

## **How to Complete Fact-finding Questionnaires**

“Fact finding” is the department’s process to ask questions about a situation to decide whether or not unemployment benefits can be paid. The majority of fact-finding questions will be asked through the unemployment claims system, but an Unemployment Compensation (UC) claims examiner may call or email follow-up questions to you, as needed. Prompt responses are necessary to ensure your information is considered in the decision-making process.

If you have fact-finding questions to answer, you will see a notice in a pop-up window when you log in to your dashboard. In the example below, you have nine new or unread messages, but also one fact-finding form that you need to view and answer. The fact-finding form will stay within your inbox until you have taken action. No additional reminders will be sent prompting you to complete the form.

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

**Welcome to My Individual Workspace Fred Davis.**  
[View your Personal Profile and Contact Information.](#) This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

My Dashboard Directory of Services My Resources

Services Preview

**Important information for Davis, Fred** close

- You have 9 new or unread messages.
- You have 1 fact-finding form that you are required to answer.

Close

**Find a Great Job Today.**  
We have found local job listings related to your employment history, desired occupations, and associated job skills

To access the fact-finding questions, you can click directly onto the pop-up notification icon where it shows that you have one fact-finding form. This will take you to the fact-finding questions to complete.

Another option is to access it from your Message Center. Get there by scrolling down the left navigational menu to "Other Services" and select "Communication Center." A menu will appear and you can click on "Message Center."

Collapse All Close X

Fred Davis Sign Out

Search menu...  

My Individual Workspace

- My Dashboard
- Directory of Services
- My Resources >

Quick Menu

- My Portfolio >

Services for Individuals

- Career Services >
- Job Seeker Services >
- Education Services >
- Labor Market Services >
- Employer Services >
- Unemployment Services >

Other Services

- Communication Center >
- Appointment Center >
- Assistance Center >
- Customer Satisfaction Survey

Document Management

- View My Documents
- Upload a Document
- Scan a Document

This is the CLIENT-UAT site

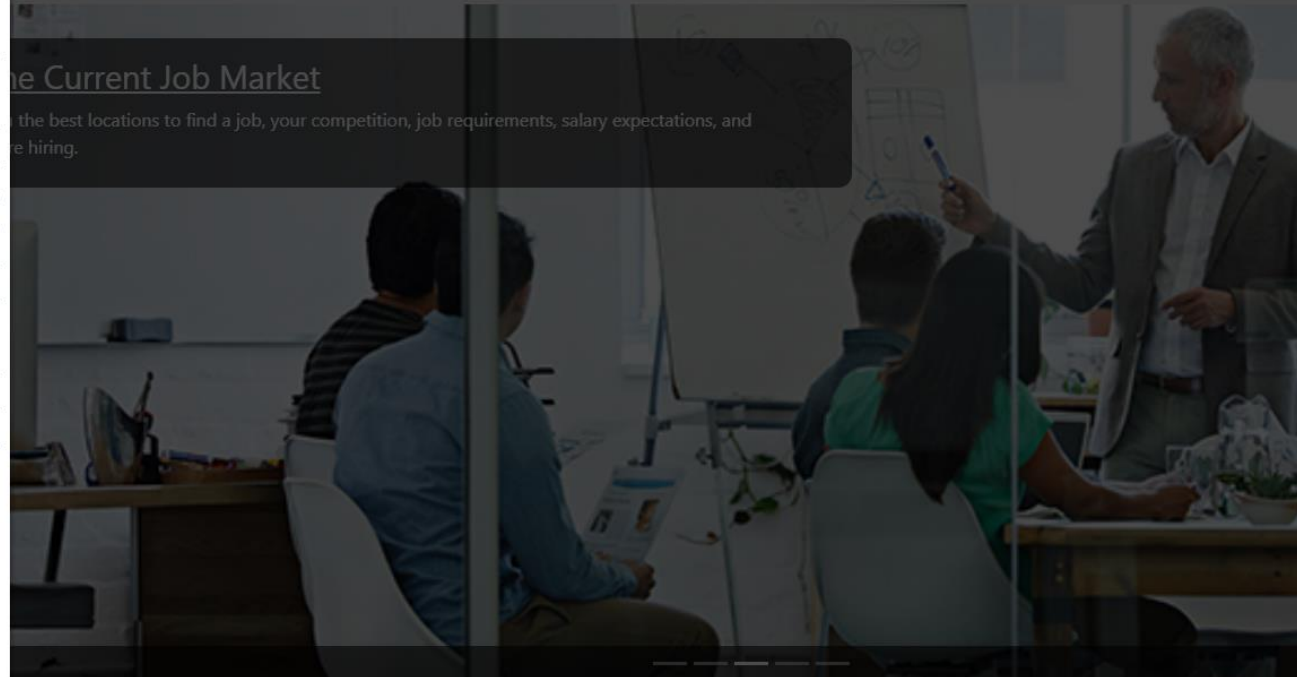
Dismiss Alert

 Alert  Home  Accessibility  My Dashboard  Sign Out  Services for Individuals  Services for Employers

My Resources

## The Current Job Market

the best locations to find a job, your competition, job requirements, salary expectations, and the hiring.



