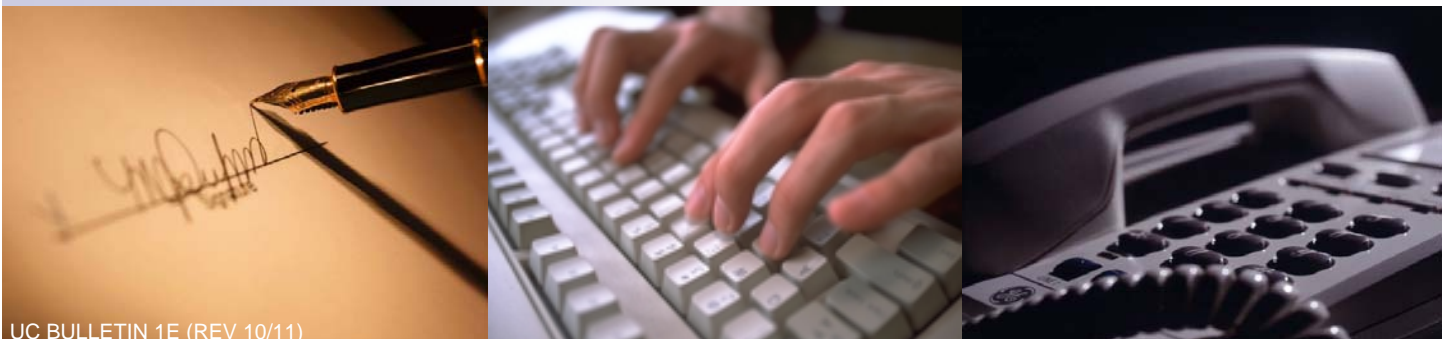




State of Florida
Department of Economic Opportunity

Florida's
Unemployment
Compensation
Program



IMPORTANT

- This information will help you understand your rights and responsibilities while claiming Florida Unemployment Compensation benefits.
- Aids and services are available upon request to individuals with disabilities.
- TTY services for the hearing impaired are available via the Florida Relay Service (FRS): 711

ENGLISH :

This document contains important information, dates, or eligibility status regarding your Unemployment Compensation claim. It is important for you to understand this document. If you do not read or understand English, call 1-800-204-2418 for free translation assistance regarding your Unemployment Compensation claim.

FRENCH :

Ce document contient des renseignements importants, des dates, ou un statut de droit quant à votre réclamation d'Indemnité Chômage. Il est important que vous compreniez ce document. Si vous ne lisez pas ou ne comprenez pas l'anglais, téléphonez au 1-800-681-8102 pour une assistance gratuite de traduction quant à votre réclamation d'Indemnité Chômage.

SPANISH :

Este documento contiene información y fechas importantes, así como el estado de elegibilidad respecto a su reclamo de Compensación por Desempleo. Es importante que usted comprenda este documento. Si usted no lee o no entiende inglés, llame al 1-800-204-2418 para obtener asistencia gratuita con la traducción respecto a su reclamo de Compensación por Desempleo.

ITALIAN :

Il presente documento contiene informazioni importanti, dati e condizioni di ammissibilità in relazione alla Sua istanza di Indennità di disoccupazione. È essenziale che Lei comprenda il presente documento. Se non legge o non comprende l'inglese, telefoni al numero 1-800-681-8102 per ottenere l'assistenza nella traduzione in relazione alla Sua istanza di indennità di disoccupazione.

GERMAN :

Dieses Dokument enthält wichtige Informationen, Daten oder Ihren Befähigungsstatus hinsichtlich Ihres Antrages auf Arbeitslosenunterstützung. Es ist wichtig, dass Sie dieses Dokument verstehen. Wenn Sie die englische Sprache nicht lesen oder verstehen können, rufen Sie bitte die Telefonnummer 1-800-681-8102 für kostenlosen Übersetzungsbeistand hinsichtlich Ihres Antrages auf Arbeitslosenunterstützung an.

