



Commonwealth of Massachusetts Executive Office of Labor and Workforce Development

UI Online

Reopening a Claim

How to Reopen a Claim



To Reopen a Claim in UI Online:

- Turn on the computer
- Access the internet
- On the address bar type, www.mass.gov/dua <enter>.

Click “UI Online for Claimants” Button



Mass.gov State Offices & Courts | State A-Z Topics | State Forms No Active Alerts Skip to main content

The Official Website of the Executive Office of Labor and Workforce Development (EOLWD)

Labor and Workforce Development

Search... in Labor

Unemployment Insurance Job Services Labor Standards Workers' Compensation Labor Relations

Home > Unemployment Insurance

Unemployment Insurance

News and Updates

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Business and Industry

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Forms, Publications & Resources

Appeals

Need Help?

If you received more than one Form 1099G, for tax purposes please use the one marked: ☒ **Corrected**

Welcome to the Department of Unemployment Assistance (DUA)

DUA manages the Unemployment Insurance (UI) program, which provides temporary income to Massachusetts workers who are:

- Unemployed through no fault of their own
- Able to work
- Available for work and looking for a job

We use a web-based system called **UI Online** for claim processing, which makes it convenient for both claimants and employers to access our services.

UI Online for Claimants

UI Online for Employers & Agents

Click “Log in to your Account” Button



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The Official Website of the Executive Office of Labor and Workforce Development (EOLWD)

Labor and Workforce Development

in Labor Market Information

Unemployment Insurance Job Services Labor Standards Workers' Compensation Labor Relations Labor Market Information

Home > Unemployment Insurance > UI Online for Claimants

UI Online for Claimants

You can apply for Unemployment Insurance (UI) benefits, request weekly benefit payments, check your claim/payment status, and update your personal information.

Basic UI Information

Programs and Services for Claimants

Appeals

Forms, Publications and Resources

Need Help For Claimants

Regular UI Online Hours: 6:00 am - 10:00 pm daily
Due to scheduled system maintenance, UI Online will not be available:
o Every week from 7:00 pm Friday - 7:00 am Saturday; and
o Every 1st and 3rd Saturday of the month from 3:00 pm to 6:00 am on Sunday

Please be advised that UI Online is not compatible with Mozilla Firefox (V 49.01). Please use another browser, such as Google Chrome or Internet Explorer and please refer to the computer requirements on the DUA web site for the support versions of Internet Browsers.

Apply for Benefits

Log in to Your Account

Log in to your Account

How to Avoid Committing Unemployment Fraud

Report UI & Workplace **FRAUD**

Read the Warning Statement



[Print Preview](#)

Logon

* Indicates Required Field

**Read and
Click to
Authorize**

WARNING

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

☐ I have read and understand the information above. I understand that DUA will verify the information that I provide.*

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number

Social Security Number:

*

Confirm your Social Security Number:

*

**Enter
Social Security
Number in
both fields**

Next

**Click
Next**

Type Your Password



[Print Preview](#)

gon

* Indicates Required Field

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

UI Online User

Password:

Type Your Password

Click Login

Login

Forgot Password

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Reopen your Claim



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View and Maintain Account Information

Reopen Claim

Estimate Future Benefits

View And Request 1099G

View UI Records

Request TOP Application

Welcome, **MEPGOOKFC, EGUCXDNUIJ E.** [Show Profile Details](#)

Need Help? ▾

i If you received more than one Form 1099G, for tax purposes please use the one marked: **Corrected**

Benefits Overview ?

Claimant ID: 502035

⚠ Your unemployment claim is not active. If you are unemployed now, you must reopen your claim to continue to request benefits. Click ["Reopen Claim"](#).

Claim Information

Benefit Year: 12/25/2016 - 12/23/2017

[Reopen Claim](#)

Last Requested Week:

2/19/2017 - 2/25/2017

[View Weeks Claimed](#)

Payments Overview ?

Last payment: \$370.00 on 03/21/2017

Recent Payments

[View Payment History](#)

Payment Date

03/21/2017

Amount

\$370.00

Method

Check

Payment Preferences

[Manage Payment and Tax Options](#)

Federal Tax Withholding: 10.00%

State Tax Withholding: 5.10%

Payment Method: Direct deposit

Messages from DUA

i We mailed your IRS Form 1099-G to [your mailing address on file](#). To view or print your form, click on ["View And Request 1099G"](#).

i Get instant account updates! [Change your Preferred Contact Method](#) to "Electronic" and receive instant notifications via email.

