



Building a better working world

Unemployment insurance claims software

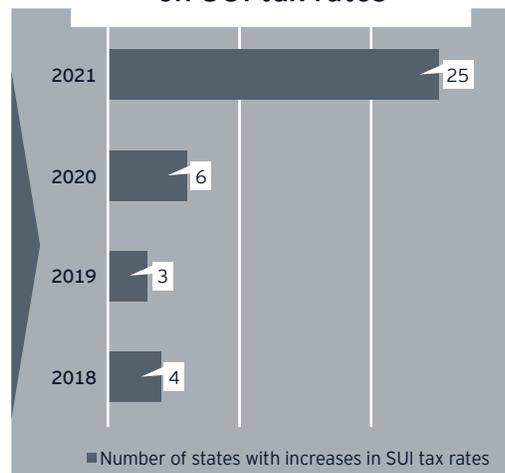
Our unemployment insurance claims software can simplify and help streamline the claims process. Robust functionalities and capabilities provide key insights to help employers manage costs while striving to keep data secure by implementing NIST leading practices. Backed by years of UI claims management experience, our software offers:

- ▶ Flexible design and function, and automation that is designed to help streamline processes and produces efficiencies to better manage costs
- ▶ Scalability to meet growing demand and performance objectives
- ▶ APIs for real-time access to data for accurate and timely claims verification
- ▶ Standardized processes to simplify integrations with other systems and applications
- ▶ Transparency into the claims process to help with decision-making and performance evaluation
- ▶ Data privacy and security (employee data will only be used for UI purposes)

Before the COVID-19 pandemic, employers enjoyed consistency, even decreases, in their state unemployment insurance (SUI) tax rates. However, as we explain in our [special report](#), this favorable trend in employer SUI costs ended in 2020 when pandemic-related business closures caused an unprecedented spike in the US jobless rate – from 3.6% in May 2019 to 13.3% in May 2020 – and a corresponding demand for UI benefits.

To meet trust fund demands from rising UI claims, 25 jurisdictions increased their base SUI tax rate schedules in 2021, compared with just six states that hiked their SUI tax rates in 2020. This trend may linger several years; however, employers can work to positively influence their SUI tax rates through efficient management of the claims process.

Impact of COVID-19 on SUI tax rates



Managing UI claims may lower costs

Even a small adjustment to your SUI tax rate can make a big difference. For instance, for a company of 30,000 employees and an SUI wage base of \$7,000, a 0.01% increase in the SUI tax rate is a cost increase of \$210,000.



Why choose EY?

- ▶ Ernst & Young LLP is a leading provider of workforce tax services, representing many employers of all sizes in the US and globally.
- ▶ We have vast professional experience managing UI claims that allows us to build intuitive and robust UI systems. We were recognized by the National Association of State Workforce Agencies in 2019 through 2021 for our dedication to eliminating UI waste and abuse by committing to use the State Information Data Exchange System (SIDES) for UI benefit claims.
- ▶ Local engagement teams support your needs and provide a single point of contact.

Tax Rate Manager

Perform SUI tax rate projections, verify tax rates and analyze voluntary contributions and joint accounts for multiple employing units.

Flexibility to meet your needs

Reporting

Generate reports to track and manage claims, benefit charges, benefit audit and hearing activities.

Cloud

Take the process in-house with this single source for monitoring claims, identifying and tracking chargeability, managing claims hearings, and generating internal and external reports in a cloud-based environment.

SIDES integrated

Connect to SIDES for electronic claim processing and reporting directly with state agencies.

Extractor

Systematically extract and populate data into our unemployment claims software from claims, benefit charges and SUI tax rate documents utilizing OCR technology.

Contact us for more information

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