SERBO-CROATIAN :

Ovaj dokument sadržava važne informacije, datume, ili kvalifikacioni status vezano za vaš zahtjev za kompenzaciju za nezaposlenost. Važno je da razumijete ovaj dokument. Ako ne znate čitati ili ne razumijete engleski, nazovite na 1-800-681-8102 da dobijete besplatnu prevodilačku pomoć vezano za vaš zahtjev za kompenzaciju za nezaposlenost.

BOSNIAN :

Ovaj dokument sadrži važne informacije, datume, ili status kvalificiranosti vezano za vaše potraživanje nadoknade za nezaposlenost. Važno je da razumijete ovaj dokument. Ako ne čitate ili ne razumijete engleski, nazovite 1-800-681-8102 da bi dobili besplatnu prevodilačku pomoć vezano za vaše potraživanje nadoknade za nezaposlenost.

HAITIAN CREOLE :

Dokiman sa reteni enfòmasyon enpòtan, dat, oubyen stati kote ou elijib apwopo de reklamasyon kompanyasyon sou chomaj ou. Li trè enpòtan pou komprann dokiman sa. Si you pa ka li oubyen komprann Anglè, rele 1-800-681-8102 pou asistans tradiksyon gratis apwopo de reklamasyon kompanyasyon sou chomaj ou an.

CHINESE TRADITIONAL :

本文件包含有關您的失業補助申請的日期或資格審查等方面的重要資訊。請務必理解本文件的內容。如果您無法閱讀或理解英語，請電洽1-800-681-8102 請求獲得有關失業補助申請的免費翻譯服務。

CHINESE SIMPLIFIED :

本文件包含有关您的失业补助申请的日期或资格审查等方面的重要信息。请务必理解本文件的内容。如果您无法阅读或理解英语，请电洽1-800-681-8102 请求获得有关失业补助申请的免费翻译服务。

JAPANESE :

この書類は、あなたの失業補償手当請求に関する重要な情報や日付、受給資格について説明します。この書類の内容について、充分にご確認ください。英語が読めない、または理解しない場合は、あなたの失業補償手当請求について無料の翻訳アシスタントをご用意することができます。電話番号 1-800-681-8102 までご連絡ください。

VIETNAMESE :

Taøi lieäu naøy cou caùc döõ kieän quan troïng, ngaøy thaùng, hoaëc tình traïng hoãi ñuõ ñieäu kieän lieän quan töüi vieäc quyù vò xin Tröi Caáp Thaát Nghieäp. Ñieäu quan troïng laø quyù vò caàn hieäu noãi dung cuõa taøi lieäu naøy. Neäu quyù vò khoàng bieát ñoïc hoaëc hieäu tieáng Anh, xin goïi 1-800-681-8102 ñeä nhaän döch vuï thoäng döch mieän phí cho tröðong höïp xin Tröi Caáp Thaát Nghieäp cuõa quyù vò.

ARABIC :

تحتوي هذه الوثيقة معلومات وتواريخ مهمة تتعلق بشأن استحقاق التعويض للبطالة المستحق لك. لذا، انه من المهم جدا أن تفهم محتوى هذه الوثيقة. إذا كنت لم تقرأ أو تفهم اللغة الإنكليزية، اتصل بالرقم: 1-800-681-8102 لكي يتم ترجمة الوثيقة مجاناً عن استحقاق التعويض للبطالة المستحق لك.

FARSI :

این مدرک محتوی اطلاعات، تاریخها مهم و موارد واجد شرایط بودن در رابطه با درخواست حقوق عدم اشتغال است. برای شما بسیار مهم است که این مدرک را به خوبی درک کنید. اگر انگلیسی نمیدانید و انگلیسی نمیخوانید، برای استفاده از خدمات رایگان ترجمه در رابطه با درخواست حقوق عدم اشتغال با شماره تلفن 1-800-681-8102 تماس بگیرید.

RUSSIAN :

В данном документе содержатся важные сведения относительно Вашего заявления на пособие по безработице. Очень важно, чтобы Вы поняли содержание этого документа. Если Вы не читаете и не говорите по-английски, позвоните по телефону 1-800-681-8102, чтобы получить бесплатную помощь по переводу заявления на пособие по безработице.

Returning to Work

Unemployment Compensation provides temporary financial assistance to help qualified workers through the transition period to a new job. We know that getting back to work is your goal, and urge you to contact the One-Stop Career Center in your area for assistance in locating job opportunities and training.

