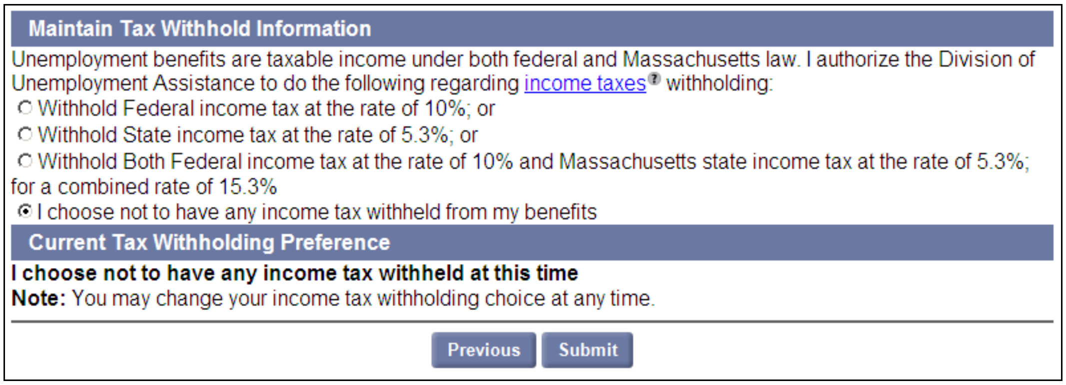
Previous Submit

4. Click **Submit**. The View and Maintain Payment and Tax Withholding Information page redisplays.

Editing Tax Withholding Information

To edit tax withholding information:

1. Click **Edit** under the Tax Withholding Information area of the View and Maintain Payment Information and Tax Withholding Information page. The **Maintain Tax Withhold Information** page displays.



Maintain Tax Withhold Information

Unemployment benefits are taxable income under both federal and Massachusetts law. I authorize the Division of Unemployment Assistance to do the following regarding income taxes withholding:

- Withhold Federal income tax at the rate of 10%; or
- Withhold State income tax at the rate of 5.3%; or
- Withhold Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate of 5.3%; for a combined rate of 15.3%
- I choose not to have any income tax withheld from my benefits

Current Tax Withholding Preference

I choose not to have any income tax withheld at this time

Note: You may change your income tax withholding choice at any time.

Previous Submit

2. Change the withholding selection.

3. Click **Submit**. The View and Maintain Payment and Tax Withholding Information page redisplays.

REQUEST BENEFIT PAYMENT

See the separate section “Requesting Benefit Payments” for complete instructions on requesting benefit payments.

REOPEN CLAIM

See the separate section “Reopening a Claims” for complete instructions on reopening a claim.

ESTIMATE FUTURE BENEFITS

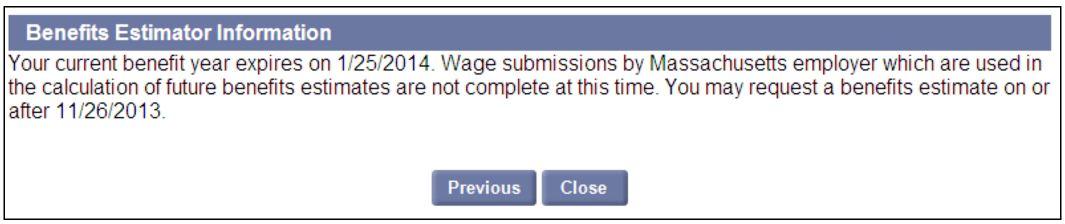
The **Benefits Estimator Information** page lets you view potential benefits quickly.

Accessing the Benefits Estimator Information Page

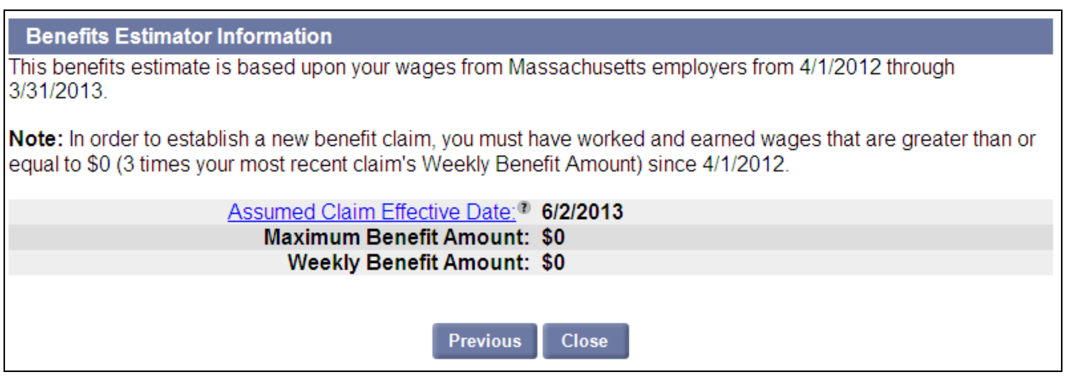
To access the **Benefits Estimator Information** page:

1. Log in to UI Online.
2. Click **Estimate Future Benefits**. This page displays differently, depending on whether:
    - You have an active claim.
    - You have an expired claim and no further wages.
    - You have no claim, and have wages in the system.

