



## **Massachusetts Unemployment Benefits Guide**

*For Employees of Employers Who Use Acumen Fiscal Agent*

### **About This Guide**

If you worked for an employer that uses Acumen as their Fiscal Agent, this handout explains how to apply for unemployment benefits in Massachusetts and what to expect during the process.

### **Acumen's Role**

Acumen supports your employer with required unemployment reporting. Our responsibilities include:

- Maintaining the employer's unemployment account with the MA Department of Unemployment Assistance (DUA)
- Reporting wages and employer contributions
- Responding to required agency correspondence

Acumen does not determine eligibility, file unemployment claims, or provide legal or eligibility advice. All unemployment decisions are made **only by the DUA**.

### **How to Apply for Unemployment Benefits**

You must apply directly with the Massachusetts Department of Unemployment Assistance (DUA).

- **Apply Online:** <https://www.mass.gov/how-to/apply-for-unemployment-benefits>
- **Apply by Phone:** (877) 626-6800
- **DUA Hours:** Monday – Friday, 8:30 am – 4:30 pm EST

### **Information You Will Need**

The DUA typically asks for:

- Your personal information
- Your employment dates
- Your reason for reduced hours or separation

Acumen already reports your wage information to the DUA. You do not need to request wage records or your employer's DUA account number from Acumen. The DUA will automatically match your claim to your employer via your reported wages.

### **Important Notes:**

- Acumen cannot give out employer DUA account numbers.
- Acumen cannot provide guidance on whether you will qualify for benefits.
- For all questions about eligibility, required documents, deadlines, or claim status, contact the DUA directly.