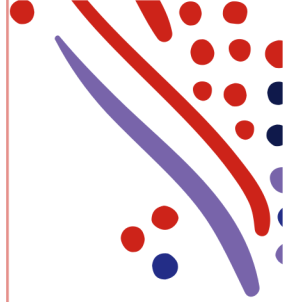


INSTRUCTION SLIDE: REMOVE BEFORE PRESENTING



This deck tells a story that ties back to our XXX Confidence over Uncertainty EO – you chose best how to align to the uncertainty of "strained resources, technology and compliance risk" based on your audience.

Each slide now has **talking points in the speaker notes** of key items to focus on during your conversation.

The **hot opening's theme (driving)** is similar to everyday life experiences about managing costs and increasing savings like car insurance (strained resources and managing); most businesses don't have an audit process (using technology); and overpaying and increased SUI rates over a period of time (risk).

Problem — impact to buyer (slides 6-7)

Newly added **trends** to reinforce your point of view and make the case in relation to the uncertainty (slides 8).

Current/Future State

Power Positions that tie back to our EO with Reliable expertise (slides 16-19), innovation and connectivity (slides 12-14) and the depth and breadth of solution (slides 22-23).

Recap /Next Steps

Added an **Appendix** with shareable resources and supplemental information.

Navigating unemployment claims management to drive down SUI rates

CSM Name
CSM Title
Presentation Date



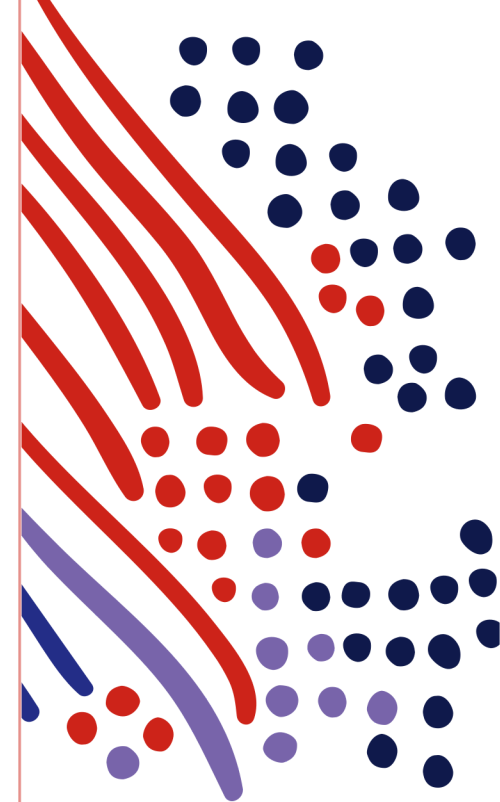
Terminations

Layoffs

Discharges

XXX's adds confidence when managing unemployment compliance

- 01 **The problem:** The hidden costs of errors in unemployment claims
- 02 **Tax Savings:** Saving you money through XXX's auditing process
- 03 **Service Delivery:** With you every step of the way
- 04 **Best in Class:** Why XXX?



SUI is like car insurance



If you get a speeding ticket or into an accident, even if it wasn't your fault, your car insurance rates increase.

They stay higher than “safe” drivers for years.

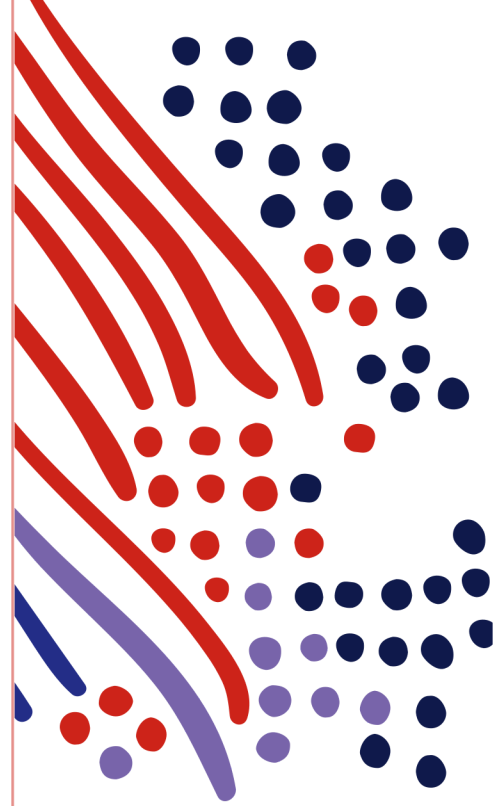


Think of SUI like your car insurance.

