

# 2023 Offboarding Palooza!

**EQUIFAX**

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Hot UC Topics: State Separation  
Notices, Fraud, and More





Offboarding

# Palooza!

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# Thanks for Attending Our Offboarding Palooza!



## Welcome!

Thank you for joining this session. And be sure to check out all the available sessions during the Offboarding Palooza.



## Questions?

Please enter your questions in the chat box on your screen at any point during the presentation.



## Recording

This webinar is being recorded. You can access it on-demand after the entire Palooza concludes.

# Today's Speakers



**Katie Baldwin**

Solutions Consultant



**Dan Pongonis**

Solutions Engineer



**Kate Devine-Elkins**

Director, Product Management



**Marnie Saylor**

Account Executive

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## State Separation Forms

Many states have required separation notices that must be sent to termed employees and employers have their own offboarding forms and notices that need to be delivered as well. When not managed properly, it can result in fines to the employer.

**Missing a required form can be risky.**

# Economic uncertainty continues in 2023

Recession fears still prevalent from interest rate hikes and continued inflation has some employers restructuring their workforce.<sup>1</sup>

**Are you prepared? Many considerations for employers if reducing their workforce:**

- Adverse impact of protected classes
- WARN Act
- Establish severances
- Employee paperwork - including state required separation notices
- Offboarding employee processes (tech, equipment, insurance, COBRA, etc.)
- Communication plans
- And more!

As of Q1 of 2023, **job cuts have soared to 270,416** so far in 2023, an increase of 396% from the same period a year ago<sup>2</sup>

<sup>1</sup>Forbes <sup>2</sup>CNBC

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# New Jersey Unemployment Law Compensation Changes Put Increased Focus on State Required Separation Notices

Starting July 31, 2023, NJ employers are required to share copies of their separations notices sent to employees with the New Jersey Department of Labor & Workforce Development and the Division of Unemployment Insurance.<sup>1</sup>

## Possible penalties for employers if:

Employer makes a false statement or omits information in order to reduce unemployment benefit

Employer "willfully fails or refuses to furnish any reports or information" (including separation notices)

An automated approach to sending out state required separation notices can help you stay on top of regulatory changes and provide detailed audit trails.



<sup>1</sup>[NJ Legislature](#)

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# Offboarding is Complex



# Have the right technology in place

Have a consistent forms process

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Deliver all paperwork in one digital packet

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Send within the required timeframes

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Communicate in the channel they prefer

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Be audit ready and track digitally

Over 60% of companies are looking to HR technology to improve the employee experience and to support the existing employees better. 80% want to streamline processes and gain more efficiency.\*

**Offboarding tech addresses  
all of these!**

\*Aspect43 Insights at Work Research, 2023

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# 5 Offboarding Tips



#1

Have a consistent forms process throughout the employee lifecycle and with a more optimal workflow.

## Why?

No jumping between systems

More optimal workflow and expedited process

#2

Deliver all your separation forms/paperwork in one digital packet.

### Why?

Employee's one stop shop

Ease of tracking

User-friendly experience



# #3

Make sure state separation notices are sent within the required timeframe.

## Why?

States requirements for separation notices

Tight timelines from 24 hours to 3 days

Documentation for filing unemployment insurance benefits

# #4

Be more audit ready and have your separation paperwork tracked digitally.

## Why?

Triggers: EEOC complaint, ICE audit, amongst others

Quick audit timelines





# #5

Help ensure the right  
separation forms are sent  
to the right employees.