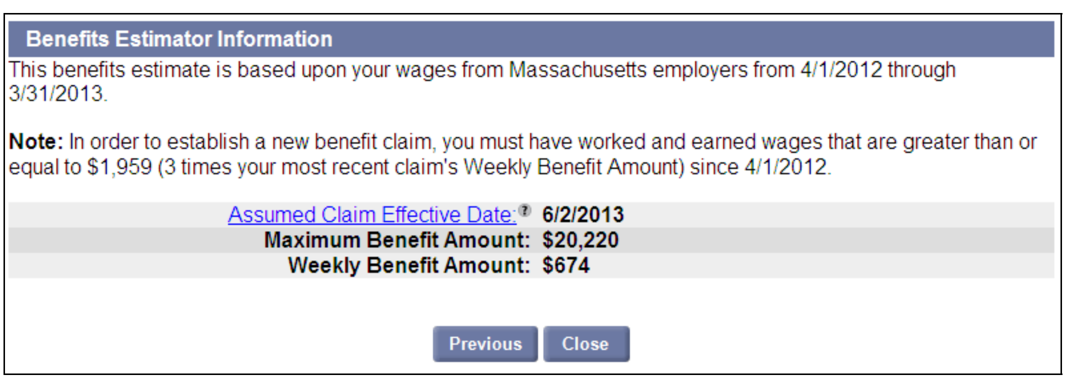
<u>You have an active claim</u>



<u>You have an expired claim and no further wages</u>



<u>You have no claim, and wages in the system</u>



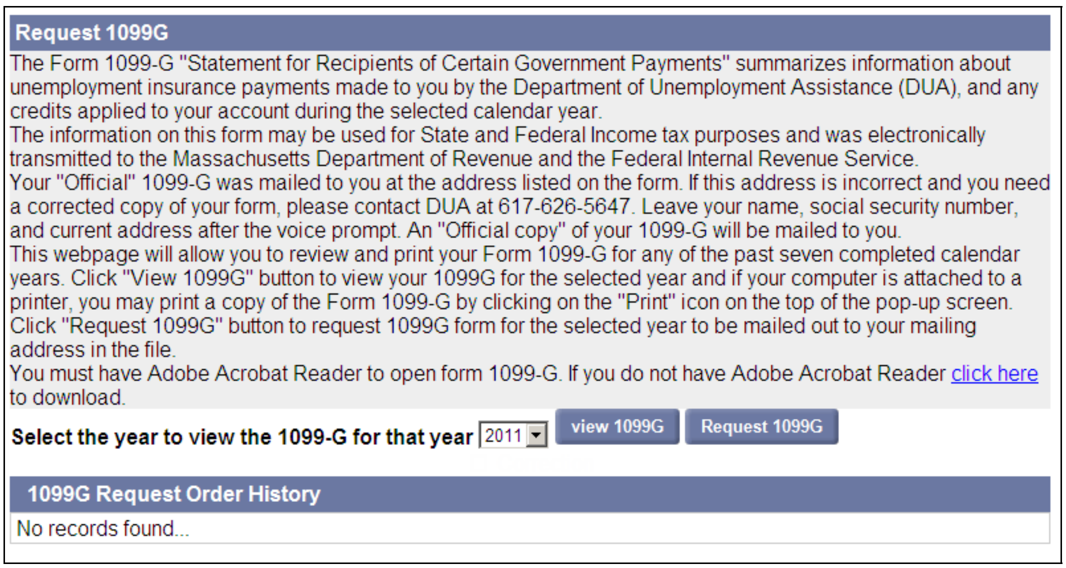
REQUEST 1099G

The **Request 1099G** page lets you view and request a 1099G for a selected year.

Accessing Request 1099G Page

To access the **Request 1099G** page:

1. Log in to UI Online.
2. Click **Request 1099G**.



Request 1099G

The Form 1099-G "Statement for Recipients of Certain Government Payments" summarizes information about unemployment insurance payments made to you by the Department of Unemployment Assistance (DUA), and any credits applied to your account during the selected calendar year.
The information on this form may be used for State and Federal Income tax purposes and was electronically transmitted to the Massachusetts Department of Revenue and the Federal Internal Revenue Service.
Your "Official" 1099-G was mailed to you at the address listed on the form. If this address is incorrect and you need a corrected copy of your form, please contact DUA at 617-626-5647. Leave your name, social security number, and current address after the voice prompt. An "Official copy" of your 1099-G will be mailed to you.
This webpage will allow you to review and print your Form 1099-G for any of the past seven completed calendar years. Click "View 1099G" button to view your 1099G for the selected year and if your computer is attached to a printer, you may print a copy of the Form 1099-G by clicking on the "Print" icon on the top of the pop-up screen.
Click "Request 1099G" button to request 1099G form for the selected year to be mailed out to your mailing address in the file.
You must have Adobe Acrobat Reader to open form 1099-G. If you do not have Adobe Acrobat Reader click here to download.