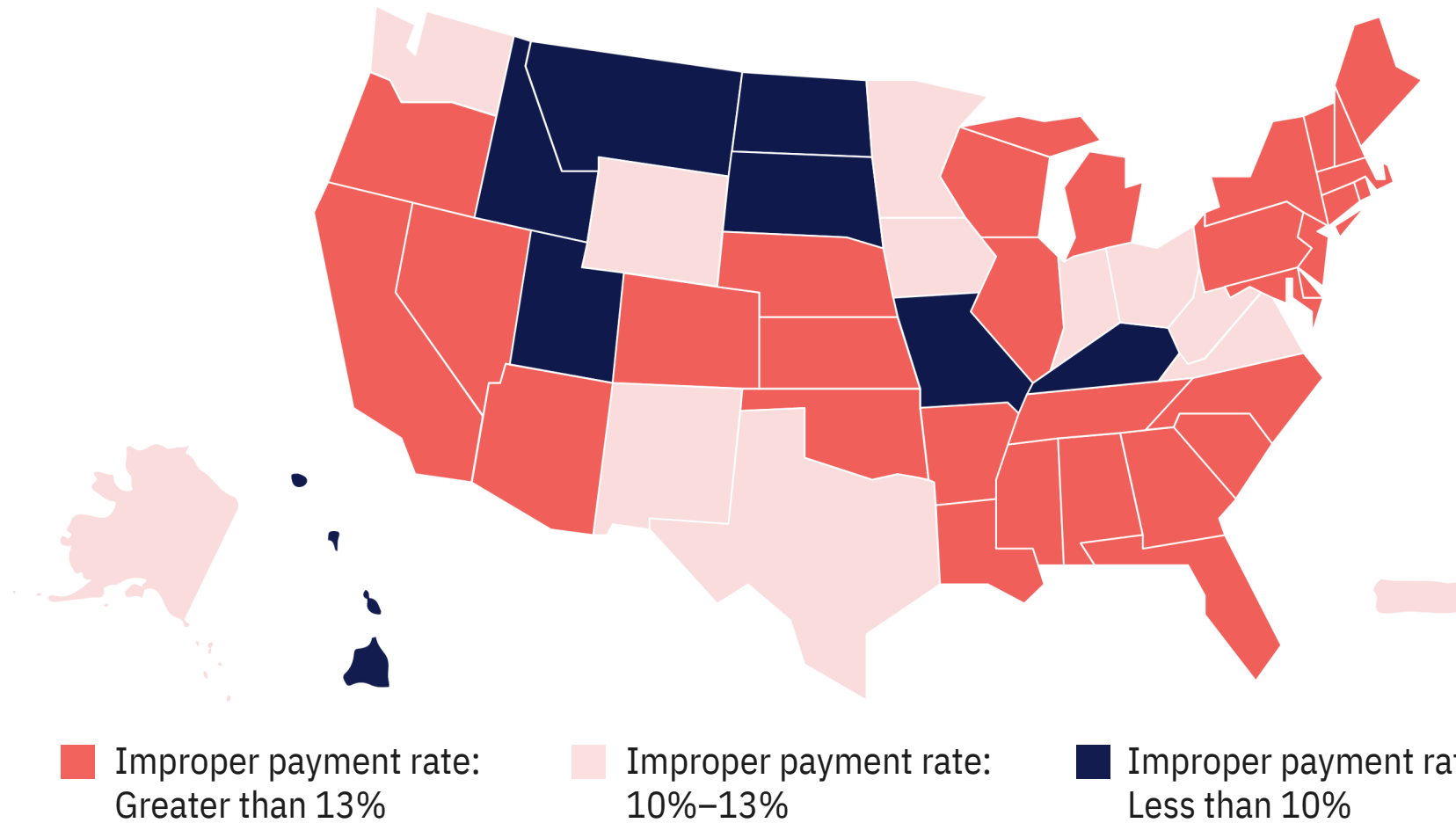
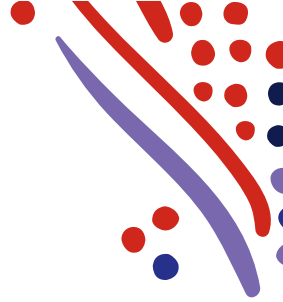
Your rate varies based on remaining compliant with all appropriate rules, regulations, and requirements in all states.

Inaccurate benefit claims can increase SUI rates for many years.

SUI is one of the **ONLY**
taxes your company can
control and most don't have
a way to control it.



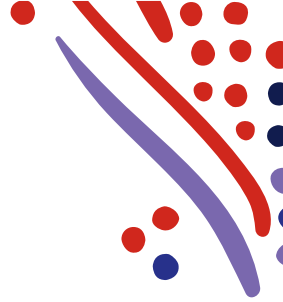
Problem: Hidden unemployment claims errors



Virginia gets it wrong
43.8%
of the time

Tennessee gets it wrong
39.84%
of the time

The problem: Hidden unemployment claims errors



Missed notices

Insufficient evidence

Lost appeals

Adverse decisions

Overpayment

Penalties and fines

SUI tax rate hikes

Unemployment claims cost more than you think

Nearly

1 in 5

unemployment claim overpayments
result from employers' failure
to promptly respond to agency
requests

States are overcharging employers 12%–18% year over year

In 2022

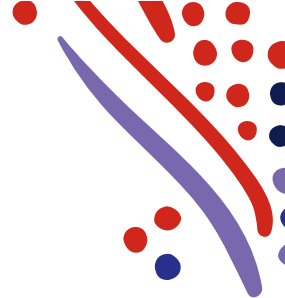
\$35B+

of potentially fraudulent claims
were identified by the U.S.
Department of Labor





Trends driving unemployment claims



The volume of protested claims is increasing and is approximately 46% of all claim volume



Employers don't have advanced systems to audit unemployment tax accounts



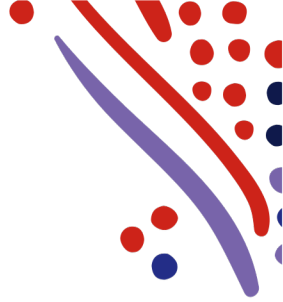
Employers do not have skilled employees who can track every claim, decision and hearing