Communication Center

Message Center

Career Network

Subscriptions

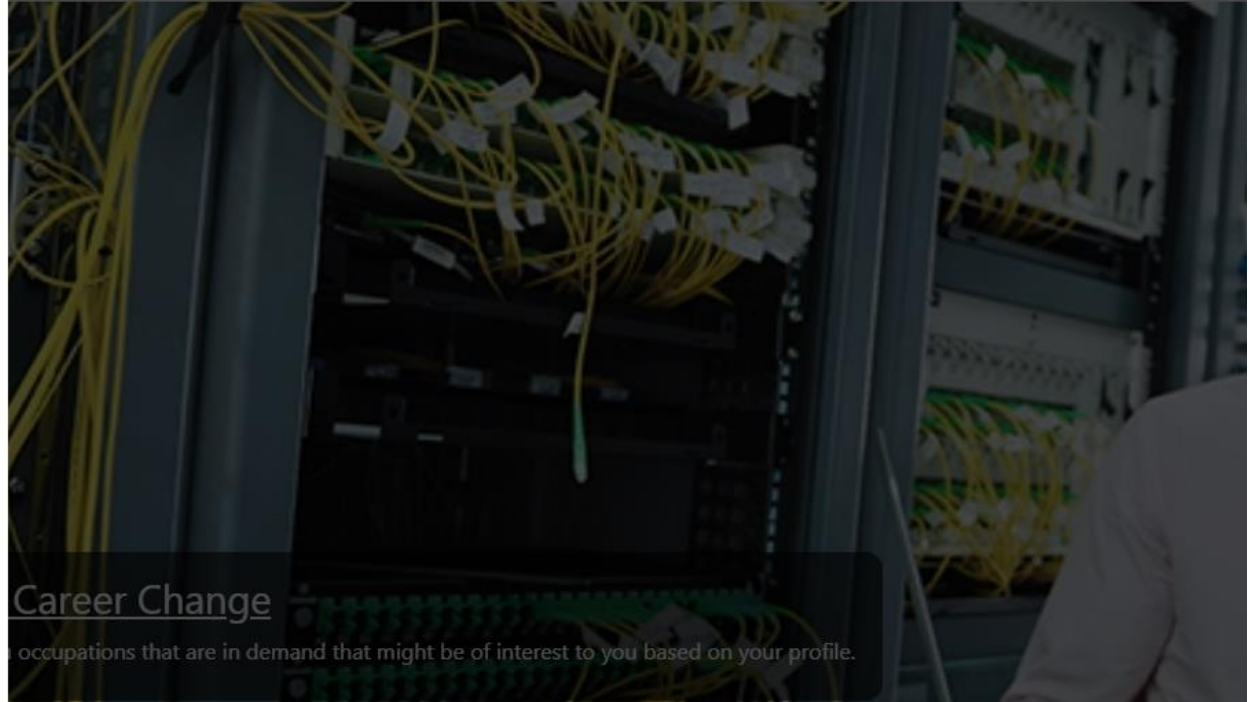
Email Log

This is the CLIENT-UAT site

Dismiss Alert

Alert Home Accessibility My Dashboard Sign Out Services for Individuals

Resources



Career Change

occupations that are in demand that might be of interest to you based on your profile.

The following screen will display. Select the fact-finding questions by either clicking on the envelope under "Viewed Status" or by selecting the "UI Fact Finding" link in the Subject column.

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

**Listed below are your message center messages.**  
 Messages that have an image of a closed envelope have not been read; messages that have an image of an open envelope have been previously viewed. You may review current message and/or compose new message from this page.  
 You can set up custom folders under My Folders on the left navigation menu. You can move messages from the folders to your custom folders by either dragging and dropping them in the custom folders or by using the Move to Folder link.  
 WARNING: Always be on the lookout for job scams! [Learn more](#)

[ [Individual Portfolio](#) ]

My Individual Profiles My Individual Plans

Messages Subscriptions Email Log

Show Filter

For help click the information icon

Show Filter

**Shortcut Keys:** Access Message Folders with Alt and/or Shift + O then arrow up or down.  
 Access Messages with Alt and/or Shift + M.  
 Access My Folders with Alt and Shift + F.

