

DEPARTMENT OF THE ARMY
HALE KOA HOTEL
FORT DERUSSY ARMED FORCES RECREATION CENTER
2055 KALIA ROAD
HONOLULU, HAWAII 96815-1998

Hale Koa Hotel Team,

Many Hale Koa Hotel Team members have applied for or seek unemployment insurance through the State of Hawai'i. We understand the general level of frustration felt by our team members when applying for or interacting with the State of Hawai'i.

The Human Resources Office and Accounting Department are here to help. We are here to provide important information to benefit applicants to assist you with processing a claim of unemployment benefits through the State of Hawai'i.

Please remember, unemployment insurance is provided by the State of Hawai'i not the Hale Koa Hotel or the U.S. Department of the Army. Determinations, processing speeds, and transactions is solely within the control of the State of Hawai'i.

If you seek assistance from the Human Resources Office or Accounting Department, please send an email to StaffSupport@HaleKoa.Com. Making initial contact through this email address allows the Human Resources Office to track and triage requests to ensure high levels of customer service. Communicating through this email address allows the Human Resources Office to consolidate issues and to reach out to the State of Hawai'i for information and resolution.

As of May 4, 2020, some Hale Koa Hotel team members have received unemployment benefits. Many claims are pending an initial determination, pending a review, or pending appeal.

The State of Hawai'i is actively working on unemployment insurance claims and processing as quickly as possible.

Please find below important information that can assist in successfully applying for unemployment benefits:

1. Your employer is the Department of the Army. You must list the Department of the Army as your employer on your application to be routed correctly.
2. Your employer code is FEZ4250000. You must list your employer code on your application to be routed correctly.
3. If you receive a denial or ineligibility determination, you must immediately seek review. To seek review, please email dlir.ui.disqualified@hawaii.gov. Individuals are to submit their full name, last four digits of their Social Security Number, telephone number (including area code), and a screenshot of their disqualification. Please also indicate your employer (Department of the Army) and the employer code (FEZ4250000).
4. The State of Hawai'i has indicated certain process suspensions to include the filing of the Low Earnings Statement, UC-BP-52. If you do receive this document, please

immediately send to payroll@halekoa.com. If you do not receive this document, non-receipt should not affect the processing of your claim.

Over the next few days, you may receive a call from a Hale Koa Hotel Human Resources employee confirming whether or not you have filed for unemployment insurance benefits and whether or not you authorize the Hale Koa Hotel to assist you in the process.

In coordination with the State of Hawai'i, the Hale Koa Hotel, if authorized, can work with the State of Hawai'i to seek resolution of your claim for unemployment insurance. This offer or authorization does not make the Hale Koa Hotel your representative but allows communication on your behalf.

Please visit the Hale Koa Hotel's staff support webpage at <https://www.halekoa.com/staffsupport> for additional information on claiming unemployment benefits.

/S Steven A. Snyder

Steven A. Snyder
Human Resources Officer
Hale Koa Hotel