



# Obtaining Unemployment Records

## *Procedures and Prices*

### Records Available for Claimants, Employers, and Other Interested Parties

#### Records Maintained

The Division of Employment Security (DES) receives four main types of information:

- **Confidential Employee Wage Information** – This is obtained from employers and includes identities of employees and wages paid.
- **Confidential Employer Information** – This is obtained from employers and includes the employer's name and address, number of employees or size code, account number, industry code, and county code.
- **Confidential Claimant Information** – This is obtained from persons filing claims for unemployment insurance (UI) benefits and includes information regarding eligibility.
- **Public Records** – This is any non-confidential record retained by the DES.

#### Information Available

The majority of the DES records are confidential in accordance with Section 288.250 of the Missouri Revised Statutes (RSMo) and 20 CFR Part 603, a regulation of the U.S. Department of Labor. Information obtained from an individual employer or claimant is confidential and cannot be published or opened to public inspection, unless specifically approved by the DES in accordance with Section 288.250 RSMo and 20 CFR Part 603. If approved, the requesting party may be charged for the cost of producing the information.

Statistical information that does not identify a specific employer or claimant and information determined to be a public record is available. There may be a cost for such information.

If you have further questions about confidential records available, please call 573-526-4464.

#### Who Can Obtain Information

Any claimant can obtain information at no cost to the extent necessary to properly prepare a claim for UI benefits.

Any employer can obtain information at no cost to the extent

necessary to properly protest a claim for UI benefits or employer liability.

Any claimant, claimant's representative, employer, other interested party, or their attorney who makes a written request, can obtain information at no cost, if necessary, to properly prepare for any proceedings before an Appeals Tribunal.

Public officials may obtain information from DES records when authorized in connection with the performance of their public duties. There normally will be a cost for such requests to be determined by the DES and paid by the requesting party. A written agreement may be required.

Anyone can obtain general statistical information or copies of public records for a fee.

#### How Information Can Be Obtained

Employers and claimants can obtain any information authorized to be released to them by writing to the DES at the address on the next page.

If the matter is pending before an Appeals Tribunal, the information can be obtained by writing to the Appeals Section at the address on the next page, or the address shown on the Notice of Hearing. There generally is no cost for obtaining this information. A claimant's representative also must submit a written statement acknowledging appointment of the representative.

If the information sought is to be sent to someone other than the claimant or the employer and the information is not necessary to pursue a claim for UI benefits or protest employer liability, the request must be submitted on the DES records release forms. There generally is a cost, determined by the DES, for obtaining this information. If the request concerns claimant information, the request must be on the Claimant Records Release Authorization (MODES-4384). If the request concerns employer information, the request must be on the Employer Records Release Authorization (MODES-4385). These forms are available at [labor.mo.gov](http://labor.mo.gov).

Public agencies wishing to obtain information about someone else should contact the DES for specific requirements and costs. A contract may be required in this situation.

The address for obtaining information is:

Missouri Department of Labor and Industrial Relations  
Division of Employment Security  
Attn: Confidentiality Coordinator  
P.O. Box 59  
Jefferson City, MO 65104-0059

Or email request to: Confidentialrequest@labor.mo.gov

All requests concerning matters pending before an Appeals Tribunal should be addressed to:

Missouri Department of Labor and Industrial Relations  
Division of Employment Security  
Attn: Appeals Section  
P.O. Box 59  
Jefferson City, MO 65104-0059

## Charges

Claimants who require copies of DES records in order to prepare an appeal may be furnished the necessary documents without cost until such time as their cases have been resolved by a decision or order that is final.

Certain federal and state agencies will be furnished information without charge as authorized by statutes and regulations.

Each request for information will be reviewed on its own merit. DES will then decide whether payment is due.

A research fee will be charged when time is spent gathering information or when purged records must be recreated by data processing.

Two fee charts follow — one for work by the Information Technology Services Division (ITSD) and one for paper copies and tapes.

Fees shown are based on the estimated cost for furnishing copies. Information is provided by the DES as a service with no provisions for profit to the agency or to the state of Missouri.

## Payment

When the request for copies is processed, you will receive a bill for the amount due. Upon receipt of payment, the copies will be mailed. Payment can be made by check or money order and made payable to the Division of Employment Security and returned to the Confidential Information Coordinator, Missouri Division of Employment Security, P.O. Box 59, Jefferson City, MO 65104-0059. To pay by credit or debit card, call 573-526-4464.

All money received will be deposited into the Unemployment Compensation Administration Fund.

The fee schedules in this pamphlet are published as authorized by Regulation 8 CSR 10-2.020. This regulation implements Sections 288.220.5 and 288.360.3 RSMo.

## Fee Schedule

### Information Technology Services Division (ITSD) (additional charges may apply)

Programming/Analysis ..... \$39.40 per hour  
Minimum Monthly Charge for All ITSD Services .. \$66.55

### Non-Public Information

Paper Copy..... \$8 first page, including minimum research fee; 25 cents each additional page. Items involving additional research will be billed at \$7.70 for each additional quarter-hour.  
Certificate Authenticating (notarizing) Copy ..... \$2 per page, up to three pages  
Production/Processing Fee..... \$31 per hour  
Account Research and Recovery (if applicable) ..... \$106 minimum (additional charges may apply)  
Contract Preparation/Execution (if applicable) ..... \$330 minimum (additional charges may apply)  
Copy of Appeals Tape ..... \$10

**IMPORTANT:** *If needed, call 573-526-4464 for assistance in the translation and understanding of the information in this document.*

**¡IMPORTANTE!** *Si es necesario, llame al 573-526-4464 para asistencia en la traducción y entendimiento de la información en este documento.*

*Missouri Division of Employment Security is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY: 800-735-2966 Relay Missouri: 711*