There are less people coming into the field of payroll professionals

The unemployment claims process

45 processes before XXX

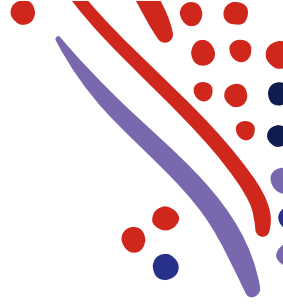


Consultation and training	UI document	Claim protest	Determination and appeals	Hearing prep and represent	Benefit charge audits	Tax rate review	Voluntary contributions	Reports
Managers complete and file separation documentation Consult with managers on separation reasons Provide HR best practices on state UI laws pertaining to separations Provide UI training to front line managers Consult on proper documentation for successful outcome Provide hearing training	Receive claim and UI notices to address of record —ETS via UI SIDES or paper form Upload UI SIDES forms, OCR/image paper forms and update to system Assign and electronically distribute to dedicated associate responsible for managing the claims	Obtain separation details needed for response or protest Contact managers to discuss potential protest Review termination documents Review state UI laws pertaining to the separation reason Formulate protest letter based on the documented facts Submit timely protest to SUI Agency and update protest in the system	Receive and review determination and documentation Favorable determination review and record into system — protest if any charges received Unfavorable determination record in system, and review for possible appeal to hearing Contact manager to discuss potential appeal Identify best witnesses with first-hand testimony File timely written appeal with the agency if warranted	Receive hearing notice Advised managers and witnesses of time, date and location Review testimony and prepare witnesses to represent and testify at hearing Request continuances/postponements as required Submit documents to hearing officer and/or claimant as needed Represent client witness at hearing. XXX submits documents, cross examines witnesses, presents closing arguments (non-attorney states)	Receive charge statements and input in system Review for accuracy and protest if charges invalid Follow up to ensure credits received for protested charges Receive benefit audits Retrieve available wage data Reply to state's request with the available wage data	Receive tax rate notice from State — Client forwards if received at corporate Validate taxable charges and benefit payments Review and validate experience rating components and calculations File protest of erroneous tax rates Follow up with state until revisions received	Receive tax rate notices Review for Voluntary Contribution (VC) opportunities Prepare VC letter to state Provide analysis and recommendation to employer's tax contact If VC is favorable employer makes timely payment to state	Client creates on-line web management reports or requests from XXX UC Client allows access to locations or distributes reports electronically



Is your unemployment claims management heading in the right direction?

XXX's roadmap to unemployment claims



Auditing
process



Account
team



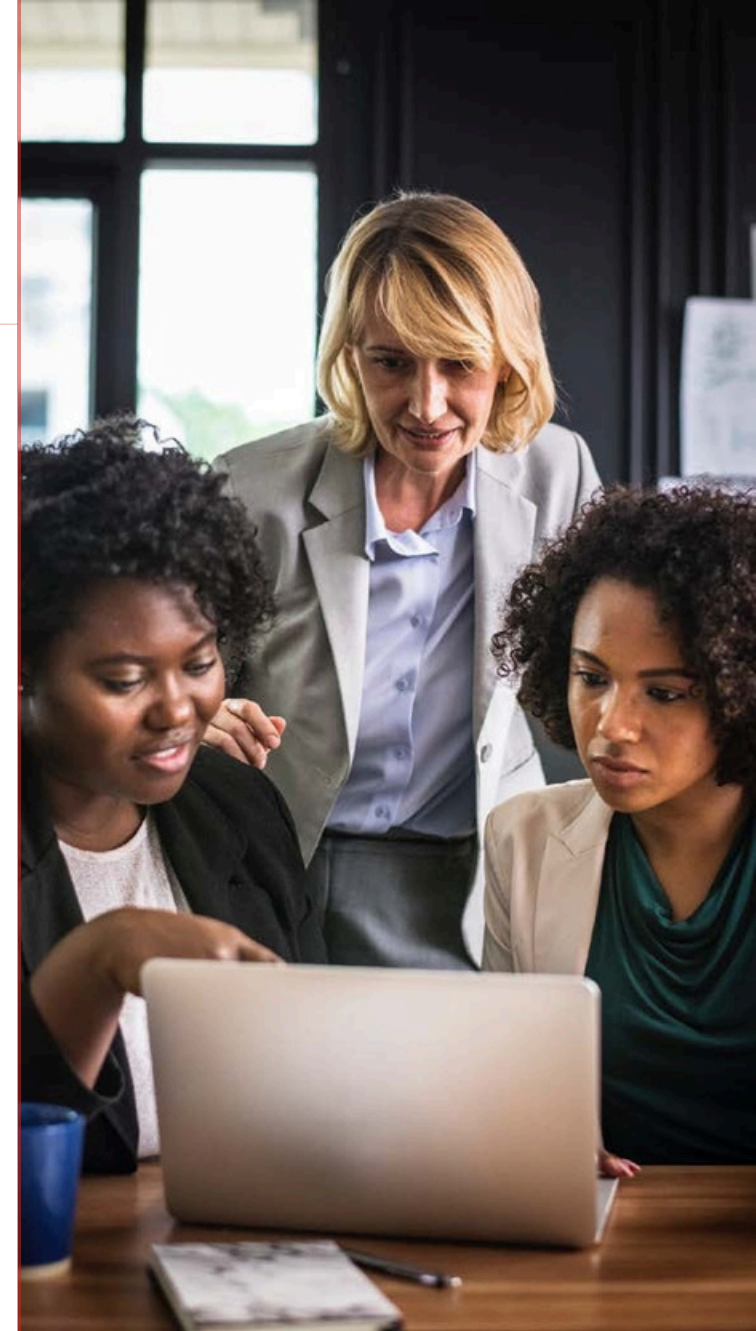
Claims administration
and appeals

Increase tax savings with our proprietary audit process

✓ We help mitigate risk throughout the unemployment claims process

✓ We audit:

