

Overpayments

Reemployment Assistance Process Guide



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Overpayments

Reemployment Assistance Process Guide

Overpayments can occur on your Reemployment Assistance benefits account at any time. Unfortunately, you must pay back any overpayment, even if it's not your fault.

Overpayments could be the result of an oversight, a misunderstanding, technical errors, redetermination, adjudication, appeals decisions, Reemployment Assistance Appeals Commission orders, court decisions, or other mitigating circumstances.

When the Department of Economic Opportunity (DEO) determines an overpayment has occurred on a Reemployment Assistance claim, they'll send you a Notice of Determination. The notice will say you have an overpayment and the amount you must repay. You have the right to appeal the Notice of Determination.

Returning Overpayments

You can pay back the overpayment in the following ways:

Check:

- Make your check payable to the Florida Department of Economic Opportunity
- Provide your claim ID number in the memo line
- Print and complete the Reemployment assistance Benefit Overpayment Coupon at <https://floridajobs.org/docs/default-source/reemployment-assistance-center/overpaymentcoupon.pdf>
- Mail the check to:
DEO Benefit Payment Control
PO Drawer 5050
Tallahassee, FL 32314-5050

Credit Card:

If you'd like to pay your overpayment online by credit card, go to <https://ucoverpayments.floridajobs.org/Account/CCInfo.aspx>.

Request Waiver for Federal Overpayment

If you received overpayments for federal reemployment assistance benefits, you may not have to repay it if you meet the following criteria:

- Claimant must not be at fault for the creation of the overpayment; and
- Recovery of the overpayment would be contrary to equity and good conscience.

Go to <http://www.floridajobs.org/docs/default-source/reemployment-assistance-center/overpayment-waiver-form-guide.pdf> for more information.

Refund Policy

Refunds are not permitted on the repayment of overpaid benefits.

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>) online or by phone:

Online Contact Form

To contact DEO through their online contact form:

- Go to their website at <https://www.floridajobs.org>
- Choose **Reemployment Assistance Resources**
- Choose **? Reemployment Assistance Help Center**
- Choose **I am CLAIMANT**
- 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.

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.