If your employer has reduced your regular scheduled hours, or you are not working at all, Click "Reopen"

Work Search Activity Log



11/03/2011 10:00 AM
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**Read and
Click to
Authorize**

Important Information about Your Unemployment Benefits

Please read and certify:

- You must make at least 3 attempts to look for work on 3 different days of each week that you are unemployed and you must keep a record of your **Work Search Activity Log** in case you are asked by DUA to send it to us for review and verification of those attempts.
- You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must respond to all DUA requests for information in a timely manner or a decision will be made without your statement that may affect your right to collect unemployment benefits.
- If you move and change your address or your telephone number you must update your contact information in the UI Online system immediately.
- You must register with a Massachusetts One-Stop Career Center and attend a Career Center Seminar to receive your unemployment benefits. For a listing of career centers, please follow the web address: <http://www.mass.gov/careercenters/>.

Massachusetts Law provides penalties and/or imprisonment for false statements used to obtain unemployment benefits. DUA will actively pursue fraudulently collected benefits to the fullest extent of the law.

☐ I have read and understand the information above. I understand that DUA will verify the information that I provide.*

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**Click
Next**

Review Contact Information



[Print Preview](#)



Commonwealth
of Massachusetts

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View and Maintain Contact Information

Residential Address

Address Line 1: **8 Robert Dr**

Address Line 2:

City: **Middleboro**

State: **Massachusetts**

ZIP Code: **02346-1854**

Country: **United States Of America**

Mailing Address

In care of (c/o):

Address Line 1: **8 Robert Dr**

Address Line 2:

City: **Middleboro**

State: **Massachusetts**

ZIP Code: **02346-1854**

Country: **United States Of America**

Telephone Numbers

U.S. and Canada Only:

Home: **(508) 943-9849**

Mobile: **(781) 217-0582**

Other:

International Phone:

**Click to
Authorize
that Contact
Information
is Correct**

☐ I have reviewed the above information and certify it is current and correct. I understand any discrepancies may result in a stop or delay in correspondence from the agency, including, but not limited to payment.*



Verify Correspondence Preference

Correspondence Preference

How would you like to receive your correspondence? **US Mail**

Email Address:

Preferred Language

Is English your primary language? **Yes**

**Verify
Correspondence
Preference –
US Mail or Email**

Note: Electronic correspondence is only available in English at this time.

Previous

Edit

Next

**If you would like to
change Correspondence
Preference, Click Edit.
If it remains the same,
Click Next.**

Verify Payment Method Options



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View and Maintain Payment and Tax Withholding Information

Select the Edit button to update the information that was previously provided.

Payment Information

Updating your payment method may require a pre-note or authorization and account setup. Be aware that this could delay future payments. Payments may be sent via your prior payment method, or via check to your current mailing address. Verify your address information via [Maintain Contact Information](#).

Click to
certify if
Payment
Method is
correct.

Payment Option: **Direct deposit**
Account Type: **Checking**
Bank Name: **EASTERN BANK**
Routing Number: **011301798**
Bank Account Number: **xxxxx4242**
Status: **Active**

Click Edit only
if you want to
change
Payment
Method

Edit

☐ I have reviewed the above bank information and certify it is current and correct. I understand any discrepancies may result in incorrect or delayed payments.*

Tax Withholding Information

Tax withholding selection: **Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate of 5.1%**

Click to
certify if Tax
Withholding
selection is
correct.

Click Edit only if you want
to change
Tax Withholding selection

Edit

☐ I have reviewed the above withholding information and certify it is current and correct. I understand any discrepancies may result in incorrect deductions.*

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Click
Next

Employment Questions



תאריך: 11/11/2017
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* Indicates Required Field

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Claimant Question

Please answer the following questions:

1. Have you worked since 2/19/2017? (This includes: Full-time, Part-time, Temporary Work, or Self Employment) ☐ Yes ☐ No*

If Yes, was all employment in self-employment? ☐ Yes ☐ No

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Click
Next

Was employment
in Self-
employment?
Click Yes or No

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Add Employer



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Additional and Complete Employment

A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next."
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below.
- **If you worked for the same employer in multiple states, please list your employment in each state as a separate employer.**

No records found...

Provide Additional Employers

A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type:

Select one

Massachusetts Employment

Non-Massachusetts Employment

Federal Civilian Employment

Military Service

Add

Click
Add

Previous

Next

Select
Employment Type

Type Employer Name and Search



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Massachusetts Employer Search

You indicated you had Massachusetts employment since 2/19/2017

- To search for your Massachusetts employer enter at least 2 characters of your employer's name in the **Employer Name** field.
- To perform a 'Contains' search you must enter at least 5 characters and select the 'Contains' checkbox.
- Select the **Search** button to begin your employer search.

