

Coordinating with Thomas & Thorngren

- **Claim is mailed to Thomas & Thorngren (TNT) by state agency**

In most states, the notice of an unemployment claim and request for information is mailed directly to TNT as the address of record for unemployment matters. However, in Idaho, Kentucky, Oregon, and Pennsylvania, the state's regulations require that the initial claims be mailed directly to the employer's job site. California and Tennessee will also still frequently mail claims and or decisions directly to the job site. In this event, we ask that claim be faxed to our office immediately at (615) 242-5826.

- **TNT contacts HR to gather necessary information.**

Your account representative at Thomas & Thorngren will contact you upon his/ her receipt of the claim. In the request, we will ask for information such as dates of employment, detailed reason for separation, and corresponding documentation (i.e. copies of warnings, policy, and a signed acknowledgement from the claimant that they read and understood the policy/ handbook). Your account rep. may contact you for clarification or additional details to ensure that we have the best protest possible to the claim.

- **TNT files written protest with state agency.**

- **TNT Rep may contact HR for rebuttal if requested by state unemployment agency.**

In many cases, Thomas & Thorngren will receive a follow-up call from the state agency requesting additional details or rebuttal to the information provided by the claimant. If TNT does not have the requested information on file or if a rebuttal statement is needed, we will contact HR for the needed information. Normally, a state call for additional or rebuttal information must be returned within 48 hours for our information to be considered. In many states, failure to provide requested additional information or a rebuttal can limit an employer's rights to appeal an unfavorable decision.

- **State agency issues decision to TNT.**

If the claimant is found eligible, the account representative will contact HR to determine if an appeal is desired. If you have any questions or would like an assessment of the case prior to filing an appeal, feel free to contact your account rep. If desired, TNT will file an appeal to the decision and request that an unemployment hearing be scheduled. In Arizona, Missouri, North Carolina, and South Carolina, TNT cannot file an appeal on behalf of our clients, but we will prepare a letter and send it to our HR contact to submit to the state.

- **State sends Hearing Notice with date/time to TNT.**

If either party appeals a decision, the unemployment agency will usually send a Hearing Notice to TNT, which will be forward to you as soon as possible. This document will contain the date and time of the hearing, as well as the means of participation. If you receive a Hearing Notice directly from the state agency, please fax a copy to TNT at (615) 242-5826, so we may assist you in preparing for the upcoming hearing.

- **TNT provides consultation for hearing and helps coordinate hearing participation.**

Once you have received the hearing notice from TNT, please contact your Hearings Consultant with TNT at your earliest convenience. Your Hearings Analyst will take you through what to expect during the unemployment hearing, the witnesses that should be available, and how to coordinate your participation in the hearing. TNT does not typically participate during the hearing, as a successful protest at the hearing is dependent upon having first-hand witnesses of the separation available to testify that are prepared for what to expect during the hearing and what information they should provide.

- **If hearing decision is adverse, an appeal can be filed to the highest authority within unemployment agency.**

This does not result in an additional hearing. An appeal to the highest level in the unemployment agency results in a 3 to 5 person panel reviewing the information that is already on the record and the tape recording of the hearing to determine if the Hearing Officer has applied the law correctly.