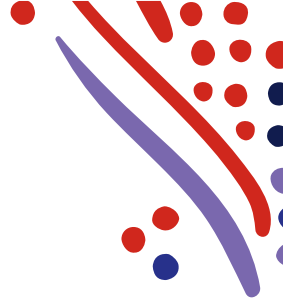
- Filed unemployment claims for accuracy and potential fraud
- SUI tax rate
- To ensure there are standardized processes across your business
- Supporting claims documentation
- Timely responses to notices
- Weekly charge statements for accuracy and ensuring errors are addressed





Tax rate audit

Your octane booster



Review of factors impacting
final tax rate



Errors reporting to state
unemployment agencies



XXX seeks **rate change**
where applicable

Benefit charge audit

Your 50-point inspection

Error/overpayment audit for every claim

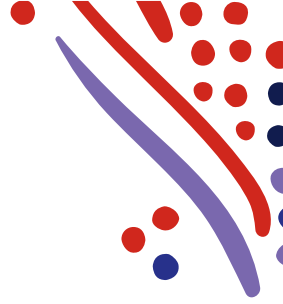
- ✓ Including comparison of employer/employee claim reporting
- ✓ On average, XXX reduces exposure to erroneous charges by **5%¹**
- ✓ In 2020, XXX recovered **\$400M+** in erroneous charges¹

Inaccurate benefit claims increase SUI rates for three years

- ✓ Impacts employer unemployment account
- ✓ If the reserve is too low, unemployment tax rate will increase to put \$ in reserve



Help reduce your taxes with XXX outplacement services



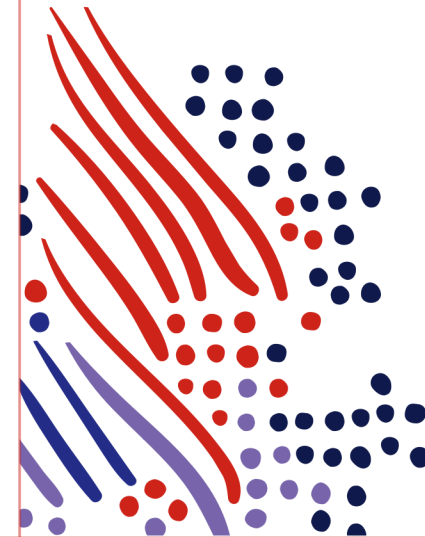
Outplacement
services

Help employers lower unemployment claims costs by helping separating employees get re-employed more quickly

- ✓ Reduce unemployment premiums
- ✓ Reduce risk of future claims
- ✓ Reduce manual effort with automated workflows

Service delivery

Our regular tune-ups help you stay compliant and reduce your tax burden.



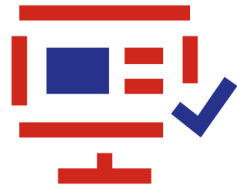
Account manager support

Your crew chief

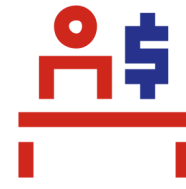
Expert service, escalated support, multiple touchpoints



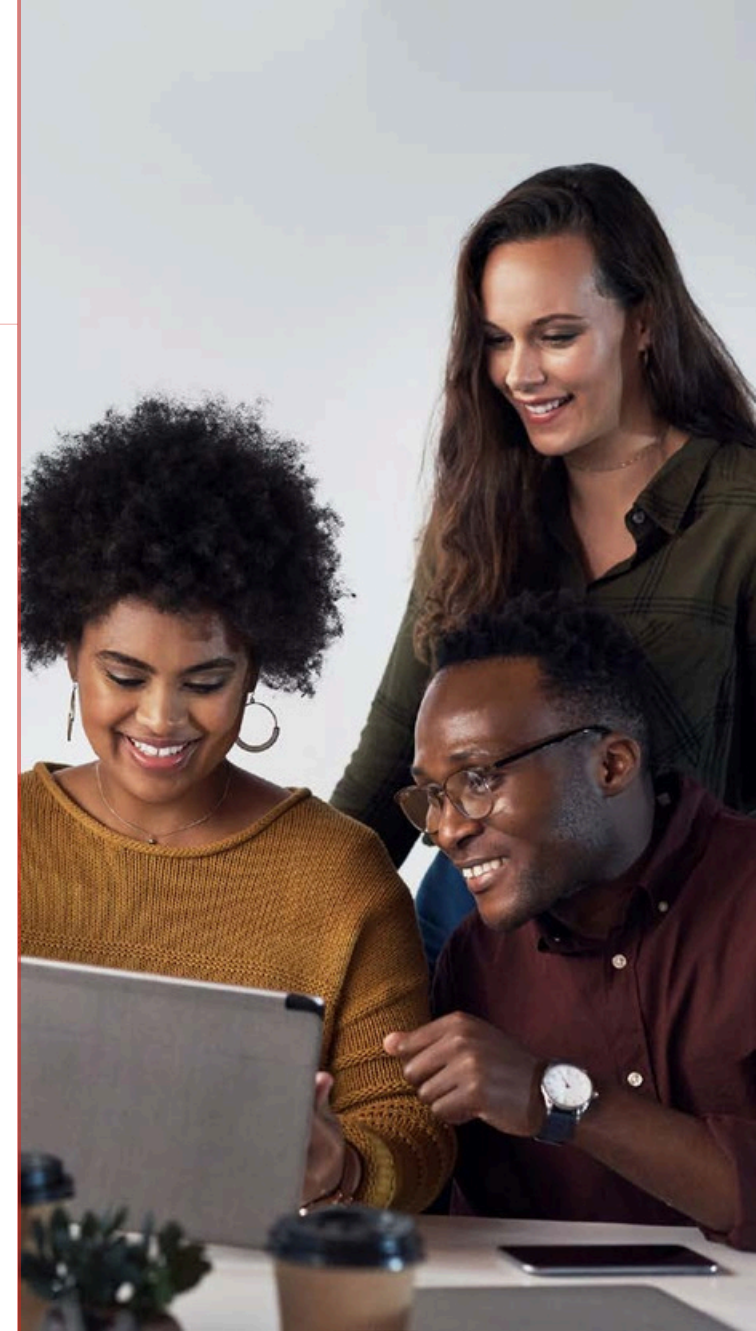
Position clients to **successfully dispute potential claims/** hearings with best practices/ policies/ performance plans