Select the year to view the 1099-G for that year 2011 view 1099G Request 1099G

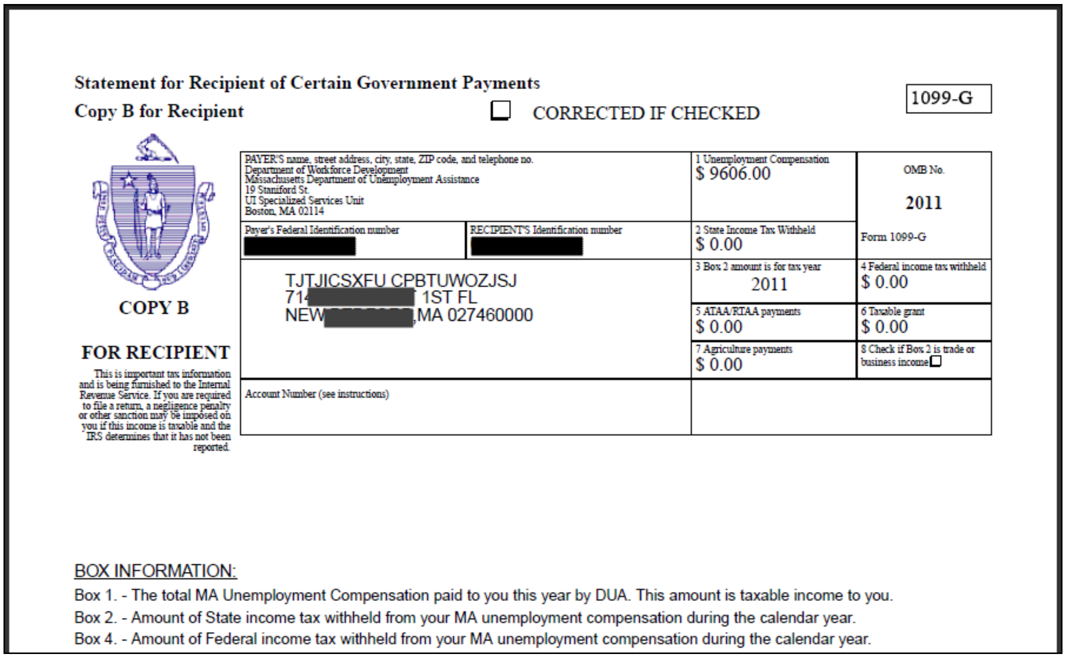
1099G Request Order History

No records found...

Viewing a 1099G

To view a 1099G:

1. Select a year from the drop-down list.
2. Click **View 1099G**. A new window launches displaying a PDF of the 1099G.



Statement for Recipient of Certain Government Payments

Copy B for Recipient

CORRECTED IF CHECKED

1099-G

COPY B

FOR RECIPIENT

This is important tax information and is being furnished to the Internal Revenue Service. If you are required to file a return, a negligence penalty or other sanction may be imposed on you if this income is taxable and the IRS determines that it has not been reported.

PAYER'S name, street address, city, state, ZIP code, and telephone no. Department of Workforce Development Massachusetts Department of Unemployment Assistance 19 Staniford St. UI Specialized Services Unit Boston, MA 02114		1 Unemployment Compensation $ 9606.00	OMB No. 2011 Form 1099-G
Payer's Federal Identification number [redacted]	RECIPIENT'S Identification number [redacted]	2 State Income Tax Withheld $ 0.00	
TJTJICSXFU CPBTUWOZJSJ 71[redacted] 1ST FL NEW[redacted],MA 027460000		3 Box 2 amount is for tax year 2011	4 Federal income tax withheld $ 0.00
		5 ATAA/RTAA payments $ 0.00	6 Taxable grant $ 0.00
		7 Agriculture payments $ 0.00	8 Check if Box 2 is trade or business income
Account Number (see instructions)			

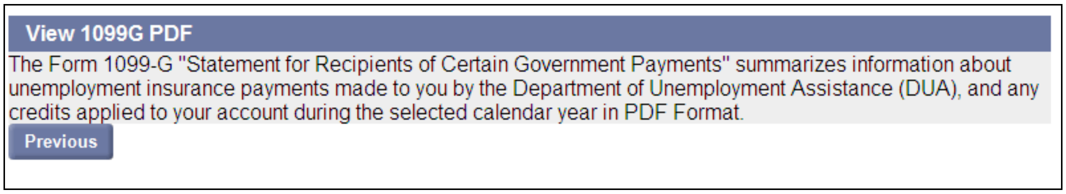
BOX INFORMATION:

Box 1. - The total MA Unemployment Compensation paid to you this year by DUA. This amount is taxable income to you.

Box 2. - Amount of State income tax withheld from your MA unemployment compensation during the calendar year.

Box 4. - Amount of Federal income tax withheld from your MA unemployment compensation during the calendar year.