- Folders
- Inbox (9)
- Deleted
- Junk

Viewed Status	Attachments	From	Subject	Msg Date	Select
		[REDACTED]	<a href="#">UI Fact Finding: Quit- Safety Concern(s)</a>	11/20/2020 08:21 AM	<input type="checkbox"/>
		POSTMASTER	<a href="#">DEDUCTIBLE INCOME</a>	10/30/2020 09:20 AM	<input type="checkbox"/>

Whether you are the **claimant** or the **employer/employer representative**, you will see who sent the message (**FROM:**), who created the message (**CREATED BY:**), the date it was sent (**SENT:**), your name in the **TO:** section and the subject of the message (**SUBJECT:**). Click on the blue link to bring up the fact-finding questions that need to be completed.

The screenshot shows a web application interface with a dark blue header. The header contains a 'Menu' icon on the left and navigation links for 'Information', 'Home', 'Accessibility', 'My Dashboard', 'Sign Out', 'Services for Individuals', and 'Services for Employers' on the right. Below the header, the text 'Currently managing: Davis, Fred - Service Tracking: OFF' is displayed. The main content area features the Pennsylvania Unemployment Compensation System logo on the left. To the right of the logo, the text reads 'Currently Managing [redacted]' and 'You are viewing your selected message.' Below this, there are instructions: 'You may print by clicking *Print*, or you may reply to the sender by clicking *Reply*.' and a note: 'This message was sent via Internal Message and Email.' A redacted name is shown above a horizontal line. Below the line, the message header is displayed: 'FROM: [redacted]', 'CREATED BY: [redacted]', 'SENT: Thursday, October 28, 2021 2:07:00 PM', 'TO: [redacted]', and 'SUBJECT: UI Fact Finding: Quit- Safety Concern(s) [redacted]'. Below the subject line, the text 'Please complete the following Fact Finding Form:' is followed by a blue link: '[UI Fact Finding: Quit- Safety Concern\(s\)](#)'. A red arrow points from a red-bordered box containing the text 'Click link to go to fact-finding questions.' to the blue link.

Menu Information Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers

Currently managing: Davis, Fred - Service Tracking: OFF

Currently Managing [redacted]  
You are viewing your selected message.  
You may print by clicking *Print*, or you may reply to the sender by clicking *Reply*.  
This message was sent via Internal Message and Email.

[redacted]

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**FROM:** [redacted]  
**CREATED BY:** [redacted]  
**SENT:** Thursday, October 28, 2021 2:07:00 PM  
**TO:** [redacted]  
**SUBJECT:** UI Fact Finding: Quit- Safety Concern(s)  
[redacted]

Please complete the following Fact Finding Form:  
[UI Fact Finding: Quit- Safety Concern\(s\)](#)

Click link to go to fact-finding questions.

If you are the **claimant**, the body of the email will look similar to the example below. It will clearly show the **due date** by which the department is requesting that you respond, and some guidelines on completing the fact-finding questions. It also shows the consequences of not completing and returning the information in a timely manner.

**FROM:** Sonja - UC Claims Examiner  
**CREATED BY:** Sonja - UC Claims Examiner  
**SENT:** Thursday, October 28, 2021 2:07:00 PM

**TO:** Fred Davis  
**SUBJECT:** UI Fact Finding: Quit- Safety Concern(s)  
Fred Davis,

Please complete the following Fact Finding Form:

[UI Fact Finding: Quit- Safety Concern\(s\)](#)

**REQUEST FOR INFORMATION**

**CLAIMANT:** Fred Davis  
**SOCIAL SECURITY #:** XXX-XX-[1243]

**EMPLOYER:** Trammell Powers LLC  
**ISSUE:** Voluntary Quit for Safety Reasons

This information will show the employer's name, when applicable and a brief description of the issue that is being adjudicated.

The requested information is needed to determine eligibility for UC benefits. Please complete the attached questionnaire and, if applicable, provide any additional documentation following the instructions below.