Electronic claims admin and appeals — get claims electronically directly from USIDES



Hearing representation — review records, prepare for hearing, speak on behalf of clients during hearings

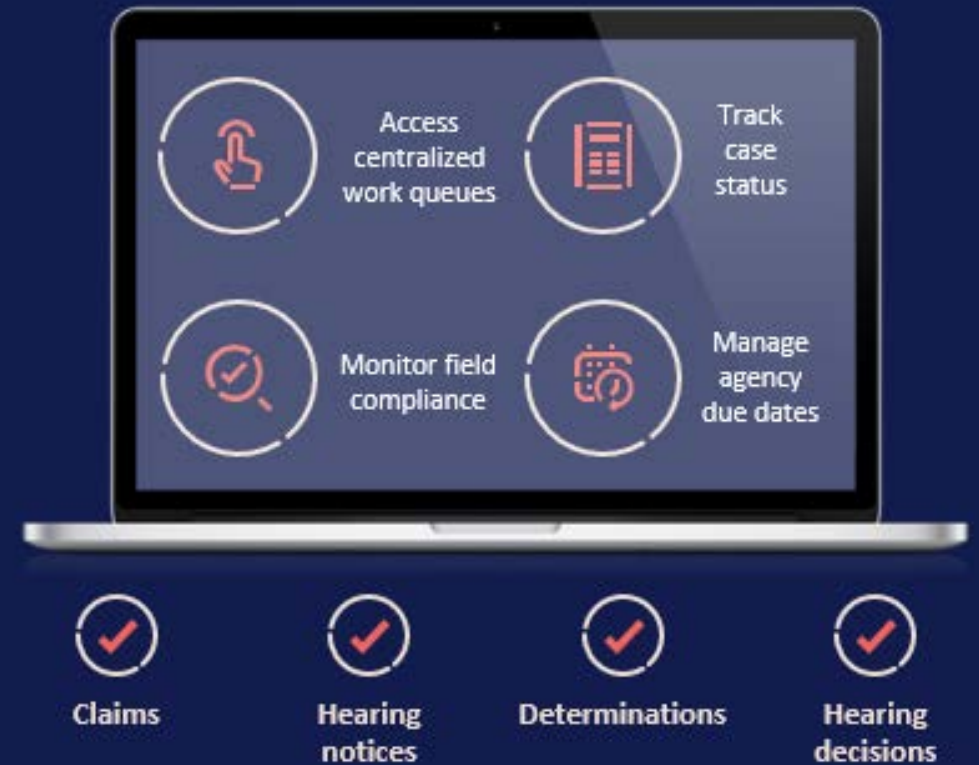


Online visibility and tracking

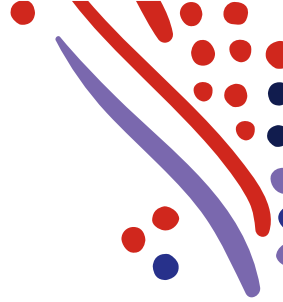
Your digital navigator

Increase visibility and communications with a digital portal

- Reduce claim discrepancies and inaccuracies
- Streamline claim processing and improve timeframes
- Increase claim win rates
- Reduce employee-initiated hearings