## Why?

State updates and new  
requirements

Rise in remote workforce

Outsourcing to help save time  
and manual effort

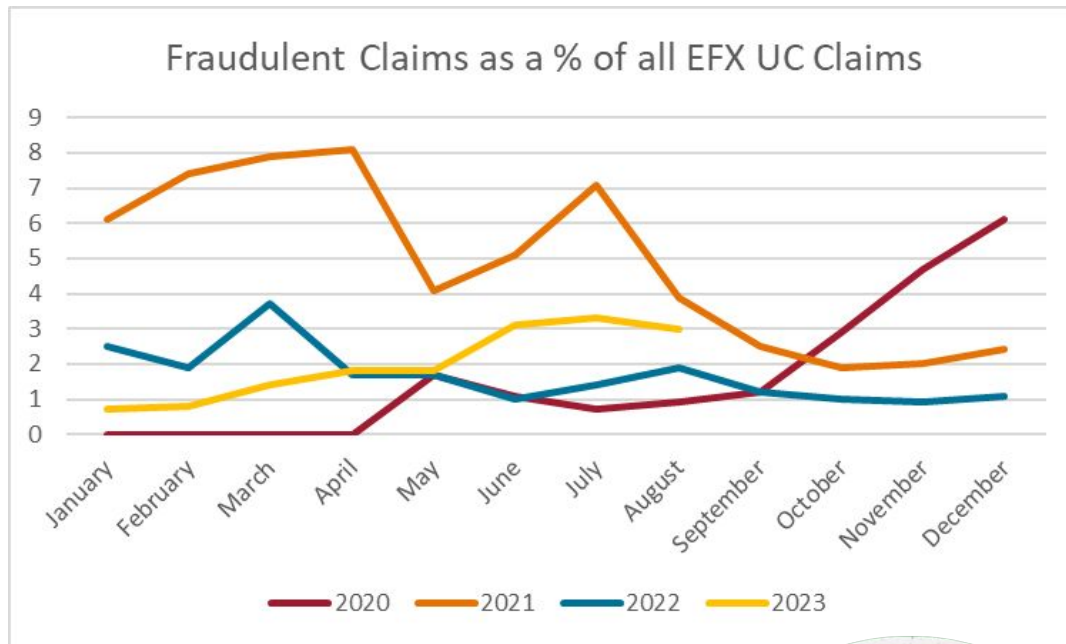


## Unemployment Claims Fraud

# The rise of unemployment claims fraud

Reports of unemployment insurance fraud exploded during the pandemic, **spiking by over 2000%<sup>1</sup>**

Criminals potentially **stole over \$60 billion** from the U.S. unemployment insurance program during the pandemic<sup>2</sup>



1. [US Government Accountability Office](#)

2. FTC, Consumer Sentinel Network, Nov 2022

*\*Based on Equifax data; unemployment claims that were confirmed with the client as fraudulent and reported back to the state.*

# Stolen identities can turn into identity fraud



**Billions of credentials  
exposed in breaches  
each year**



**Growing threat of  
cybercrime**



**Vulnerability of social  
media accounts**

**Almost 51% of identity victims are  
repeat victims, based on a 2023 report.\***

\*Identity Theft Resource Center, 2022 Annual Report, Aug 2023



# Identity Fraud Can Hurt Your Employees & Your Bottom Line

## Employees may face:

Financial impact

Time wasted

Emotional stress

You can  
help both

## Employers may face:

Less productivity

Absenteeism and presenteeism

Higher turnover

The impact of identity fraud could be just as bad, or even worse if the fraud happens to an employee's family member.

# Let's look at an example:

## AN EMPLOYER THAT HAS...

**40,000**  
employees

WITH

**5,000**  
claims filed  
per year

AND

**6%**  
fraudulent  
UI claims

## COULD POTENTIALLY FACE...

**300** employee  
victims of  
UI fraud

**TIMES 51%\***  
**vulnerable to  
repeat fraud**



**153** employee  
victims of  
future identity  
fraud

## Added administration burden:

- If a claim is filed for a current employee, you need to promptly notify the employee
- After the employee confirms it is fraudulent, you need to coach them on how to report
- Employee may have questions and concerns as victim and need your support
- If the fraudulent claim isn't caught in time, there can be added:
  - costs to chargeability of employer UI accounts
  - complexity and time to resolve

*\*Example based on an average of Equifax clients claim submission percentages and rate of unemployment claims that were confirmed with the client as fraudulent. Results may vary.*

*\*Identity Theft Resource Center, 2022 Annual Report, Aug 2023*



## How We Can Help

What if you could offload some administrative burdens like notifying and coaching employees on how to follow up on fraudulent unemployment claims?

