

# Fact Finding Questionnaire

## Reemployment Assistance Process Guide



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# Fact Finding Questionnaire

## Reemployment Assistance Process Guide

During the initial processing of your claim, the Department of Economic Opportunity (DEO) conducts several reviews of your eligibility for benefits. If DEO needs more information, they'll contact you.

### Respond to a Fact Finding Questionnaire

Fact finding questionnaires are generated after a non-monetary issue has been identified and DEO needs additional information.

1. Once logged into CONNECT, select **Claimant Inbox** to view or search correspondence. Please note that correspondence that needs attention will automatically be displayed in the **Important Items** section.
2. Select **Issued Date** on the Fact Finding Action Item to see the detail for that item.
3. Complete the Fact Finding Action Item by entering information into all of the blank fields.
4. Select the check box next to the certification statement if you agree.
5. Select **Submit** to submit the fact finding questionnaire.

The item will be removed from the Action Item List.

You can upload documentation to attach to the fact finding questionnaire. You can also print the fact finding, and you can mail or fax documentation to DEO.

Complete any requests for information as soon as possible to avoid any delays in determining your eligibility. Any correspondence received by mail can be completed online. You may also fax completed forms to 877-934-1504.

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## Need More Help?

**Public Library:** Libraries can help with many things, including letting you use a computer, printer, copier, scanner, or fax machine. Some libraries also have staff available who may be able to help guide you through the application process.

Find your local library at <https://myfloridalibrary.com/find/>.

**Florida Department of Economic Opportunity (DEO):** You can contact DEO (<https://floridajobs.org>) in several ways:

### Online Contact Form

To contact DEO through their online contact form, go to their website at <https://www.floridajobs.org> and choose **Reemployment Assistance Resources**. Then choose **? Reemployment Assistance Help Center**. Complete the form based on your question.

### Call DEO

You can call the Reemployment Assistance Customer Service Center at 833-352-7759 or 850-245-7105.

DEO offers special assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide special assistance to people who need help filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities.

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*We hope that you found this information helpful. Visit our YouTube channel at <https://tinyurl.com/2naxd95v> for more videos on applying for reemployment assistance benefits in Florida.*