



## Unemployment Insurance: Employer Responsibilities

It is very important that employers and third-party administrators respond promptly and completely to all requests for information regarding unemployment claims. Because of federal and state laws, employers and third-party administrators who repeatedly fail to respond promptly and adequately to requests for information regarding unemployment claims can be charged for any benefits that are ultimately found to be ineligible. These charges can lead to an increase in your tax rate.

Under Ohio law:

- A response to a “Request for Separation Information” form is considered “timely” if the Ohio Department of Job and Family Services (ODJFS) receives it by the 10th working day from the date the request was sent.
- A response is considered “adequate” if an employer or third-party administrator answers all questions on this form or participates in a fact-finding interview, if requested.
- A “pattern of failing to respond” will be considered to exist if benefits are paid three times in error because of the failure of an employer or third-party administrator to respond timely or adequately within a calendar year.
- If an employer establishes a pattern of failing to respond, any recovered overpayments will not be credited to that employer’s account.
- Employers may appeal determinations if they failed to respond timely or adequately to the requests for information.

ODJFS works hard to reduce improper payments, but we can’t do it alone. Please do your part to reduce improper payments and lower your unemployment tax rate by responding timely and accurately to all agency requests for information.

For questions, contact **EmployerInquiryUCBenefits@jfs.ohio.gov** or 1-877-574-0015. For informational videos about unemployment insurance, visit **youtube.com/user/OhioJFS** and search “unemployment.”