

## UST Claims Administration Services

### Industry Expertise to Help You Save

UST helps you navigate the complexities of unemployment claims management and benefit cost control with ease. The Equifax Workforce Solutions (WS) claims experts will consistently guide you through best practices and provide the claim support you need, so you're left with a simple and worry-free process.



### Let Us Manage Your Claims...

UST provides you with a devoted claims representative who follows your claim from the day it is filed. Holding your hand throughout each step of the way, your UST claims administrator helps with documentation, protesting improper claims, and much more. **The team of specialists is the most experienced in the industry** with an average of more than 15 years of experience.

### ...At the Lowest Possible Cost

We alleviate the need for expensive in-house or contracted claim administration. It would cost three to five times as much to pay an outside company for the same claim services you receive as part of your UST membership.

### 100% Representation at Claims Hearings

If a claim goes to court, you're not alone. A local hearing representative who has years of experience and detailed knowledge of state unemployment proceedings will deliver your opening and closing statements, help prepare testimonies, as well as evidence and documentation, so you can win.

### Help with Strategic Staff Planning

If you're thinking about internal reorganization, UST can offer consultations and tips on how to properly and efficiently make staffing adjustments or plan strategic layoffs if necessary.

### Web-Based Interactive HR Training

On-demand training capabilities deliver the right content to the right people at the right time. Emphasizing common

yet challenging work-related scenarios, the online training gives immediate feedback and practical advice on how to effectively manage discipline procedures.

### Electronic Filing of Unemployment Claims

You have enough paperwork in your world. Ditch the paperwork with e-filing of claims details. Go green and go simple with UST's electronic claim information filing.

### Online Claims Dashboard

CaseBuilder is a simple, secure web dashboard that provides a high level overview of unemployment claims filed and their status. You'll be able to easily comply with new state laws requiring a timely response to all requests for information on claims, minimizing the liability of state penalties.

### Workshops to Prepare Your Staff

By training HR staff in person or over the phone so they are better equipped to handle difficult staff changes, your organization can start saving money fast. Your claims representative can show you how to navigate complex unemployment claims and properly document disciplinary actions so you can win more claims protests.

### Audits of State Charges

Nationwide, an estimated \$3 billion are erroneously charged to employer accounts each year. When problems are identified, we file protests and follow up to ensure you are not charged more than you owe. And we return that money back to you.