[View Search Tips](#)

Employer Name:	<input type="text"/>	<input type="checkbox"/> Contains
Employer City:	<input type="text"/>	
Federal Employer Identification Number (FEIN):	<input type="text"/>	

**Click
Search**

Search

Reset

Previous

Next

**Type
Employer
Name**

Select Your Employer



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Massachusetts Employer Search

You indicated you had Massachusetts employment since 2/19/2017

- To search for your Massachusetts employer enter at least 2 characters of your employer's name in the **Employer Name** field. To perform a 'Contains' search you must enter at least 5 characters and select the 'Contains' checkbox.
- Select the **Search** button to begin your employer search.

[View Search Tips](#)

Employer Name:

☐ [Contains](#)

Employer City:

Federal Employer Identification Number (FEIN):

[Search](#)

[Reset](#)

Select and Click Your Employer

Review the following list of employers. After choosing your employer, select the **Next** button.

Search Results

Select	Employer Doing Business As (DBA) Name	Legal Name	Employer Address
<input type="radio"/>	FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC	600 Vine St, Suite 1400, Cincinnati, OH, 45202-2400

[What if I cannot find my employer in the search results?](#)

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[Next](#)

Click Next

Answer Employment Questions



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Massachusetts Detailed Employment Information

You selected you worked for:

Massachusetts Employer Legal Name: **FIRST STUDENT MANAGEMENT LLC**

Massachusetts Employer Doing Business As (DBA) Name: **FIRST STUDENT MANAGEMENT LLC**

Employer Legal Address:

600 Vine St

Suite 1400

Cincinnati

Ohio

45202-2400

Employer Physical Location Address:

68 Industrial Blvd Ste 6

Hanson

Massachusetts

02341-1547

Most Recent Work Address

Enter the physical location where you performed work for this employer, if different than the address listed above.

Address Line 1:

Address Line 2:

City:

State: **Massachusetts**

ZIP Code:

Phone:

**Answer all
Employment
Questions**

ext:

*Did you work full time for this employer?

☐ Yes ☐ No

Enter your total period of employment with this employer:

Employment Start Date:

(mm/dd/yyyy)

Employment End Date:

(mm/dd/yyyy)

*Have you been separated from this employer more than once since 2/19/2017?

☐ Yes ☐ No

*Are you considered working on-call for this employer?

☐ Yes ☐ No

*Are you a member of a corporation or a shareholder of this company?

☐ Yes ☐ No

*Are you a sole proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company?

☐ Yes ☐ No

*Are you a school Employee?

☐ Yes ☐ No

Click Search



Occupational Information

Enter your job title while working for the employer listed above:

*Job Title:

To enter your job title for this employer select search

Search

Click Search
to enter
Job Title

Reason For Separation from this employer

*

- ☐ **Still Working:** You are working "part-time" or "on-call".
- ☐ **Layoff:** Your employment ended due to: lack of work; temporary layoff; your position being eliminated; employer's business closed.
- ☐ **Quit:** You decided to leave your employment for reasons including: another job; moved; to avoid being fired; work related, personal, or medical reasons.
- ☐ **Discharged:** Your employer ended your employment for a reason other than a layoff.
- ☐ **Leave of Absence:** You and your employer have an agreement that you will take some time off work and you anticipate that you will return to work with this employer in the future.
- ☐ **Suspension:** Your employer will not allow you to work pending an investigation or as a disciplinary action.
- ☐ **School Employee:** You are on a semester/term break from school-related employment.
- ☐ **Strike:** You are not working due to a strike.
- ☐ **Lockout:** You are not working as a result of a lockout.
- ☐ **Conviction:** You were discharged by your employer or quit your job due to a conviction of a felony or misdemeanor.

Previous

Next

Enter Job Title



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Occupational Information

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title, and select **Next**.
- For additional information related to a Job Title, select the hyperlink associated with the job title.

Job Title:

**Enter
Job Title**

Search

Reset

**Click
Search**

Previous

Next

Note: Click on a different page number for additional job title options.

Select and Click Job Description



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Occupational Information

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title, and select **Next**.
- For additional information related to a Job Title, select the hyperlink associated with the job title.