To send additional documentation, you can upload it into the portal by going to 'My Dashboard', clicking on the 'Provide Additional Documentation' link under the section 'Unemployment Services', and selecting the 'Upload a Document' link. Additionally, you can send your documentation in the following ways:

**US Postal Mail:**  
Department of Labor & Industry  
c/o Mail Processing Unit  
651 Boas St., 5th Floor  
Harrisburg, PA 17121

**Email:** RA-LI-Fax717246952@pa.gov

**Fax:** 717-724-6952

**NOTE:** If you are providing additional information, be sure to include your **NAME** and **CLAIM NUMBER/SOCIAL SECURITY NUMBER** so the information can be associated to the claim. This information is due by the **date shown below**.

**Your response is due by close of business **November 4, 2021.****

**Due date**

When completing the questionnaire, be sure that:

- All questions are answered completely and accurately
- Any supporting documentation is uploaded or returned by the due date
- You include any other information pertaining to eligibility
- If you return this form outside the portal, be sure to write legibly, sign and date it

**CLAIMANTS:** Failure to submit the attached form and any supporting documentation in a timely manner may delay your UC benefits. If you do not respond, the department will determine your eligibility based on information received, which may include information supplied by your employer or an interested third party.

**EMPLOYERS:** Respond **timely and adequately to avoid charges to your employer account.** Under section 302(a)(2) of the Pennsylvania UC Law, if an individual is overpaid UC benefits because the employer, or agent of the employer, failed to respond in a timely or adequate manner to a request by the department for information regarding an individual's eligibility for compensation, the employer's account will no longer be credited when the overpayment is established. **The employer's account will be charged with the UC benefits overpaid to the separated employee.**

**Untimely Response** - A response is untimely if it is filed more than 14 days after the department's request for information is mailed or transmitted electronically to the employer or agent.

**Inadequate Response** - A response is inadequate if it misrepresents or omits facts that, if represented accurately or disclosed, would have been a basis for the department to disqualify the individual from receiving compensation.

Please respond by the **date provided above**. Although Pennsylvania law allows for a 14-day deadline to prevent loss of credit to your account in certain circumstances, there is a shorter deadline for employers to respond to department's requests for information concerning a claimant's eligibility for benefits in a timely manner. Failure to respond by the due date provided may result in a determination being made on available information and result in unnecessary charges to your account.



If you are the **employer** or **employer representative**, the body of the email message will be slightly different than the claimant's version as shown below. It will clearly show the **due date**, by which the department is requesting that you respond, and some guidelines on completing the fact-finding questions. It also shows the consequences of not completing and returning the information in a timely manner.

FROM: [REDACTED]  
CREATED BY: [REDACTED]  
SENT: Thursday, October 28, 2021 2:08:00 PM

TO: [REDACTED]  
SUBJECT: UI Fact Finding: Quit- Safety Concern(s)

Please complete the following Fact Finding Form:

[UI Fact Finding:Quit- Safety Concern\(s\)](#)

**REQUEST FOR INFORMATION**

CLAIMANT: Fred Davis  
SOCIAL SECURITY #: XXX-XX-[1243]

EMPLOYER: Trammell Powers LLC  
ISSUE: Voluntary Quit for Safety Reasons

This information will show the claimant's name, last 4 digits of the SS# along with a brief description of the issue that is being adjudicated.

The requested information is needed to determine eligibility for UC benefits. Please complete the attached questionnaire and, if applicable, provide any additional documentation following the instructions below.

To send additional documentation, you can upload it into the portal by going to 'My Dashboard', clicking on the 'Provide Additional Documentation' link under the section 'Unemployment Services', and selecting the 'Upload a Document' link. Additionally, you can send your documentation in the following ways:

**US Postal Mail:**  
Department of Labor & Industry  
c/o Mail Processing Unit  
651 Boas St., 5th Floor  
Harrisburg, PA 17121

Email: RA-LI-Fax7177246952@pa.gov

Fax: 717-724-6952

**NOTE:** If you are providing additional information, be sure to include your **NAME** and **CLAIM NUMBER/SOCIAL SECURITY NUMBER** so the information can be associated to the claim. This information is due by the **date shown below**.

**Your response is due by close of business November 4, 2021**

**Due date**

When completing the questionnaire, be sure that:

- All questions are answered completely and accurately
- Any supporting documentation is uploaded or returned by the due date
- You include any other information pertaining to eligibility
- If you return this form outside the portal, be sure to write legibly, sign and date it

**CLAIMANTS:** Failure to submit the attached form and any supporting documentation in a timely manner may delay your UC benefits. If you do not respond, the department will determine your eligibility based on information received, which may include information supplied by your employer or an interested third party.