Can I get help finding a job?

YES! Florida provides free reemployment services and assistance to unemployed workers, recent graduates and those entering the job market for the first time.

Our website is linked to many local, state and national employment databases. To search for work please go to:<http://www.employflorida.com/>.

Job Registration, Reemployment Services and Job Training:

You are automatically registered for work with your local One-Stop Career Center when your claim is filed. You may be referred to job openings and/or contacted for an evaluation of the services you receive. You may also be selected to participate in reemployment assistance services. A statewide network of local One-Stop Career Centers provides job training and employment services to link Florida's job seekers and employers. These career centers offer:

- Job search counseling;
- Testing and assessment;
- Occupational and labor market information;
- Job search workshops;
- Referral to potential employers;
- Job Training Assistance.

Visit the One-Stop Career Center nearest you. Information about Career Center locations is available on the Internet at <http://www.floridajobs.org/onestop/onestopdir/index.htm>.

You are not registered for work if you are:

- not currently residing in Florida,
- on a temporary layoff of not more than eight weeks,
- a union member who customarily obtains work through a union hiring hall, or
- a participant in an approved Short-time Compensation plan.

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers in this booklet may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

The Unemployment Compensation Program – What it is. What it is not.

The Unemployment Compensation Program:

- Provides temporary, partial wage replacement benefits to qualified workers who are unemployed through no fault of their own;
- Supports economic stability for employers who depend on consumer spending;
- Is funded solely by employers who pay federal and state unemployment compensation taxes; and
- Is provided at no cost to the workers who receive the benefits.

The Unemployment Compensation Program is not:

- Social Security;
- An automatic entitlement;
- A loan;
- Based on need;
- Intended to fully replace your previous income; or
- Funded by any deductions from wages you have earned.

Now that you have filed for Unemployment Compensation benefits, follow the instructions in this pamphlet to help ensure your claim is processed in a timely and proper manner.

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Review Your Wage Transcript and Determination

Within 14 days of receiving your unemployment application, a *Wage Transcript and Determination* will be mailed to you.

Be certain to carefully review the *Wage Transcript and Determination*.

The *Wage Transcript and Determination* advises you on the following:

- How your total Benefit Amount is determined;
- Your Weekly Benefit Amount, which is the amount you may receive each week;
- Your Available Credits, which is the maximum amount you may receive per Benefit Year (once you receive all of these credits, you may not file a new claim for benefits until your Benefit Year end date);
- Your Benefit Year end date, which is one year from the date you originally filed your claim.

Report errors on the *Wage Transcript and Determination* by requesting a monetary reconsideration. For more information, contact the Customer Service Center **toll-free at 1-800-204-2418**.

The Wage Determination will become final unless you request a monetary reconsideration or an appeal hearing within 20 days from the mailing date of the Determination. **If all of your base period employment does not appear on your Wage Transcript and Determination, you have 20 days to request additional employment be added to the calculation of your benefit entitlement.** See the reverse side of the Wage Transcript and Determination for additional information.

IMPORTANT

The *Wage Transcript and Determination* shows your potential eligibility for benefits. The requirements explained on the following pages must also be met.

Set Up a Personal Identification Number

After completing your application for benefits, you must file claims every two weeks using a Personal Identification Number (PIN). Benefits can only be paid for weeks that are properly claimed, even if all other eligibility requirements are met.

To receive information on your claim and to claim weeks of unemployment, YOU MUST FIRST SET UP A PERSONAL IDENTIFICATION NUMBER (PIN).

- You create your own PIN. We do not provide you with one.
- Your PIN is confidential. Do not tell anyone your PIN. Your PIN protects you and prevents others from making fraudulent actions on your claim.
- Your PIN can be any 4-digit number, EXCEPT four zeros (0000). Select a PIN that you will be able to remember!

Claim Your Weeks as Scheduled

You should receive an “Information Notice” within 18 days of filing your claim, advising when to claim weeks. ***** You will need to certify for weeks of unemployment using the Internet every two weeks. No payments can be made on your claim unless you certify for your benefits every two weeks. *****
A claim week begins on Sunday and ends on Saturday.

