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Employer Customer Service

In light of COVID-19, DUA has moved to an electronic platform for employer customer service. Visit

www.mass.gov/duaemployercs

Q2 2020 Interest

All employers that have filed employment and wage detail by the due date of July 31, 2020 will not incur any interest on principal balances due, provided that full payment is remitted by September 30, 2020.

Benefit Charge Statement

Contributory employers will receive a Benefit Charge Statement. This statement is not a bill. It is a statement that lists all individuals who are collecting unemployment insurance under your DUA account.

Reimbursable Bill

Reimbursable employers will receive a Reimbursable Bill. This is a bill that lists all of the unemployment benefit charges an employer is responsible for paying.

Unemployment Fraud

The Department of Unemployment Assistance's (DUA) top priority is to protect constituents and make sure money disbursed through the system is going to valid unemployment claims.

If you believe someone has fraudulently applied for unemployment benefits, use our secure fraud reporting form (<https://www.mass.gov/forms/unemployment-fraud-reporting-form>) to alert us.

Benefit Charge Statements and Reimbursable Bills

Employers will receive their benefit charge statements and reimbursable bills for the months of March, April, May, June and July consecutively.

How Employers are Charged for COVID-19 UI Claims

Under the CARES Act employers will be charged for COVID-19 UI claims in the following manner:

- Private and governmental contributory employers will not be charged for COVID-19 claims. These COVID-19 related claims will be charged to the Solvency Fund.
- Governmental and non-profit reimbursable employers will only be charged for 50% of COVID-19 claims.

All credits for benefit charges related to COVID-19 claims will be shown on the July statement. Please review the July statement prior to submitting a protest for benefit charges, as all COVID-19 credits will be reflected on the July Benefit Charge Statement.

How to Protest Benefit Charges

Due to COVID-19 all employers must submit their benefit charge protests through their UI Online account. If after reviewing the July Benefit Charge Statement or Reimbursable Bill, and it is determined a protest must be submitted please log on to your UI Online account select Benefit Charge Activity and select Benefit Charge Protests to request a review. While completing the protest online please make sure you have the claimant's complete name and complete SSN. Please follow the instructions below to submit a protest via UI Online:

1. Leave the document ID and statement mail date fields blank.
2. Complete all fields with a red asterisk.
3. The last day worked entered in the protest must match the last day worked on the claim. **If you do not know the last day worked on the claim, please submit a request via email to EmployerCharge@detma.org with the subject line "LAST DAY WORKED INQUIRY."**
4. Enter the reason for protest in the text box.

Please email EmployerCharge@detma.org with any questions or concerns related to benefit charges or submitting protests.

For questions related to Reimbursable Bills please email UIEmployerReports@detma.org