XXX coaching



Help separating employees find their next job

More than

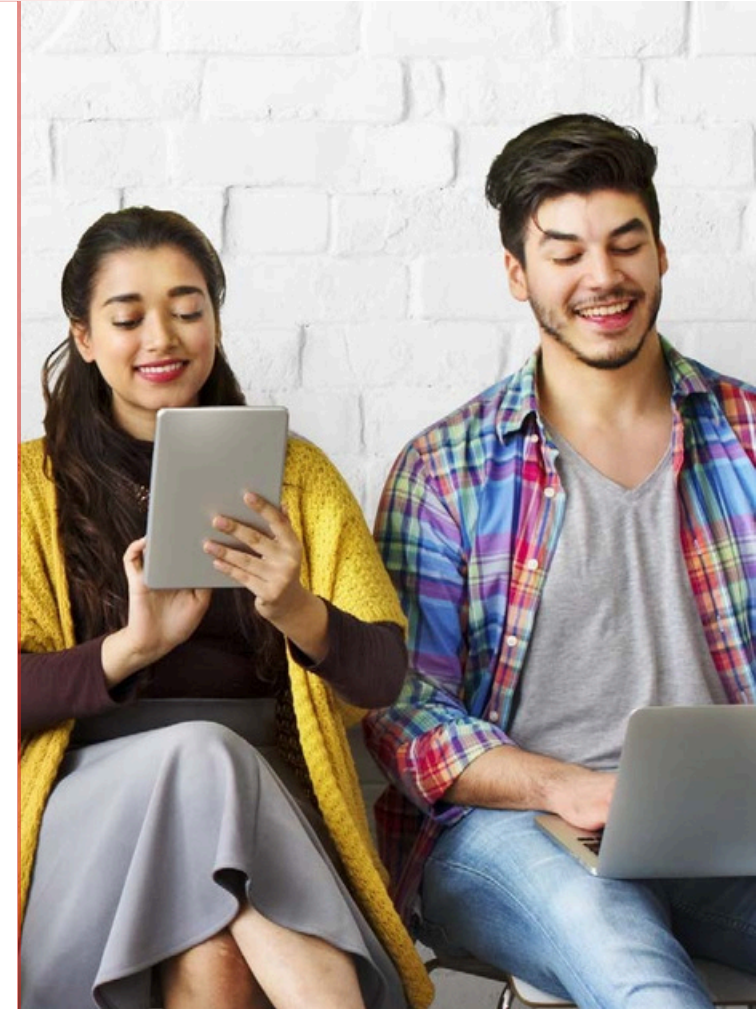
5,000

coaches with hiring
process expertise

Live

1:1

coaching
sessions



Claims administration and appeals

Your co-pilot



Dedicated specialists +
advanced technology



Manage unemployment
claims and appeals



Contest
erroneous claims



Improve the timeliness
to agency responses



XXX provides agency
responses in all

54

jurisdictions in the
United States



In 2022, XXX processed

3.2 M+

claims and helped clients
avoid **\$830M+** in
unemployment claims
liability charges

XXX: Best in class



Reduced vendor footprint, risk and management

- No long-term contract for these services. Simple addendums.



Enhanced service model

- XXX SLAs and Dedicated service team (96% retention rate).*
- Dedicated Account Manager to oversee the entire process from implementation to on-going program management.



Training and education

- Management System and Basic Unemployment Insurance best practices.
- Pre-Separation Consultation, Proper Documentation, Hearing Best Practices, etc.



Annual tax rate review

- Audit SUI rates using data from XXX Employer Tax.



Voluntary contribution analysis

- Calculated potential “buy down” opportunities at no charge.



Benefit charge audit

- Ongoing reviews to validate charges and identify potential state errors. 18.52% erroneous charge rate.



Complete most benefit wage audits

Assist the various state agencies to detect fraud and reduce SUI benefit overpayments at no additional charge.

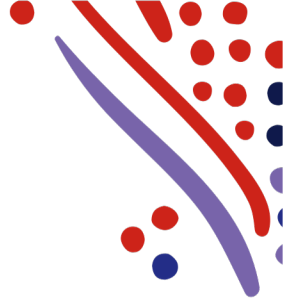


Government relations team

- On-going monitoring of changes in regulations.

Streamlined process working with XXX

10 processes after XXX

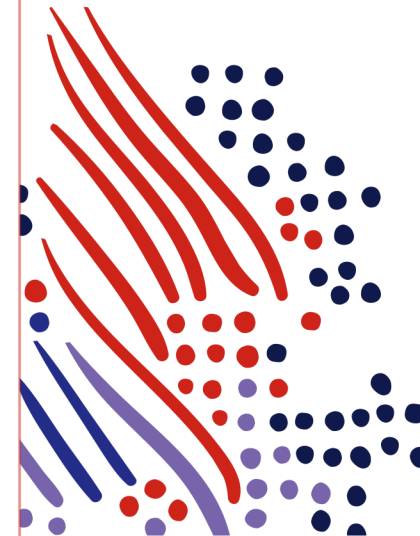


Consultation and training	UI document	Claim protest	Determination and appeals	Hearing prep and represent	Benefit charge audits	Tax rate review	Voluntary contributions	Reports
Managers complete and file separation documentation		XXX obtain separation details needed for response or protest XXX contact managersto discuss potential protest	XXX contacts manager to discuss potential appeal XXX and client identify best witnesses with first-hand testimony	XXX and client review testimony and prepare to represent and testify at hearing XXX represents client witness at hearing. XXX submits documents, cross examines witnesses, presents closing arguments (non-attorney states)			If VC is favorable employer makes timely payment to state	Client creates on-line web management reports or requests from XXX UC Client allows access to locations or distributes reports electronically

Don't take our word for it... hear from a happy client

“We use XXX for unemployment claims compliance. We believe using one platform for these services saved time and money. Previously, we had three separate software platforms our Generalists would have to log into in order to comply with the regulations of all agencies.”