Your first scheduled claim date is included in the “Information Notice.” It is your responsibility to claim your weeks on or within 14 days from your scheduled claim date. **If you report more than 14 days late on your claim, benefits may be delayed or denied.** Generally if your Social Security number ends in an even number, you are scheduled to claim on Mondays; if your Social Security number ends in an odd number, you are scheduled to claim on Tuesdays.

Please use the Internet to claim your weeks. Claiming weeks using the continued claims Internet application is very simple and is normally completed in two minutes or less. **You must certify for your weeks of unemployment by Internet before payments can be made.**

After you have claimed your weeks the system will provide you with your next scheduled report date. Make a note of your next reporting date so that you do not miss your report. **If you report late on your claim, benefits may be denied.**

If you do not have access to the Internet at your residence, you may need to use a public computer to file your unemployment claim. You may want to try a public library, college or university library or use a computer at your local One-Stop Career Center.

IMPORTANT

TO SET YOUR PIN OR CLAIM WEEKS BY INTERNET:

- (1) Go to our website, www.floridajobs.org.
- (2) Select “Claim Your Weeks.” (Located in the Unemployment Compensation Services section of the menu sidebar).
- (3) Follow the prompts.

If you have questions, call the Customer Service Center toll-free at 1-800-204-2418.

Remember to Report ALL Work and Earnings

- If you worked in one or both of the weeks you are claiming, report the **gross wages** earned each week. Remember, **even if you have not been paid**, those earnings must be reported “now,” when you claim the weeks you worked, not when you get paid.
- Gross wages is the amount of money you are paid before deductions.
- Even if you worked one hour or one day, the work and gross earnings must be reported.
- If you were paid to attend training or job orientation, your earnings must be reported for the week you were in training or orientation.
- Tips and gratuities are considered earned income. You must report these wages in the week they are earned.
- Gross income earned in self-employment must be reported for the week in which the wages were earned, not paid. A self-employed person is not eligible for benefits when engaged in self-employment for the majority of the time, even if no money is earned.

A claim week for unemployment compensation starts on Sunday and ends on Saturday. Earnings must be reported in the week earned, even if you have not been paid. You must report your total gross earnings before deductions. Part-time earnings, over \$58, will be deducted from your weekly benefit amount. Earnings less than \$58 will have no effect on your weekly benefit amount. If your gross earnings for a claim week are equal to or greater than your weekly benefit amount, no unemployment compensation benefits will be paid to you for that week. You do not lose the benefits, the benefits are just not paid for that week. The benefits remain as available credits.

Any work and earnings not reported may result in a fraudulent overpayment determination. Unemployment compensation fraud is a third-degree felony and is subject to prosecution by the State Attorney. A third degree felony is a crime punishable by a maximum penalty of \$5,000 and up to five years in prison.

If you make a mistake or have questions about how to correctly report your work and earnings, contact the Customer Service Center **toll-free at 1-800-204-2418** for assistance.

Serve a Non-Payable Waiting Week

The Waiting Week is the **FIRST** week in which:

1. You are totally or partially unemployed, and
2. You claim the week, and
3. You meet all other requirements.

The Waiting Week is usually the first week you claim. You will not be paid for this required waiting week.

Keep a Work Search Record

To be eligible for benefits you must:

- Make a thorough and continued effort to obtain work, and take positive actions to become re-employed.
- Keep a record of your work search contacts, including the date and method of each employer contact, the results of the contact, the website URL or E-mail address, website name (if Internet contact), employer telephone number, and the employer's name and address.

During the claims series, you will be asked to provide your work search contact information via the Internet.

Work Search Requirements

You are required on a weekly basis to make contact with five prospective employers and provide this information via the Internet during your bi-weekly certification for benefits. A quick, efficient way to contact employers is by using the Employ Florida Marketplace at employflorida.com, the state's online job matching system where you can search thousands of job postings and apply for jobs.

If you are not able to make at least five employer contacts in a week, meeting with a representative at your local One-Stop Career Center may satisfy the work search requirement for that week.