3. Close the page.
4. Click **Previous** on the **View 1099G PDF** page.



View 1099G PDF

The Form 1099-G "Statement for Recipients of Certain Government Payments" summarizes information about unemployment insurance payments made to you by the Department of Unemployment Assistance (DUA), and any credits applied to your account during the selected calendar year in PDF Format.

Previous

Requesting a 1099G

To request a 1099G:

1. Select a year from the drop-down list on the **Request 1099G** page.
2. Click **Request 1099G**.
3. The **Request 1099G** page redisplays, listing the request in the **1099G Request Order History** area of the page.

MANAGE DEBT

The **Manage Debt** page allows you to:

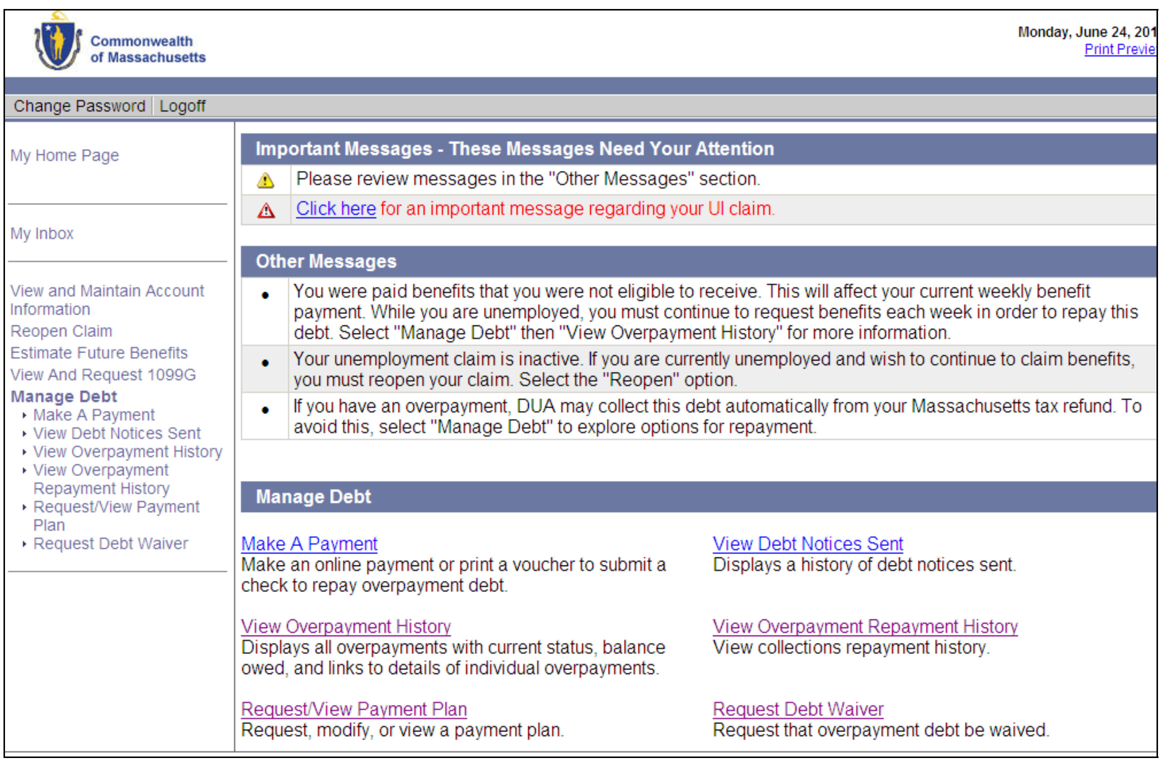
- Make a Payment
- View Debt Notices Sent
- View Overpayment History
- View Overpayment Repayment History
- Request/View Payment Plan
- Request Debt Waiver

NOTE: The **Manage Debt** page only displays if you have previously been overpaid benefits.

Accessing the Manage Debt Page

To access the page:

1. Log in to UI Online.
2. Click **Manage Debt**. Additional links appear on the page. Click a link to perform a function.