**EMPLOYERS:** Respond timely and adequately to avoid charges to your employer account. Under section 302(a)(2) of the Pennsylvania UC Law, if an individual is overpaid UC benefits because the employer, or agent of the employer, failed to respond in a timely or adequate manner to a request by the department for information regarding an individual's eligibility for compensation, the employer's account will no longer be credited when the overpayment is established. **The employer's account will be charged with the UC benefits overpaid to the separated employee.**

**Untimely Response** - A response is untimely if it is filed more than 14 days after the department's request for information is mailed or transmitted electronically to the employer or agent.


**Inadequate Response** - A response is inadequate if it misrepresents or omits facts that, if represented accurately or disclosed, would have been a basis for the department to disqualify the individual from receiving compensation.

Please respond by the **date provided above**. Although Pennsylvania law allows for a 14-day deadline to prevent loss of credit to your account in certain circumstances, there is a shorter deadline for employers to respond to department's requests for information concerning a claimant's eligibility for benefits in a timely manner. Failure to respond by the due date provided may result in a determination being made on available information and result in unnecessary charges to your account.



Once the fact-finding questions are displayed, answer all questions as accurately and completely as possible. If there is a text box beside a question, please be sure to give as many details as possible. As you answer the required questions which are marked with a red asterisk (\*), other questions may appear, depending on the way the previous questions are answered.

As an example, if you select "Temporary" as the answer in the below example, you will then be asked "What date was the job scheduled to end?"



\* Was this job permanent or temporary?  Permanent  Temporary

\* What date was the job scheduled to end?

\* Was this job full time or part time?  Full time  Part time

\* What were the average number of hours worked in a calendar week?

\* What was the rate of pay per hour?   
Currency (Example xxxxx.xx)

\* Is this separation a voluntary quit or leave of absence?  Voluntary Quit  Leave of Absence

\* Leave of absence begin date:

Here is an example of a fact-finding form that you may receive. If the answer is a date only, you can either type in the date in the format of MM/DD/YYYY or click the calendar to select a date.

### Safety Concern(s)

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The department is requesting information, regarding a safety issue(s), to determine eligibility for Unemployment Compensation (UC) benefits.

• Was this job permanent or temporary?  Permanent  Temporary

• Was this job full time or part time?  Full time  Part time

• Is this separation a voluntary quit or leave of absence?  Voluntary Quit  Leave of Absence

• What was the date of hire?



Clicking this will bring up a calendar to select a date.

• What was the last actual date worked?



• Did you/the employee earn at least \$3,432 with this employer during this period of employment?  Yes  No

#### REASON FOR SEPARATION

• Did the separation occur due to a safety issue(s)?  Yes  No

#### CONDITIONS OF EMPLOYMENT

• Was the reason for the separation work-related?  Yes  No

• Please explain what the conditions of employment were at the time of hire. (Include hours, rate of pay, job duties, etc.).

• Did the conditions of employment change prior to the separation?  Yes  No

**STEPS TAKEN TO MAINTAIN EMPLOYMENT**

\* Were any steps taken to maintain employment prior to the separation?  Yes  No

\* Was the safety issue brought to the employer's attention?  Yes  No

\* Was continuing work available had you/the employee not voluntarily quit?  Yes  No

Please provide any additional information that you feel may affect the eligibility for unemployment compensation including any supporting documentation that may support your answers.

You must complete all required questions, or you will not be able to save your answers. **If the page does not close after hitting the SAVE button, you missed answering a question(s).** Scroll to the top of the form to see any error message in red. These will alert you to which questions must be completed before you can save your answers. Example:

- What was the date of hire? is a required field.
- What was the last actual date worked? is a required field.

Be sure to read the following statements above the signature area and type your name, the date you are completing the form, your telephone number, title (if filling out as the employer) and make the appropriate selection from the drop-down list beside the field "Completed by."

1. I acknowledge that false statements in this document are punishable pursuant to 18 Pa. C.S. § 4904, relating to unsworn falsification to authorities.

2. All information provided is true, correct and complete to the best of my knowledge and belief.

3. FOR EMPLOYEES: I acknowledge that a person who makes a false statement or representation knowing it to be false, or knowingly fails to disclose a material fact to obtain or increase any UC benefits commits a criminal offense under Section 801(a) of the UC Law, 43 P.S. § 871(a), and may be subject to a fine, imprisonment and restitution.

4. FOR EMPLOYERS: I acknowledge that an employer or any officer or agent of such employer who makes a false statement or representation knowing it to be false or who fails to disclose a material fact to prevent or reduce the payment of UC benefits to any employee commits a criminal offense under Section 802(a)(1) of the UC Law, 43 P.S. § 872(a)(1).

