

MEMORANDUM OF UNDERSTANDING (MOU) GUIDE FOR AGENTS

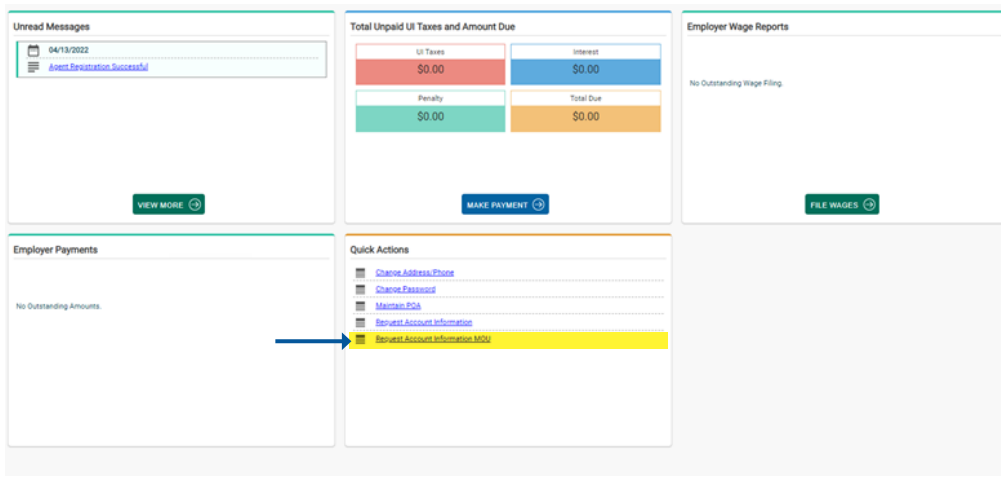
Purpose:

The purpose of the Memorandum of Understanding (MOU) is to stand as an agreement between SCDEW and the requesting agent. The requesting agent certifies that they have a signed authorization on file for each client/employer for which access is being obtained through the SUITS' agent portal. Furthermore, under the MOU the Agent agrees to:

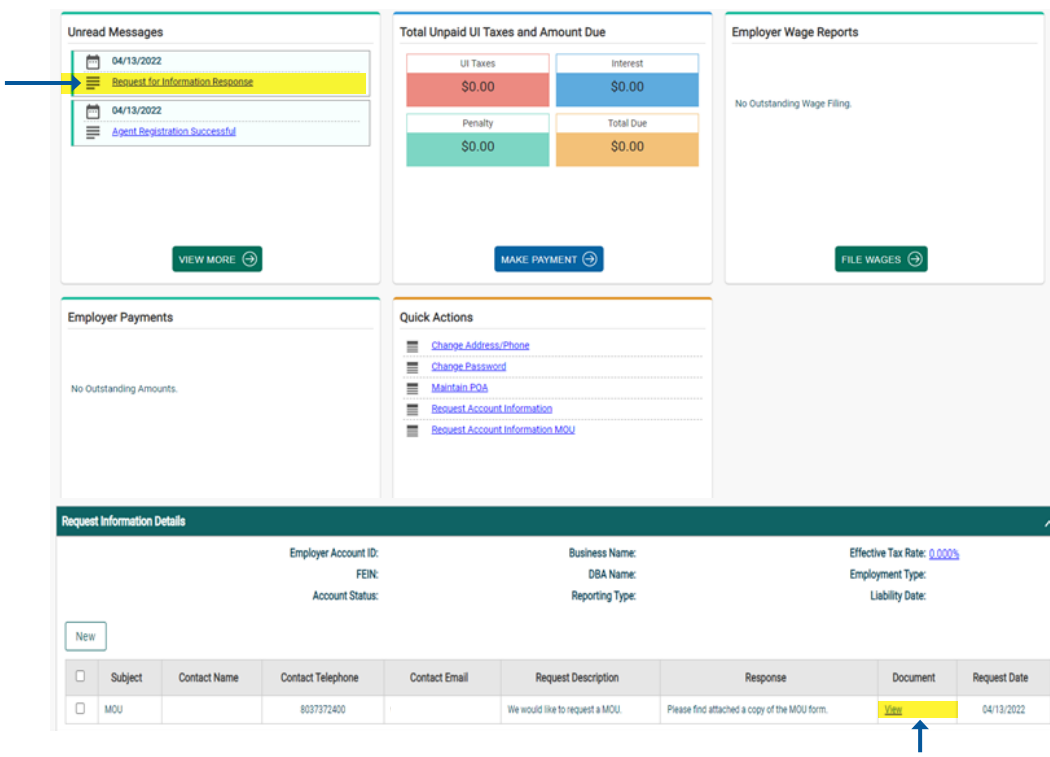
- Provide DEW with relevant information regarding their clients, to include their business address.
- Provide DEW, upon written request, a copy of the written authorization form signed by their client, authorizing the Agent to receive and/or provide client information from and to DEW.
- Notify DEW within (7) seven calendar days if they are no longer representing a client.

DEW agrees to provide the Agent with access to each of their client's UI tax and/or benefit account that the Agent maintains a signed written authorization.

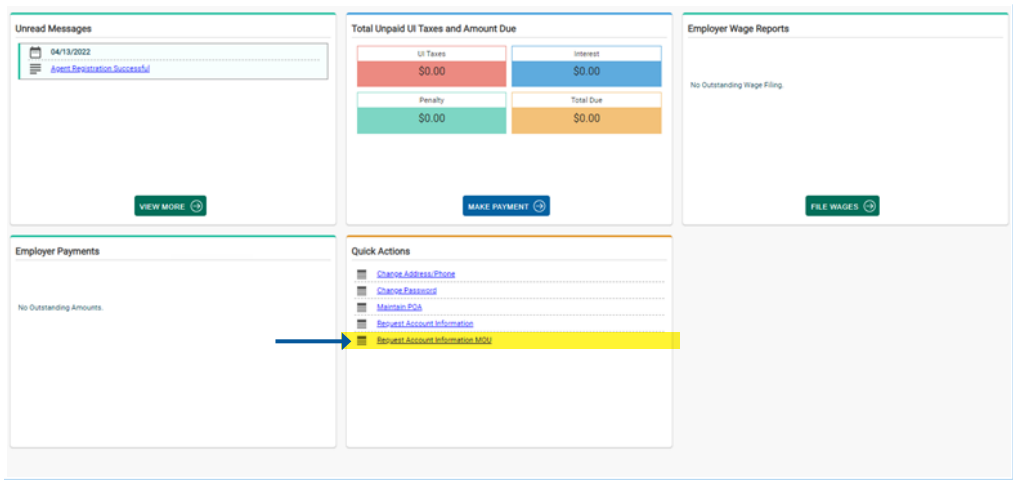
Follow the steps below for requesting and submitting the MOU:



The Agent will log into their portal and complete the Request Account Information MOU action, located in the Quick Actions section.



SCDEW Staff will respond to the request and send the MOU to the Agent for completion. The Agent may view the response in their Agent portal by clicking on the Request for Information Response link.



The Agent will submit the completed form in their portal through the Request Account Information MOU link, located in the Quick Actions section.

STOP: At this point the Agent has submitted their MOU for approval, and now they must wait for approval by SCDEW.

Once the MOU is approved, a correspondence will be generated to the Agent letting them know their approval status. In addition, the Agent will receive a response in their Agent portal via the Request Information Response link.