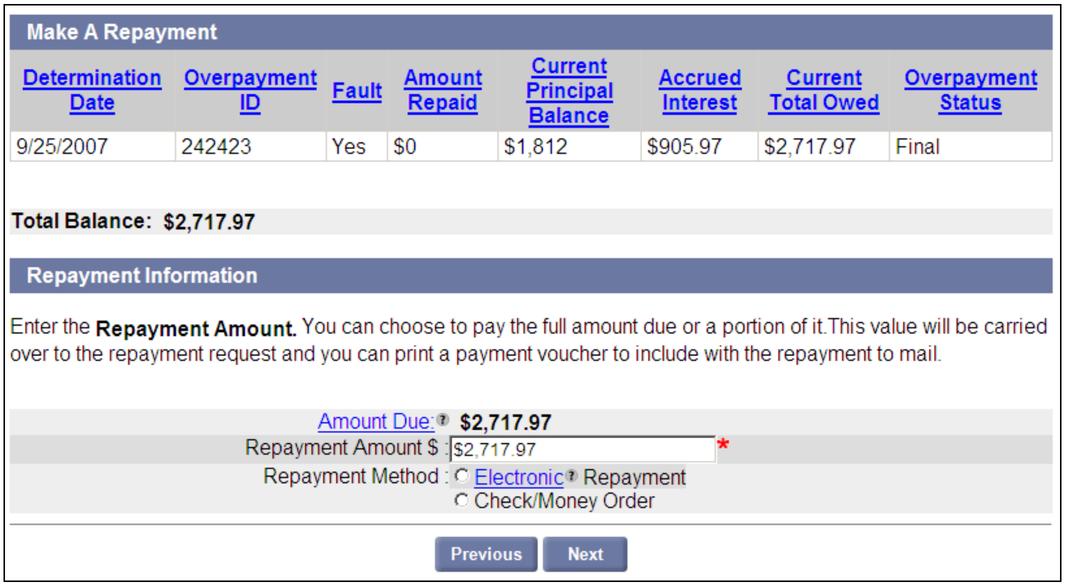
Make a Payment

Claimants who have debt with the Department of Unemployment Assistance are allowed to use the UI Online system to arrange a payment in order to bring down or eliminate your debt.

Accessing the Make a Repayment Page

Perform the following steps:

1. Access the **Manage Debt** page.
2. Click **Make a Payment**. The **Make a Repayment** page displays.



Make A Repayment

Determination Date	Overpayment ID	Fault	Amount Repaid	Current Principal Balance	Accrued Interest	Current Total Owed	Overpayment Status
9/25/2007	242423	Yes	$0	$1,812	$905.97	$2,717.97	Final

Total Balance: $2,717.97

Repayment Information

Enter the **Repayment Amount.** You can choose to pay the full amount due or a portion of it.This value will be carried over to the repayment request and you can print a payment voucher to include with the repayment to mail.

Amount Due: $2,717.97
Repayment Amount $: $2,717.97 *
Repayment Method : Electronic Repayment
Check/Money Order

Previous Next

3. Enter an amount in the **Repayment Amount** field.
4. Select **Electronic** or **Check / Money Order** in the **Repayment Method** area.
5. Click **Next**.

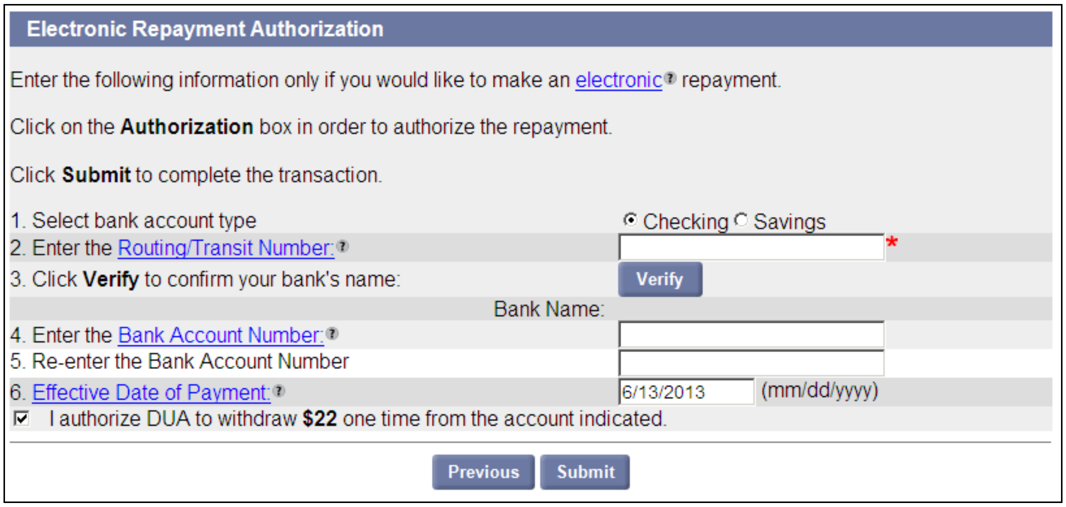
   - If Electronic Repayment was selected in Step 4, see the section “Electronic Repayment Authorization.”
   - If Check/Money Order was selected in Step 4, see the section “Paper Check or Money Order Voucher.”

Electronic Repayment Authorization

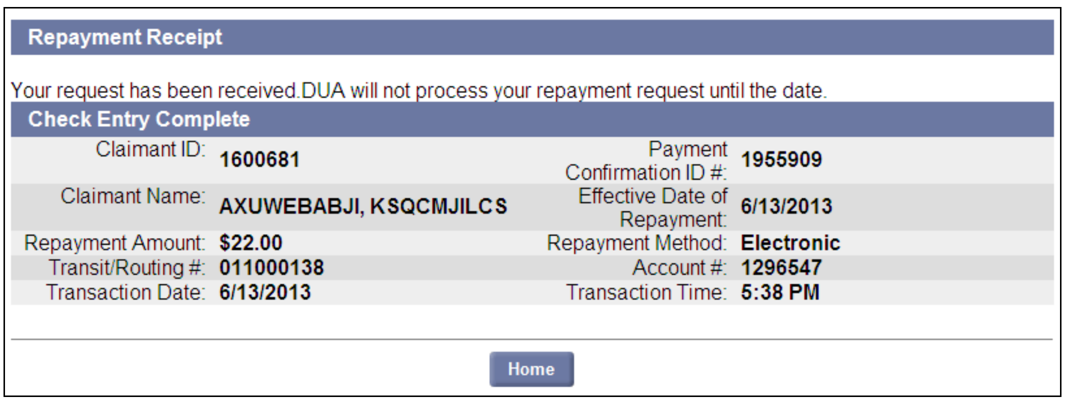
*This page only appears if Electronic Payment was selected on the **Make a Repayment** page.*