• Name:

• Date:

Title (if employer):

• Telephone Number:

• Completed by:   
Numbers only

- None Selected
- Claimant/Claimant Representative
- Employer/Employer Representative
- UC Representative

You must provide a copy of all documentation the Department requested. Failure to provide all requested documents could result in a loss of benefits. These documents or any additional documents you would like to provide, can be done from your claimant and employer dashboards, using the Provide Additional Documentation link.

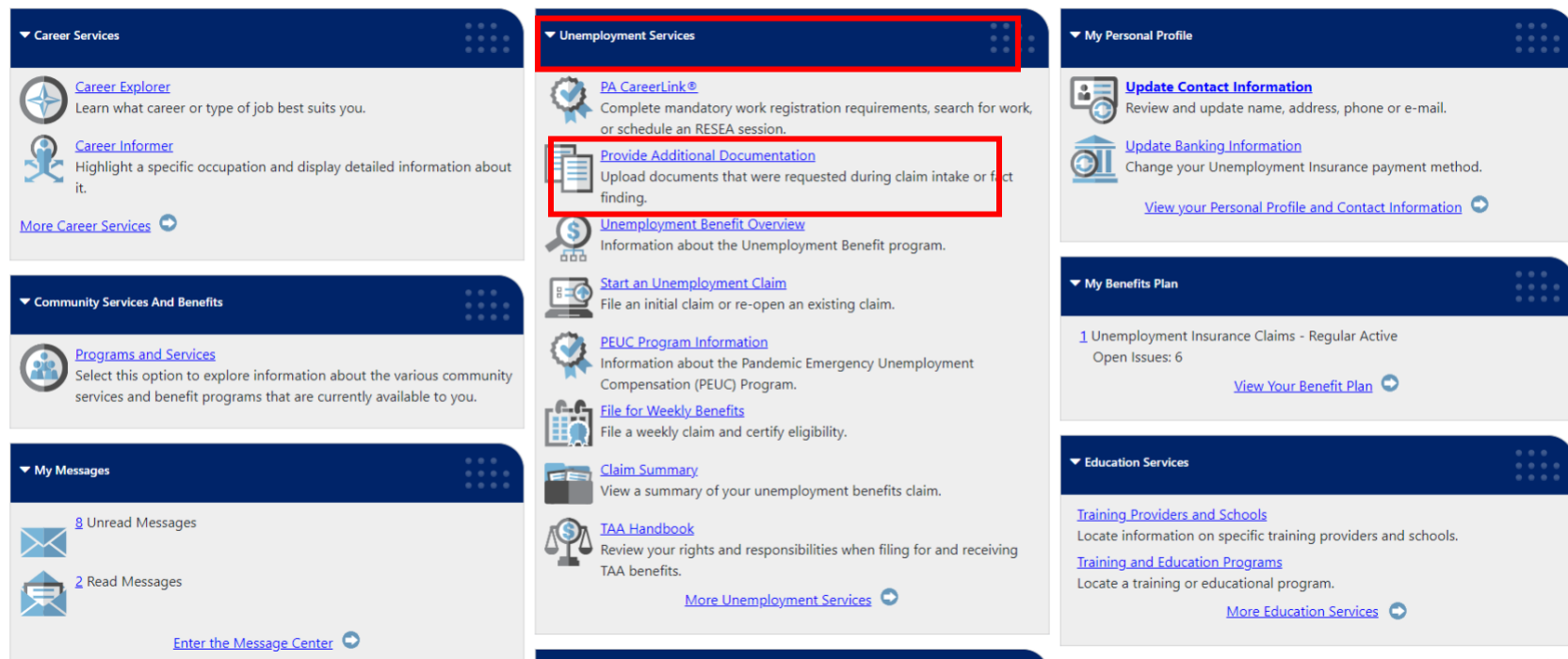
Take note of the information at the bottom of the page. If you were instructed to send information to the department when entering your fact-finding answers or you have additional information that you want the department to see/use in deciding eligibility, you can upload this information using the Provide Additional Documentation link on your dashboard. See the next page for instructions on how to upload documents.

Click **SAVE** at the bottom of the page.

Once the **SAVE** button is clicked, the UC representative is notified that fact-finding was completed and can now be viewed.

While answering the fact-finding questions, if you were asked to provide copies of documentation OR you wish to provide additional information to support your answers, click to go back to "My Dashboard."

On the Dashboard, find the "Provide Additional Documentation" link under "Unemployment Services."



Once you click on the **“Provide Additional Documentation”** link, you will be directed to this page.



This tab contains information on documents you have scanned and stored for use in applications done by staff.