Trust Radius verified user Manager, Human resources



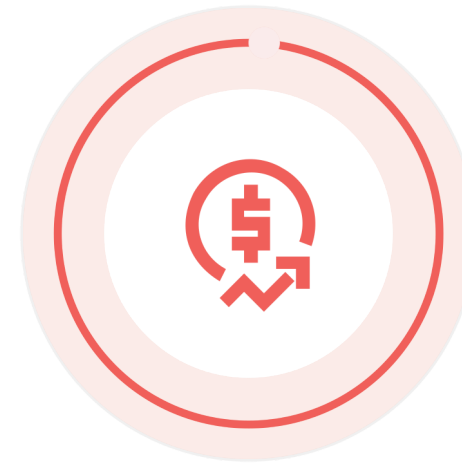
Let's get started



Analysis
discovery call

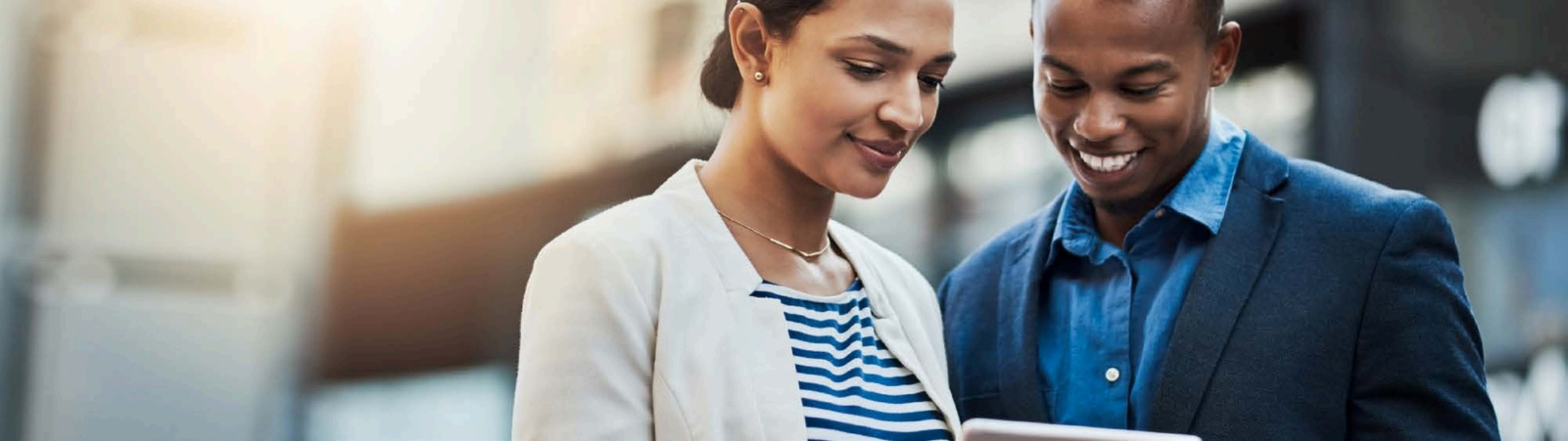


Executive feedback
and financial review



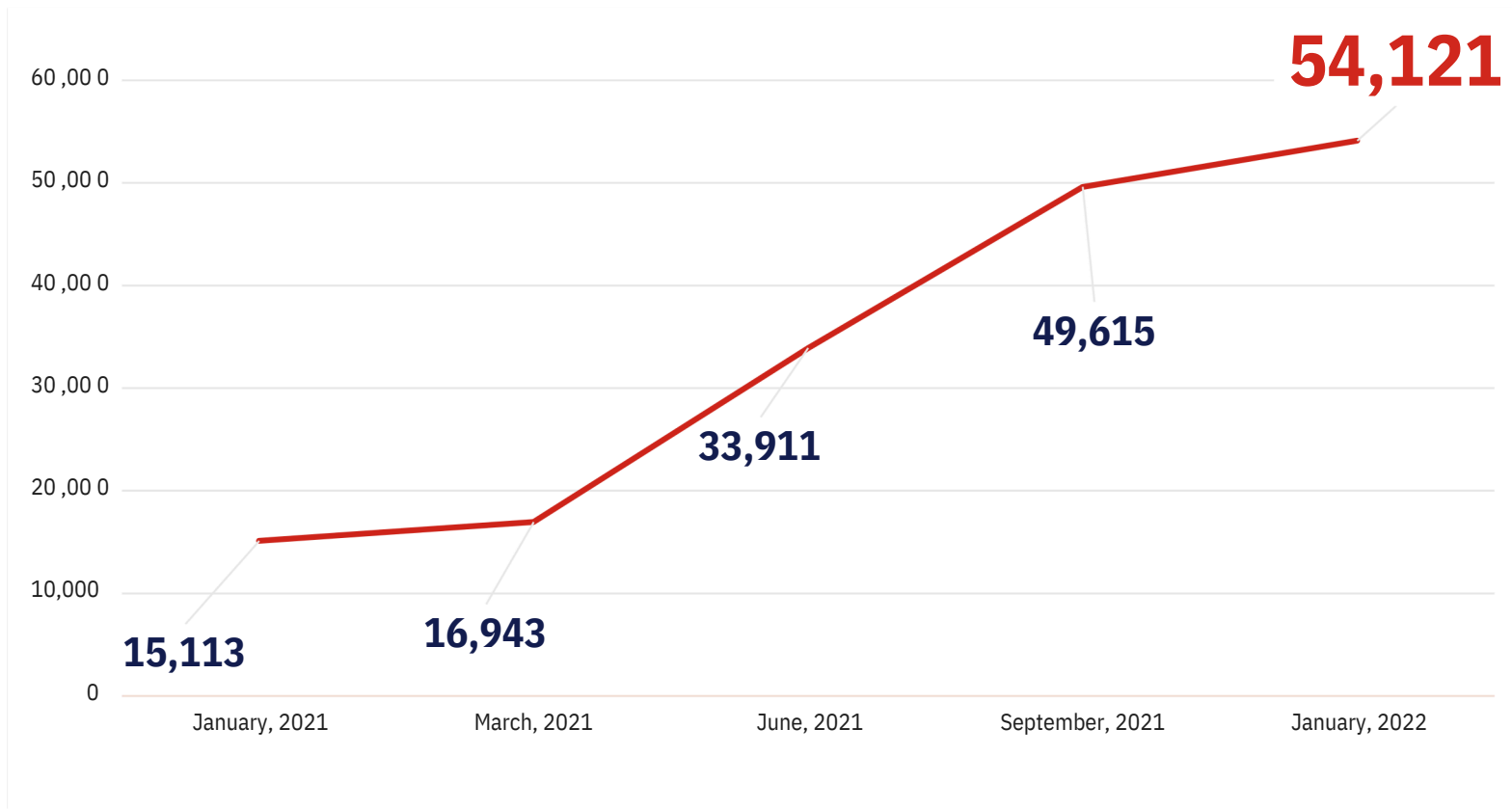
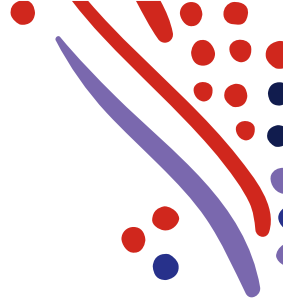
Findings
and pricing