Perform the following steps:

1. Select Checking or Savings.
2. Enter a Routing Transit Number. Click **Verify**. The Bank Name appears under the Verify button.
3. Enter and reenter the Bank Account Number.
4. Click **Submit**.



5. Click **Home** on the Repayment Receipt.



Paper Check or Money Order Voucher

*This page only appears if Check/Money was selected on the **Make a Repayment** page.*

Perform the following steps:

1. Click the Click here to view and print payment voucher link. A new window opens with the payment voucher.
2. Print the payment voucher.
3. Close the payment voucher window.
4. Click **Complete** in the Paper Check or Money Order Voucher page.

5. Follow the instructions on the printout for preparing and sending in your check or money order.

View Debt Notices Sent

If you have had debt with the DUA, the system allows you to view any debt notices issued about the debt.

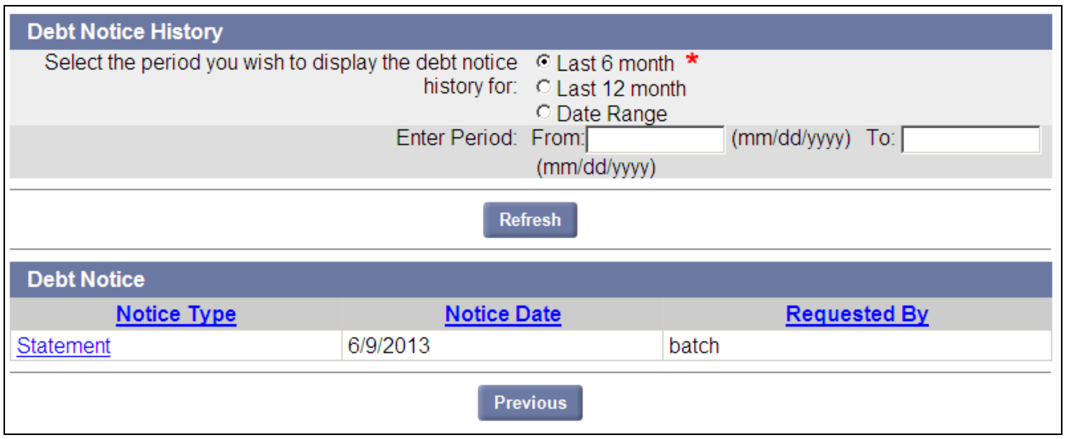
Accessing the Debt Notice History Page

To view debt notices:

1. Access the **Manage Debt** page.

2. Click **View Debt Notices Sent**. By default, UI Online displays all debt notices sent within the last six months.

3. If necessary, select **Last 12 month**, or select **Date Range**, and put From: and To: dates in the text fields. Click **Refresh**. Debt Notices (if any) from the specified period display on the page.



4. To view the notice for a specific Notice Date, click the corresponding entry in the **Notice Type** column.

5. A PDF of the notice displays in a new window.

View Overpayment History

If you have had debt with the DUA, the system allows you to view the specific overpayments that contributed to the debt. Information includes:

- Claim ID
- Determination Date
- Overpayment ID (link)
- Program
- Overpaid Amount
- Principal Balance (link)
- Accrued Interest
- Total Balance
- Status

Accessing the Overpayment History Page

1. Access the **Manage Debt** page.
2. Click **View Overpayment History**.

Overpayment History

Click on an **Overpayment** link to see the details of the overpayment. Click on a **Principal Balance** link to see the payment history of the Overpayment

Claim ID	Determination Date	Overpayment ID	Program	Overpaid Amount	Principal Balance	Accrued Interest	Total Balance	Status
2010-01	8/15/2012	90507	Regular UI	$8,681	$8,052	$0	$8,052	Final
2011-01	2/9/2012	90508	Regular UI	$123	$123	$0	$123	Final
2011-01	8/30/2012	90509	Regular UI	$331	$331	$0	$331	Final
2011-01	8/30/2012	90510	Regular UI	$4,215	$4,215	$350.54	$4,565.54	Final

Previous

View Overpayment Repayment History

The **Overpayment Repayment Detail** page provides a great deal of information about the debt, including the following:

- Repayment Number
- Process Date
- Repayment Type
- Week Claimed
- Repayment Amount
- Repayment Status

Accessing the Overpayment Repayment Summary Page

To access the page, follow these steps:

1. Access the **Manage Debt** page.
2. Click **View Overpayment History**.

Overpayment Repayment Summary

Payments are applied according to the repayment hierarchy.