[ [Individual Portfolio](#) ]

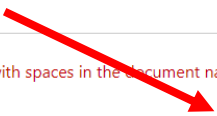
[My Individual Profiles](#) [My Individual Plans](#)

General Information | Background | Paths | Memo | **Documents**

[Show Filter Options \(Results are being filtered\)](#)

No records found

Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with \_ when saving the document in our system.



**Upload a Document** **Scan a Document**

**My Dashboard**

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Click on the **“Upload a Document”** link to begin.

Once you select **“Upload a Document”** you will be directed to this page.



Please follow the instructions listed below to add a document into the system.

• Indicates required fields.

 For help click the information icon.

## Document Information

---

If you are providing documents requested during claim intake, select Fact Finding Documentation from the Document Description dropdown.

**Document Description:**

**\* Document Tags:** Do not enter Personal Identifiable Information (PII) into this field.  
Keywords that will be indexed with this attachment.

## Attach Document

---

Select File

[Supported File Format](#)

Multiple documents can be uploaded simultaneously, but must be selected one-by-one.

Save

Cancel

Select the appropriate Document Description from the dropdown list by clicking on the down arrow beside **“None Selected.”**



If you are the **claimant**, here are all the choices. Select **“Fact Finding Documentation”** from the drop-down menu under Document Description.

**Document Description:** None Selected

**\* Document Tags:** Keywords that will be indexed with this attachment.

**Attach Document**

**Document 1:**

**Document 2:** **Fact Finding Documentation**

- Agency Award Letter
- Alien Registration Card
- Alimony agreement
- Application(s)
- Attendance Records
- Bank statements (direct deposit)
- Baptismal Record
- Birth Certificate
- Business Financial Records
- Certification Forms
- Court documentation
- DD 214
- Death Certificate
- Decree of court
- Denial Letter
- Divorce decree
- Employment Records
- Food Stamp Records
- Layoff Notice/Letter
- Library Card
- Marriage certificate
- Medicaid/Medicare Card
- Other Tax Document
- Pay Check Stubs
- Pension/Annuity statement
- Phone Directory
- Physician's statement
- Police records
- Progress Reports
- Property Tax Record
- Psychiatrist's statement
- Receipts
- Release of Information
- Requested Information
- School Identification Card
- School Records
- Selective Service Acknowledgement Letter
- Selective Service Registration card
- Social Security Card
- Veterans Administration letter/records
- Voter Registration Card
- W-2 Form
- Driver License
- U.S. Passport
- Other

If you are the **employer** or **employer representative**, below are your choices. Select **“Fact Finding Documentation”** from the drop down menu under Document Description.



Please follow the instructions listed below to add a document into the system.

\* Indicates required fields.

### Document Information

If you are providing documents requested during claim intake, select Fact Finding Documentation from the Document Description dropdown.

**Document Description:** None Selected

**\* Document Tags:** Keywords that will be indexed with this attachment.

**Fact Finding Documentation**

Power of Attorney

For **claimants** and **employers/employer representatives**, add a Document Tag in the box below:

\* **Document Tags:** Do not enter Personal Identifiable Information (PII) into this field.

Keywords that will be indexed with this attachment.



Please note that you should not enter Personally Identifiable Information (PII) in this field, such as your SSN, name, etc.

When you get to this area, choose a file from your device in order to attach your document.

#### Attach Document

Multiple documents can be uploaded simultaneously, but must be selected one-by-one.

[Supported File Format](#)

Once you have uploaded all of your documents, hit the **SAVE** button.

Click the Supported File Format link to show the types of file types that are acceptable. They include: .pdf, .gif, .tiff, .bmp, .jpeg, .jpg, .png and .doc

You will be redirected to the page below. All items that you have uploaded will be displayed in the table as shown below. If you want to upload additional documents, repeat these steps by clicking **“Upload a Document.”**

[General Information](#) | [Background](#) | [Paths](#) | [Memo](#) | **Documents**

[Show Filter Options \(Results are being filtered\)](#)

Click a column title to sort.

Name	Tags	Class	Create Date	Expiration Date	Action
PUA_Eligibility_Issues_Guide.pdf	award letter	Agency Award Letter	10/16/2020		<a href="#">View</a> <a href="#">Delete</a> <a href="#">Meta Data</a>
[REDACTED]	'lk;lk	Fact Finding Documentation	11/20/2020		<a href="#">View</a> <a href="#">Delete</a> <a href="#">Meta Data</a>

Page 1 of 1 Rows 5

Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with \_ when saving the document in our system.