Initial Skills Review

In order to remain eligible for benefits if you are filing a new unemployment claim on or after August 1, 2011, you are required to complete an online initial skills review. The initial skills review is composed of three sections designed to measure your job skill levels. This information will then be used to assist the regional workforce board in developing a plan for referring individuals to training and employment opportunities. While completing this review is required, how well you do on the review does not affect your eligibility for benefits.

Report Address Changes

Option 1: Go online and report any address changes on www.floridajobs.org.

Option 2: Customer Service Center toll-free at 1-800-204-2418.

IMPORTANT

Failure to promptly report address changes could potentially delay your benefit payments!

Participate in Reemployment Services

You may be selected to participate in Expedited Reemployment Interviews or Priority Reemployment Planning Interviews while receiving unemployment compensation.

If selected, a letter will be mailed to you outlining any required actions on your part.

How Benefits Are Paid

Once your claim is determined payable, you have two options for receiving benefit payments.

Option 1: Debit Card

Option 2: Deposited directly into your bank account.

Benefit payment options can be changed when you are claiming your weeks. If you need assistance, please go to www.floridajobs.org or contact the Customer Service Center toll-free at 1-800-204-2418.

Missing or Lost Payments

If you do not receive a benefit payment within 14 days of claiming your weeks, contact the Customer Service Center toll-free at 1-800-204-2418.

If you have debit card related questions (Check debit card balance, select or change debit card Personal Identification Number (PIN), review debit card transaction history, ask questions about debit card use, dispute a debit card transaction, report lost or stolen debit cards, set up telephone or email notification of debit card deposits) you will need to call the ACS Customer Service Center toll-free at 1-888-898-3584.

Income Taxes

Unemployment compensation benefits are income subject to the federal personal income tax. Contact the Internal Revenue Service **toll-free at 1-800-829-1040** if you have questions on your tax liability.

You have two options concerning income taxes. You may request that income tax:

**Option 1: NOT be withheld, or
Option 2: be withheld.**

If you choose to withhold income tax, we will withhold 10 percent of your Weekly Benefit Amount.

To select or change your option, the form is available on the Internet. A print version of the form can be found at <http://www.floridajobs.org/office-directory/division-of-workforce-services/our-programs/unemployment-compensation-forms-directory> (**Income Tax Withholding Change Form**). Click on the claims tab and select the Income Tax Withholding Change Form. Instructions for completing and submitting the form are on the form.

You may change your option up to two times per calendar year.

At the end of each January, an IRS Form 1099-G will be mailed to you, reporting the amount of benefits paid and the amount of tax withheld during the previous calendar year. **It is important that you maintain a current address on your claim so that the Form 1099-G will be mailed to the correct address.**

How to Check the Status of Your Claim

To obtain automated information regarding your claim, such as your last payment date and amount, use one of the options listed below.

Option 1: Internet

- (1) Go to our website www.floridajobs.org,
- (2) Select *CLAIM YOUR WEEKS*, (Located in the Unemployment Compensation Services section of the menu sidebar) and
- (3) Follow the prompts

Option 2: Using the Automated Telephone System

Call **1-800-204-2418 toll free** and follow the prompts for specific information about your claim.

Your Benefit Payments Can Be Denied

When potentially disqualifying information is received from former employers or other valid sources:

- Your claim will be referred to an adjudicator for a determination on your entitlement.
- You may be contacted for additional information by telephone, e-mail or U.S. mail.
- A separate determination will be made for each issue and for each job separation that can affect your claim.

When the investigation is completed, a written determination will be mailed to explain whether benefits are allowed or denied.

Read your determination carefully!

- If you are determined eligible on all issues, you will receive a payment for any weeks that you claimed.
- If your claim is not payable, the determination will explain the reason for denial and your appeal rights.

If you disagree with a determination that denies benefits, you may request an appeal hearing. See page 11 in this booklet for more information.