Repayment Number	Process Date	Repayment Type	Week Claimed	Repayment Amount	RepaymentStatus
642230	9/10/2012	Offset	9/8/2012	$213	Paid
642229	9/2/2012	Offset	9/1/2012	$293	Paid
642228	8/30/2012	Offset	8/25/2012	$123	Paid

Previous

Request/View Payment Plan

If you have debt you can use the UI Online system to view or request a payment plan.

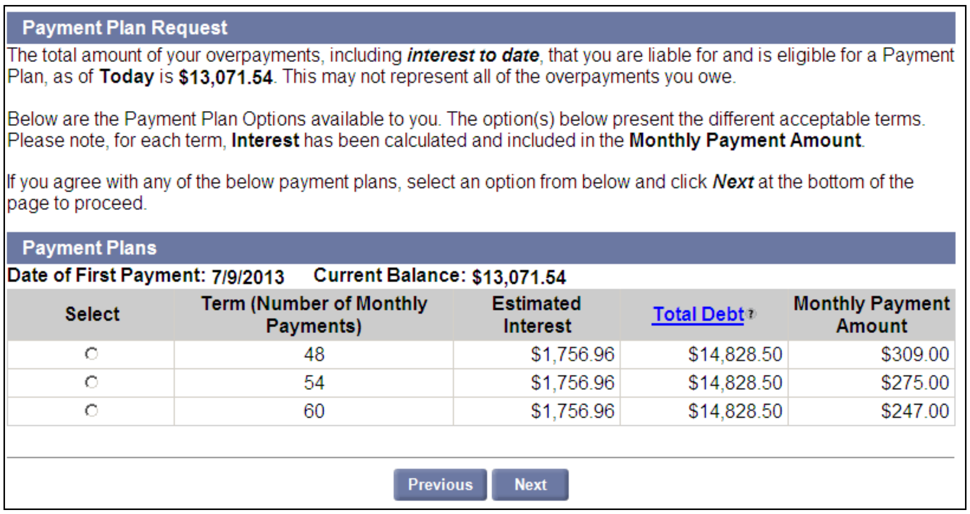
Accessing the Payment Plan Request Page

1. Access the **Manage Debt** page.
2. Click **Request/View Payment Plan**. The **Payment Plan Request** page displays.

Payment Plan

To request a payment plan, do the following:

1. Select one of payment plans offered on the page. Click **Next**.



Payment Plan Request

The total amount of your overpayments, including ***interest to date***, that you are liable for and is eligible for a Payment Plan, as of **Today** is **$13,071.54**. This may not represent all of the overpayments you owe.

Below are the Payment Plan Options available to you. The option(s) below present the different acceptable terms. Please note, for each term, **Interest** has been calculated and included in the **Monthly Payment Amount**.

If you agree with any of the below payment plans, select an option from below and click ***Next*** at the bottom of the page to proceed.

Payment Plans

Date of First Payment: 7/9/2013 **Current Balance: $13,071.54**

Select	Term (Number of Monthly Payments)	Estimated Interest	Total Debt	Monthly Payment Amount
○	48	$1,756.96	$14,828.50	$309.00
○	54	$1,756.96	$14,828.50	$275.00
○	60	$1,756.96	$14,828.50	$247.00

Previous Next

2. If the Payment Plan Agreement is acceptable put a check in the <u>I certify that I have read, understand and agree to the terms and conditions of the Agreement</u> and click **Submit**.

Payment Plan Agreement

Reference #: **461** Claimant ID: **589268**

GRMLWVKVBS, HGCKVTITKN M.
128 BROOKS ST
WORCESTER, MA 016063309

Principal Balance:	**$12,721.00**
Interest Balance:	**$2,107.50**
Overpayment Balance:	**$14,828.50**
Term (Number of Consecutive Monthly Payments):	**48**
Monthly Payment Amount:	**$309.00**
Payment Plan Effective Date:	**6/14/2013**
Fraud Compensable Weeks:	**0 of 0**

Agreement Instructions

This confirms that you agree to refund the money owed by paying **$309.00** per month for **48** months until the total balance has been paid in full. The balance includes overpayment debt and interest, if owed. Interest will be shown as a separate item on your Monthly Statement.

Your first check of at least **$309.00** is due on **7/9/2013**. Every month, you will receive a Monthly Statement with a payment voucher. Your payments should be received and processed by your next statement. Your check or money order should be made payable to the "Department of Unemployment Assistance" and sent **with the payment voucher.**

Other Possible Collection Actions

Please note this Payment Plan Agreement only prevents other collections activities as long as you make your monthl payments. Failure to comply with this agreement will result in all overpayments subject to the agreement to become immediately due and may result in future Collections Activities.

The agency retains the right to intercept tax refunds for which you are eligible and apply them to the debt until it has been paid in full.

If you are eligible for unemployment benefits, the Agency will apply all or part of those unemployment benefits toward: the debt instead of issuing benefit payments to you.

