Claimant

Guide for Federal Overpayment Waiver Form
I. OVERVIEW:

The Coronavirus, Aid, and Economic Security Act (CARES Act) and the Continued Assistance for Unemployed Workers Act authorizes the state of Florida to waive overpayments for claims if certain conditions are met for the following Federal Reemployment Assistance programs:

- Pandemic Unemployment Assistance (PUA)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Federal Pandemic Unemployment Compensation (FPUC)
- Mixed Earners Unemployment Compensation (MEUC)
- Lost Wages Assistance (LWA)

To qualify for an overpayment waiver, eligible claimants must meet the following criteria:

- Claimant must not be at fault for the creation of the overpayment; and
- Recovery of the overpayment would be contrary to equity and good conscience.

CONNECT provides claimants the ability to submit a request for the Department to waive a federal overpayment by completing an Overpayment Waiver Form. Eligible claimants who are currently receiving PUA or PEUC benefits may be eligible to receive an overpayment waiver.

FPUC, MEUC, and LWA benefit program overpayment waivers will be available soon.

Claimants will receive a notice that the form is available in their CONNECT inbox through their preferred method of communication. Claimants will also have six months to complete the form once it has been issued in their CONNECT account. Claimants may receive multiple overpayment fact finding forms to complete due to other Reemployment Assistance benefit programs for a filed claim that an overpayment was established on.

NOTE: The overpayment waiver is only available for claimants who have an overpayment with federal Reemployment Assistance benefits. **The overpayment waiver will not apply to overpayments for state Reemployment Assistance benefits.**

Please follow the steps below to complete the Overpayment Waiver Form.
II. Federal Overpayment Waiver Form

1- Visit FloridaJobs.org and select “Claimants” in the top right hand corner or click here to access the CONNECT homepage.

2- Read the Claimant Warning Notice and select “I acknowledge I have read the above.” And then click “Next.”

3- Enter your Social Security Number or Claimant ID and PIN. Then select “Log-in.”
4- Select the “Inbox” link on the Claimant Home page.

5- Once you have accessed your CONNECT inbox, look at the “Action Status” column for the “Action Requested” item with a subject line “Fact Finding,” then select the date link under the “Issued Date” column.
After selecting the “Issued Date,” you will be prompted to complete the Overpayment Waiver form. Answer all the required questions on the fact-finding form. Then click “Submit.” You will have six months to complete the form once it is issued in your CONNECT account.
7- Once you have completed the form, you will be redirected to the Inbox and the “Action Requested” item will no longer be on the list of inbox items. Once the form has been reviewed and eligibility is determined, a determination will be issued either approving or denying the overpayment waiver request.
Below is an example of the fact-finding form mailed to claimants. Claimants will receive a copy of this form if they have selected U.S. Mail as their preferred method of communication. Claimants will need to fill out this form and mail it back to the Department by the date listed on the form. Claimants who have U.S. Mail as their preferred method of communication also have the option to respond to the form in their CONNECT account.

![Fact-Finding Form]

The following information is needed to determine your eligibility to potentially waive the overpayment on your claim referenced above. To request to waive the overpayment, you must complete the following questions and submit your responses by. To be considered for the overpayment waiver, you must respond by the deadline provided above. Once responses are submitted, your application will be processed, and you will receive a determination about your eligibility for waiver of the overpayment. Please allow time for the Department to process your request.

1. What is the date you first became aware of this overpayment?

2. Did you file an appeal with the Department to challenge the overpayment?  
   - Yes  
   - No

3. (If yes to question 2) If you filed an appeal to the determination establishing the overpayment, have you received a decision from an Appeals Referee?  
   - Yes  
   - No  
   - Not applicable because I didn’t file an appeal

**WAIVER QUESTIONS**

1. Did you unintentionally provide details or information to the Department that resulted in erroneous payments?  
   - Yes  
   - No

2. Did you fail to respond to requests for information or fact-finding to the Department?  
   - Yes  
   - No

3. Did you respond to all fact-finding requests or other requests for information as requested by the Department?  
   - Yes  
   - No

4. Did you leave out any information when completing your responses to the Department?  
   - Yes  
   - No

5. When you received the benefit payments, did you know they were issued in error?  
   - Yes  
   - No

6. Did you know that you should not have received those benefits?  
   - Yes  
   - No

7. A. Would having to repay this overpayment cause a significant financial hardship for you?  
   - Yes  
   - No

   B. Do you need all of your current income to meet your current ordinary and necessary living expenses? (i.e., rent, mortgage, food, insurance, and utilities)  
   - Yes  
   - No

8. A. Was provided a Notice of Eligibility or Notice of Approval from the Department for the benefits I was paid, and I reasonably believed I was eligible to receive the payments provided. I did not take action to repay the benefits because of the Notice of Eligibility or Approval.  
   - Yes  
   - No

   B. If you relied on the information in the Notice of Eligibility or Notice of Approval, would repaying these benefits significantly change your economic position?  
   - Yes  
   - No

   C. Even though you relied on the information in the Notice of Eligibility or Notice of Approval, did you suspect the payments were made in error?  
   - Yes  
   - No

9. Did you receive the Department’s correspondence notifying you of the overpayment associated with your claim several weeks after you received your benefit payment?  
   - Yes  
   - No

If your request for an overpayment waiver is denied you may still request an adjustment to the repayment schedule if it would cause you a financial hardship.