Job Title:

Search Results

Select	Job Title	Description
<input type="radio"/>	Bus Drivers, School or Special Client	Transport students or special clients, such as the elderly or persons with disabilities. Ensure adherence to safety rules. May assist passengers in boarding or exiting.
<input type="radio"/>	Bus Drivers, Transit and Intercity	Drive bus or motor coach, including regular route operations, charters, and private carriage. May assist passengers with baggage. May collect fares or tickets.
<input type="radio"/>	Taxi Drivers and Chauffeurs	Drive automobiles, vans, or limousines to transport passengers. May occasionally carry cargo. Includes hearse drivers. Excludes "Ambulance Drivers and Attendants, Except Emergency Medical Technicians" (53-3011) and "Bus Drivers" (53-3020).

Note: Click on a different page number for additional job title options.

Select and Click Your Job Description

Click Next

Choose Reason For Separation



Occupational Information

Enter your job title while working for the employer listed above:

★Job Title: Bus Drivers, School or Special Client

To enter your job title for this employer select search

Search

Reason For Separation from this employer

★

- ☐ **Still Working:** You are working "part-time" or "on-call".
- ☐ **Layoff:** Your employment ended due to: lack of work; temporary layoff; your position being eliminated; employer's business closed.
- ☐ **Quit:** You decided to leave your employment for reasons including: another job; moved; to avoid being fired; work related, personal, or medical reasons.
- ☐ **Discharged:** Your employer ended your employment for a reason other than a layoff.
- ☐ **Leave of Absence:** You and your employer have an agreement that you will take some time off work and you anticipate that you will return to work with this employer in the future.
- ☐ **Suspension:** Your employer will not allow you to work pending an investigation or as a disciplinary action.
- ☐ **School Employee:** You are on a semester/term break from school-related employment.
- ☐ **Strike:** You are not working due to a strike.
- ☐ **Lockout:** You are not working as a result of a lockout.
- ☐ **Conviction:** You were discharged by your employer or quit your job due to a conviction of a felony or misdemeanor.

Choose and
Click
Reason
for
Separation

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Click Next

Click Next



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Additional and Complete Employment

A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next."
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below.
- If you worked for the same employer in multiple states, please list your employment in each state as a separate employer.

Employer Business Name	Employer Legal Name	Status		
<i>Massachusetts Employment</i>				
FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC	COMPLETE	* Update	Delete

Provide Additional Employers

A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type: [Add](#)

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Click Next

Did You Work Part-Time Last Week?



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Reopen Your Claim – Reopen Date

* Your claim will be reopened on Sunday, 4/2/2017.

You may be eligible for an earlier begin date if you worked part-time last week. Did you work part-time last week? ☐ Yes ☐ No*

[Previous](#)

[Next](#)

**Click
Next**

**Did you work part-time
last week?
(Less than your regular
scheduled hours?)
Click Yes or No**

Reopen Confirmation - Submit



11/09/2017 1:20:11
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Confirm Employment Information

Employer Business Name	Employer Legal Name
<i>Massachusetts Employment</i>	
FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC

Reopen Confirmation

Reopen Effective Date: **4/2/2017**
Benefit Payment Request Date: **4/9/2017**

[Modify](#)

[Submit](#)

**Click
Submit**

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Your Claim Has Been Reopened



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Reopen Claim Confirmation

Your claim has been reopened effective: **4/2/2017**

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Welcome, JCXDNUIJ E. [Show Profile Details](#)

If you receive Form 1099G, for tax purposes please use the one marked: ☒ **Corrected**

Benefits Overview

You may submit your next benefit request beginning Sunday 04/09/2017 through Saturday 04/15/2017.

Claim Information

[When do I request payment for Benefits?](#)

[View Weeks Claimed](#)

Weekly Benefit Amount: **\$435**

Dependency Allowance: **\$0**

Potential Remaining Balance: **\$12,615**

Potential Weeks Left: **29**

Benefit Year: **1:**

Last Requested

2/19/2017 - 2/2

Payments Overview

Recent Payments

[View Payment History](#)

Payment Preferences

[Manage Payment and Tax Options](#)

Payment Date

03/21/2017

Amount

\$370.00

Method

Check

Federal Tax Withholding: **10.00%**

State Tax Withholding: **5.10%**

Payment Method: **Direct deposit**

Messages from DUA

We mailed your IRS Form 1099-G to [your mailing address on file](#). To view or print your form, click on ["View And](#)

Get instant account updates!

[Change your Preferred Contact Method](#) to "Electronic" and receive instant notific

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