

Disaster Unemployment Assistance Employer Frequently Asked Questions (FAQs)



What is the difference between contributory and reimbursable employers?

A contributory employer is a standard employer who pays quarterly into the Florida Unemployment Compensation Trust Fund. Their rate is determined by benefits charged by employees who file for Reemployment Assistance claims against their account. Employers should call the Department of Revenue at (850-488-6800) for questions about their individual charge rate. A reimbursable employer pays the Unemployment Compensation Trust Fund dollar-for-dollar for the benefits paid to former employees. Reimbursing employers are nonprofit entities, governmental entities, and Indian tribes.

I received a letter with my password, but I do not know my username. What should I do?

Your Reemployment Assistance account username is created by putting the letters **e** and **p**, then the **number zero** in front of your 7-digit Employer Account Number (EAN). Your EAN can be found on correspondence from the Reemployment Assistance Program and may be referred to as the *RT Account #*. For example, if your EAN was 1234567, your username would be: ep01234567.

I am locked out my Reemployment Assistance account, what should I do?

If you previously added someone else as an administrator, they can reset your password. Otherwise, visit the [Reemployment Assistance Help Center](#) and select, “**I am an Employer,**” and then “**I need to reset my employer password.**”

How do I find out if my response or objection was received?

You can view correspondence you have provided to DEO in your Reemployment Assistance account. If the correspondence was faxed, it should be viewable in your portal within a few hours of receipt. If there was not a bar-code on the correspondence, it should be processed and searchable in your employer portal within 48 hours.

What if I no longer own the business?

Notify the Florida Department of Revenue if you no longer own the business.



FOR OTHER ASSISTANCE
PLEASE VISIT THE

[Reemployment Assistance Help Center](#)



[Account Login Assistance](#) | [Reemployment Assistance Account Navigation](#) | [Claimant Correspondence](#) | [Tax Documents](#)

Disaster unemployment assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. If you or someone you know has been discriminated against, call Federal Emergency Management Agency toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585. (Updated: 10/2022)