If you accept this agreement, you may create recurring payments using the DUA on-line system. Login to your account and select Manage Debt, Make a Payment. Recurring payment options are provided.

☐ **I certify that I have read, understand and agree to the terms and conditions of the Agreement.**

Previous Submit

Request Debt Waiver

The **Application for Overpayment Waiver** page allows you to:

- Request a waiver
- Print a waiver request

Accessing the Request Debt Waiver Page

To access the Request Debt Waiver (Application for Overpayment Waiver) page:

1. Access the **Manage Debt** page.
2. Click **Request Debt Waiver**. The Application for Overpayment Waiver page displays.

APPLICATION FOR OVERPAYMENT WAIVER

Waiver determinations are based on Section69(c) of Chapter151A of the Massachusetts General Laws and Section6.00 Title430 of the Code of Massachusetts Regulations, which states that overpaymentrecovery may be waived if the individual "is without fault and where… recovery would defeat the purpose of benefits otherwise authorized or would be aganst equity and good conscience".

The reason for your overpayment will not be the basis for this application being denied unless your overpayment was due to fraud.

Select the **radio button** next to the fault or non-fault overpayments for which you wish to request a waiver. If you made a prior waiver request, 'No Records Found' will be displayed.

Why am I not seeing all of my overpayments?

Why are my overpayments separate requiring two waiver requests?

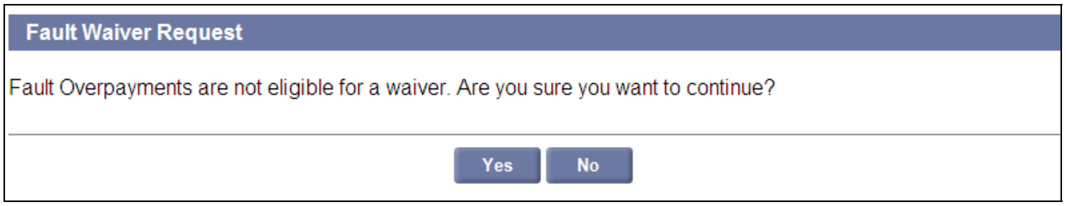
Non-Fault Overpayments					
	Determination Date	**Overpayment ID**	**Principal Balance**	**Accrued Interest**	**Total Balance**
○	8/15/2012	90507	$8,052	NA	$8,052
	2/9/2012	90508	$123	NA	$123
	8/30/2012	90509	$331	NA	$331
				Amount requested for waiver :	**$8,506.00**
Fault Overpayments					
	Determination Date	**Overpayment ID**	**Principal Balance**	**Accrued Interest**	**Total Balance**
○	8/30/2012	90510	$4,215	$350.54	$4,565.54
				Amount requested for waiver :	**$4,565.54**

Previous | Request Waiver | Print Waiver Request

Request Waiver

1. Select an overpayment on the Application for Overpayment page.
2. Click **Request Waiver**.

   NOTE: If the overpayment is a fault overpayment, the following page displays. Click **Yes** to continue.



3. One or more of the following pages appear with additional questions about the request.

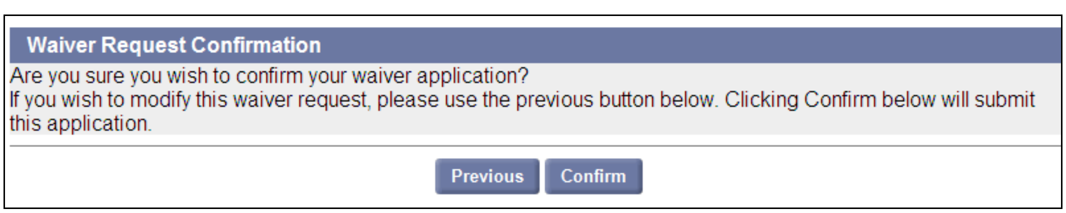
   - Statement of Financial Hardship - Initial Questions
   - Statement of Financial Hardship
   - Statement of Financial Hardship – Employed (or Unemployed)
   - Statement of Financial Hardship - Income
   - Statement of financial hardship - Assets
   - Statement of financial hardship - Expenses and Liabilities
   - Statement of financial hardship – Review

4. Answer the questions; click **Calculate** to view the results of any financial information that is entered.

   For each page that requests a list of items (Assets, Liabilities, etc.):

   - Use the existing blank fields to add information.
   - To add an additional line, click **Add**.
   - To delete a line, select the entry and click **Delete**.
   - Click **Next** to continue to the next page.

5. When all the question pages have been filled in, a summary page displays. The page is divided into areas; each area displays the answers from one of the question pages that were just filled in.
6. To modify the information from any area, click the **Modify Answers** button directly under it.
7. Make any changes and click **Next** to return to the summary page.
8. Put a check in the Acknowledgement box at the bottom of the page.
9. Click **Submit**.
10. In the **Waiver Request Confirmation** page, click **Confirm**.



Print Waiver Request

Click Print Waiver Request to print the request.