### Unemployment Claims Fraud Watch can help you:

**Reduce business  
cost and burden**

**Limit the impact on  
victim productivity**

**Reduce employee  
stress and  
follow-on fraud**

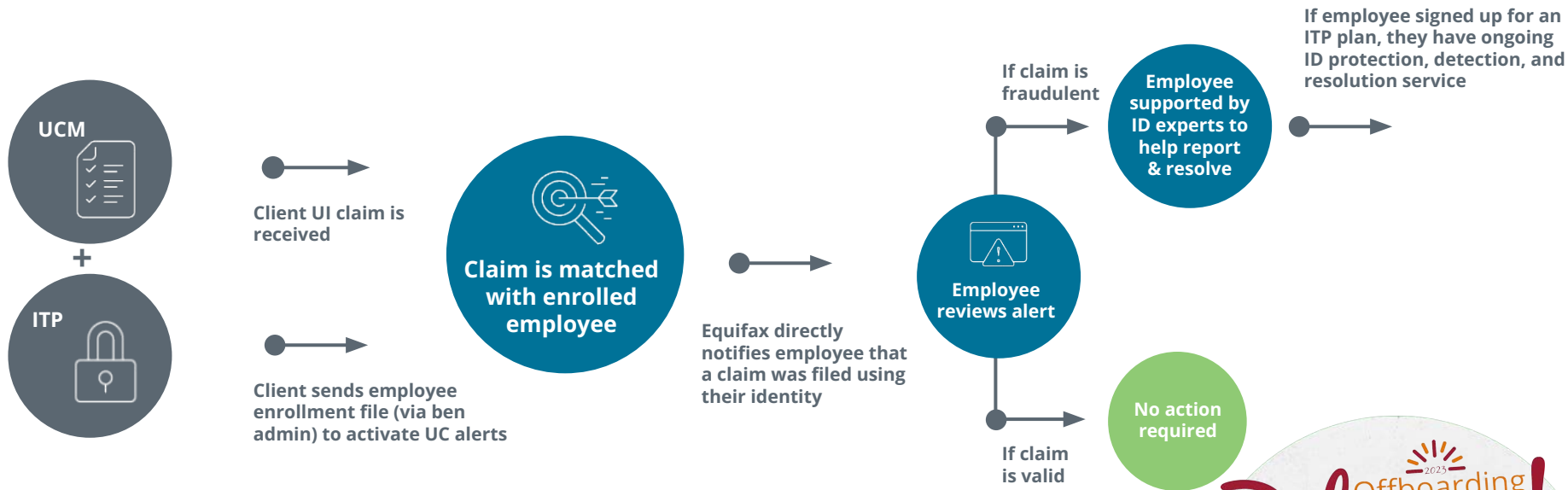




# Uniquely Designed to Help Watch Over Your Workforce

## Unemployment Claims Fraud Watch

Through the power of Equifax, you can directly connect your unemployment claims and the alerting capability of our identity theft protection solution to help safeguard your employees.





# Q&A Session



# Enabling Improvement with Training

Our goal is to help you optimize your program and maximize your investment by helping ensure you have everything you need to follow proper procedures and streamline your processes.



Visit the  
Connections  
Training Website  
here:

<https://gateway.on24.com/wcc/eh/3589033/connections>

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# Next Steps

## 1. Survey

Complete the survey through the webinar console

## 2. Contact

Want to talk to someone about your unemployment or offboarding processes? Click on the "Want to Get In Contact" button on your webinar console or contact us at:

[workforce.equifax.com/contact](https://workforce.equifax.com/contact)

## 3. Connect

Subscribe to Let's Talk HR for updates:

[workforce.equifax.com/insights](https://workforce.equifax.com/insights)



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