

Division of Unemployment Insurance

Quick UI Infolinks for Employers and Third-Party Agents

1. Appeals

- You may file an appeal with the **Lower Appeals Division** (labor.maryland.gov/uiappeals/) if you disagree with a determination.
Contact: by phone at **410-767-2421**, by fax at **410-225-9781**, or by email at UILowerAppeals.Labor@maryland.gov.
- If you disagree with a Lower Appeals determination, you may appeal it to the **Board of Appeals** (labor.maryland.gov/uiappeals/apboard.shtml).
Contact: by phone at **410-767-2781** or by email at dluiboardappeals-labor@maryland.gov.

2. BEACON

BEACON is a fully modernized unemployment insurance (UI) system that integrates benefits, appeals, and tax functionalities.

To sign in or activate an account, visit **BEACON** (employer.beacon.labor.md.gov/).

In BEACON, employers can:

● Submit required reports and information, as well as supporting documents	● Respond to Requests for Separation Information
● Submit wage reports and pay contributions	● File appeals, and much more

For information about activating a BEACON account, see:

- Employers and Third-Party Agents Account Activation Information (labor.maryland.gov/uim/employer/uimempacctact.shtml).

For more information about using BEACON, see:

- BEACON Employer and Third-Party Agent Tutorial Videos (labor.maryland.gov/employment/uitaxapps.shtml#empvideos).

3. Contact Information

- **Employer Call Center:** Receive answers to your questions about experience rates, tax enforcement, benefit charge correspondence, reimbursing employers, and much more.
Call 410-949-0033. Employer Call Center hours are available online at labor.maryland.gov/employment/contributions.shtml.
- **Virtual Assistant (VA):** Receive immediate, automated answers to common inquiries or chat with a claims agent. VA is available 24/7. However, the chat feature is available Monday to Friday, 8:00 a.m. to 4:00 p.m. **To use the VA, select the blue “Chat with us” button** at the bottom right of the Maryland Division of Unemployment Insurance homepage (MDunemployment.com)

4. Contributions

You can view your UI tax rate information and benefit charges in [BEACON](#).

- For the current **tax table**, see:
(labor.maryland.gov/employment/uitrustfundpoints.shtml).
- For information about rates and benefit charge statements, see:
(labor.maryland.gov/employment/uitaxexpratefaqs.shtml).

5. Information Needed From Employers

- **Request for Separation Information:** If an employee files a Maryland UI claim, the Division will request information from the employer through a **Request for Separation Information** notice.

For more information, see the Employer Layoff Obligations flyer
(labor.maryland.gov/employment/uiemployoffobligationsflyer.pdf).

- **Report New Hires:** Employers are required to report new hires and rehires in Maryland to the **Maryland State Directory of New Hires** (mdnewhire.com).
- **Quarterly Contribution Report:** Maryland employers must file **Quarterly Contribution Reports** and should use [BEACON](#) to do so. To learn more, see the Employers' General UI Contributions Information and Definitions webpage
(labor.maryland.gov/employment/empfaq.shtml#file).

6. MD Unemployment for Employers Mobile App

- Download from the **iOS App Store**
(<https://apps.apple.com/us/app/md-unemployment-for-employers/id1534099637>)
- Download from the **Google Play Store**
(<https://play.google.com/store/apps/details?id=gov.maryland.ui.employer>)

7. Report Fraud

- To report fraud to the Division, submit a **Request for Investigation of Unemployment Insurance Fraud** form (labor.maryland.gov/forms/uifraudtipform.pdf).
- To learn more, see the Employers - Prevent Costly UI flyer
(labor.maryland.gov/employment/uiemppreventcostlyuifraudflyer.pdf).

8. UI Resources

- Division Website
(MDunemployment.com)
- Employers' Quick Reference Guide
(labor.maryland.gov/employment/empguide/empguide.pdf)
- Flyers, Forms & Publications for Employers & Third-Party Agents
(labor.maryland.gov/employment/uitaxpub.shtml)
- Helpful Resources for Employers
(labor.maryland.gov/employment/uitaxresources.shtml)