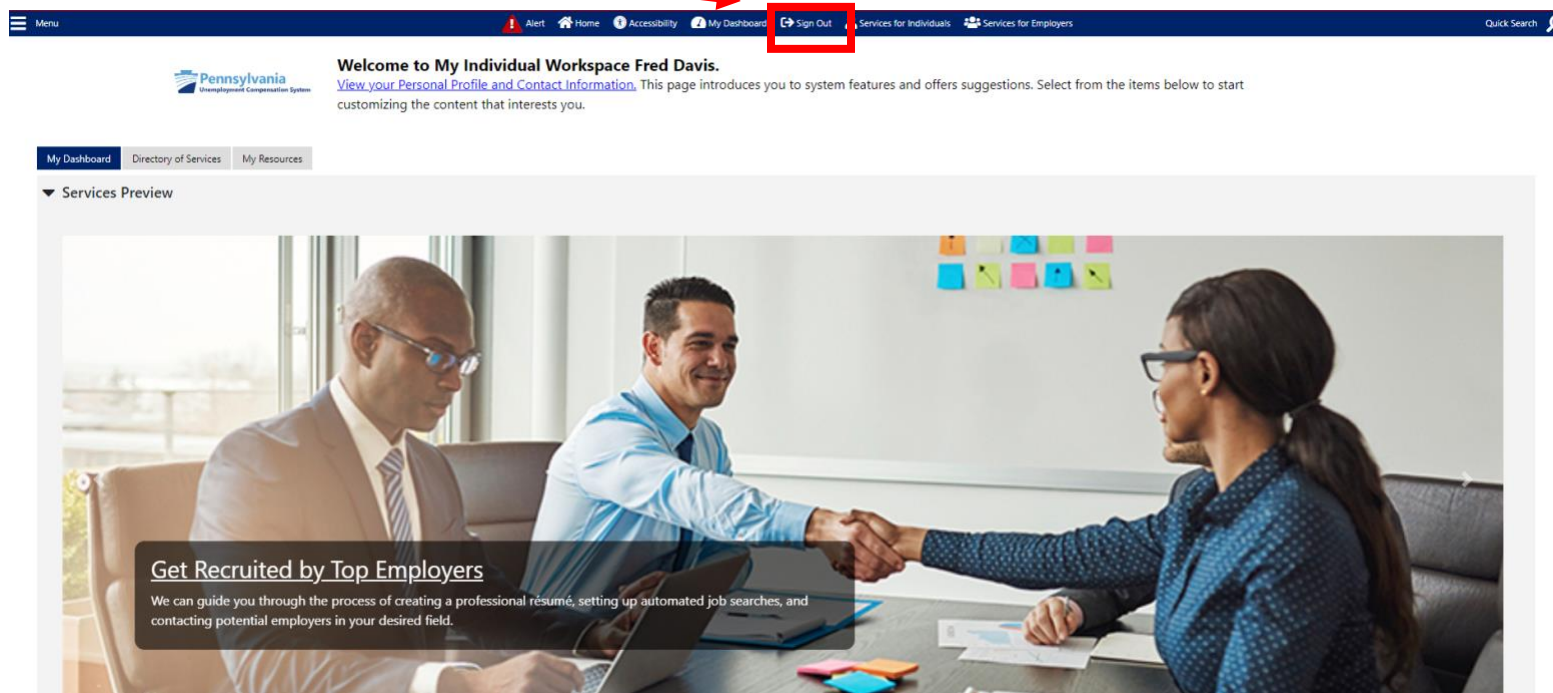
[Upload a Document](#) [Scan a Document](#)

[My Dashboard](#)

Please be sure that only pertinent documentation that deals with the particular issue addressed in the fact-finding form is attached. In addition, if you would like to reference information from an Employee Handbook, for example, only attach the page(s) that deal with the issue instead of uploading the entire handbook.

Click **“My Dashboard”** to return to your Dashboard.

If you are finished, click **"Sign Out."**



Menu Alert Home Accessibility My Dashboard **Sign Out** Services for Individuals Services for Employers Quick Search

Welcome to My Individual Workspace Fred Davis.  
[View your Personal Profile and Contact Information.](#) This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

My Dashboard Directory of Services My Resources

Services Preview

**Get Recruited by Top Employers**  
We can guide you through the process of creating a professional résumé, setting up automated job searches, and contacting potential employers in your desired field.

**IMPORTANT:** The fact-finding process is your chance to provide information regarding the issue on the claim. If you fail to complete and send the form back, the department will make a determination based only on the information it has available.