Appendix

Competition for experienced payroll talent

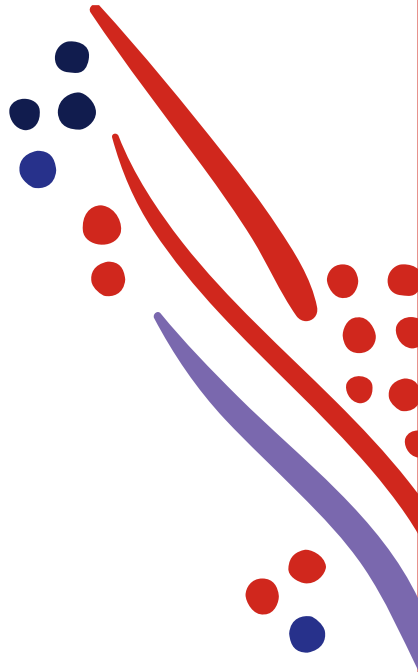


Multi-states employers have additional considerations when it comes to managing unemployment claims compliantly

People, process and systems

- The impact of the global pandemic
- The great resignation and reshuffling of jobs

State-specific examples for talk track



What happens if employer does not respond to unemployment claim in **Texas & Florida?**

If we do not receive a response within the **14-day deadline**, you are not an interested party to the claim. This means you do not receive a determination on the claim, and you do not have the right to appeal the determination.

How long do employers have to respond to unemployment claims **Colorado?**

Within 12 calendar days

Current Colorado law mandates that an employer answer a Department of Unemployment claim request within twelve calendar days of the date the Division requested the information.

How long does an employer have to respond to unemployment claim in **AZ?**

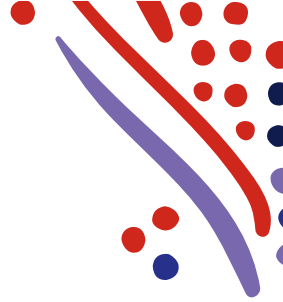
Within 10 days

If an employee is awarded unemployment benefits, the Unemployment Insurance Benefit Claims Office will send a “Notice to Employer” to the employer. If the employer wishes to respond, they must do so within 10 days.

How long does an employer have to respond to unemployment **NYS?**

Respond within **10 calendar days** of the date on the notice if the wages shown are incorrect or you know of any reason the claimant should not collect benefits.

Improper payment rates by state



Alabama	20.34%	Delaware	15.77%	Indiana	12.79%	Massachusetts	24.03%	Nevada	26.37%
Alaska	11.23%	District of Columbia	12.87%	Iowa	12.63%	Michigan	18.90%	New Hampshire	17.65%
Arizona	22.18%	Florida	39.58%	Kansas	29.42%	Minnesota	10.06%	New Jersey	15.30%
Arkansas	16.98%	Georgia	13.39%	Kentucky	8.85%	Mississippi	16.85%	New Mexico	10.54%
California	19.78%	Hawaii	20.34%	Louisiana	26.28%	Missouri	8.89%	New York	22.03%
Colorado	27.25%	Idaho	7.46%	Maine	12.01%	Montana	8.88%	North Carolina	18.85%
Connecticut	18.03%	Illinois	20.26%	Maryland	14.18%	Nebraska	18.44%	North Dakota	8.49%

Tax services

Other ways we help you reduce taxes



Core offering at no additional fee

- SUI rate notice audit and protest
- Voluntary contribution analysis — to three levels



Advanced services — for a fee



Unemployment tax planning

- Mergers
- Acquisitions
- Divestitures
- Reorganizations



Tax account management

- SUI account registration
- SUI account closure
- Withholding account
- Entity name changes
- Legal entity conversion



Research and recovery

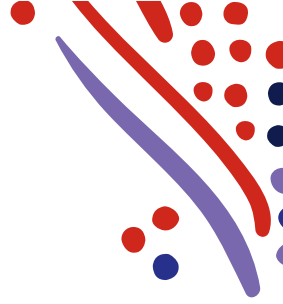
- SUTA rate revisions associated with unemployment rating experience transfers
- Wage base recovery — FICA, FUTA and SUTA
- Credits and refunds
- Contingency fee structure



Employment tax consulting

- Joint/common rating
- Negative write-offs
- Payroll variation election
- Tax rate forecasting
- Tax rate impact study
- Employment tax audit support
- Merger & acquisition compliance
- Taxpayer advocacy services
- General consulting

Don't let hidden fees take you off-course



Unlike competitors with tiered pricing and hidden costs, XXX's pricing is straightforward and all-inclusive



For one price, we include things like:

- Training
- Auditing
- Venture Capital Analysis (if needed)

*Department of Labor