Some of the reasons a person may be denied benefits are as follows:

- Quitting either part-time or full-time work for personal reasons. Benefits can only be paid if you quit for good cause attributable to your employer, or for a personal illness or disability that made it necessary for you to leave the job.
- Being discharged for misconduct connected with work. Misconduct is defined as any action that demonstrates conscious disregard of an employer's interests and is found to be a deliberate disregard or violation of reasonable standards of behavior, and may include activities that did not occur at the workplace or during working hours. Examples of misconduct which can result in a denial of benefits can include:
 - ◆ Chronic absenteeism or tardiness;
 - ◆ Willful and deliberate violation of a standard or regulation which would jeopardize the employer's Florida license or certification;
 - ◆ Violation of an employer's rules under certain circumstances.
- Not being able to work or available for work. You must be able, ready and willing to accept a suitable job immediately. You must also be able to get to work and have adequate child care in order to be able to work.
- Refusing an offer of suitable work.
- Being on a leave of absence you requested.

IMPORTANT

While you are unemployed, continue claiming weeks as scheduled during any adjudication or appeals process. Only eligible weeks that have been claimed as scheduled may be paid if the determination or appeal decision is in your favor.

Appeal Rights

If a determination is made to deny benefits, you may request an appeal hearing from the Office of Appeals. **If the determination approves payment of benefits, a former employer may then be able to file an appeal of that determination.**

Any request for an appeal hearing *must* be filed within 20 calendar days after the mailing date of the determination. If the 20th day falls on a Saturday, Sunday or legal holiday, the appeal may be filed on the next business day.

You have two options for requesting an appeal hearing:

Option 1: Request an appeal hearing using the Internet.

To request an appeal hearing using the Internet, go to the Internet Appeals Application located at https://iap.floridajobs.org/IAP_INTER/process.asp and follow the prompts.

Option 2: Request an appeal hearing in writing.

To request an appeal hearing in writing, mail or fax your request to the address below. Be sure to include your Social Security number and signature on your request.

Office of Appeals
MSC 347, Caldwell Building
107 East Madison Street
Tallahassee, FL 32399-4143
Fax: 850-921-3524

If mailed, the postmark date of the U.S. Postal Service will be considered the date of filing. If faxed, the date the fax was date-stamped as received will be the filing date, even if different from the date on your transmittal sheet.

When your request is processed, an Appeals Information pamphlet and Notice of Hearing will be mailed to you. The pamphlet provides specific information about the procedures for a hearing.

Once the appeal hearing is complete, a written decision will be mailed to inform you of the result.

If you disagree with the appeal decision, you may request a review by the Unemployment Appeals Commission. The Commission will not conduct another hearing. It will review the claim documents and hearing record. If you missed a hearing for good cause, you may request a new hearing by writing to the hearing officer or following the Internet prompts at https://iap.floridajobs.org/IAP_INTER/process.asp.

Your Privacy Rights

By law, information about your unemployment compensation claim is confidential and cannot be released except to you, any employer involved with your claim, government agencies in the pursuit of their public duties, or in connection with a workers' compensation claim to which you are a party. Some information becomes public record after an appeals hearing is held.

Your Equal Opportunity Rights

Equal Opportunity is the Law.

As a recipient of Federal financial assistance, it is against the law for this department to discriminate on the following bases:

- Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any WIA Title I-financially assisted program or activity.

This department must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What to Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Office for Civil Rights (OCR)
Department of Economic
Opportunity
Caldwell Building - MSC 150
107 East Madison Street
Tallahassee, Florida 32399-4129
Fax: 850-921-3122

or

The Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW - Room N-4123
Washington, DC 20210

If you file your complaint with the Office for Civil Rights (OCR), you must wait either until the OCR issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (CRC). (See the address above.)

If the OCR does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the OCR to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the OCR).

If the OCR gives you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Weekly Earnings Worksheet

If you work while claiming benefits, you must report your GROSS pay when EARNED. Wages must be reported when earned; do not wait until you receive a paycheck. The worksheet format below is to help you calculate your weekly earnings when needed. For benefit purposes, a claim week always begins with Sunday and ends the following Saturday.

Dates Worked	Hours Worked Each Day
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Total Hours for this Week	
Multiply by Hourly Rate of Pay	
Equals Weekly Gross Earnings (Pay Before Any Deductions)	= (Amount to Report)

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Department of Economic Opportunity
UC Benefit Operations
107 E Madison St MSC 230
Tallahassee FL 32399-4132