

GETTING SUPPORT FROM DUA

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| Revenue Services Main Number | 617-626-5075 |
| General Inquiries | |
| Account Activation | |
| Temporary User ID/Password for Account Activation | |
| Passwords | 617-626-5551 |
| User ID/Password for QUEST | |
| Password Reset (for permanent passwords only) | |
| Employer Liability | 617-626-5050 |
| New Account Registration | |
| Closing an Account | |
| Address change | |
| Method of Payment | |
| Third Party Administrator Update | |
| Business Transfers | 617-626-5272 |
| Change of Ownership | |
| Purchase, sale or transfer of business | |
| Change in organizational type | |
| Reporting new Federal Tax ID number | |
| Tax Rates | 617-626-6893 |
| Experience Rating Information | |
| Voluntary Contribution Program | |
| Annual Rate Notice | |
| Contributory Benefit Charges | 617-626-6350 |
| Statement of Benefit Charges/Protests | |
| Reimbursable Benefit Charges | 617-626-5790 |
| Bills/Charge Reviews | |
| FUTA Certifications | 617-626-5790 |
| ACH Credit Applications | 617-626-5790 |
| Employment and Wage Reporting | 617-626-5243 |
| How to file employment and wage detail reports | |
| How to make payments | |
| Adjustments/Refunds | 617-626-5090 |
| Employment and Wage Detail adjustments | |
| Refunds | |
| Payment information | |
| Out of State Wage Detail Credits | |

QUEST - Employer User Guide

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| Revenue Collections Payment Plan | 617-626-5770 |
| Enforcement Notice and demand for payments Tax Liens and Bankruptcy Tax Intercept | 617-626-5750 |
| Revenue Audit Boston Western Region | 617-626-6820 413-452-4725 |
| Claimant Overpayment Recovery | 617-626-6300 |
| Seasonal Employer Certification | 617-626-5451 |
| Fair Share Contributions | 617-626-6080 |
| Wage Processing Calls for Monetary Employers for 1062 & 1074 Applicants requesting alternate base periods Applicants for wages W-2 pay stubs (form 1099) | 617-626-5039 |
| Economic Data LMI and Career Information Resource Center Local Area Unemployment Statistics | 617-626-5744 |
| Mass Career Information System | 617-626-5718 |
| 24-Hour Fraud Hotline | 800-354-9927 |
| Hearings Department Greater Boston Regional Hearings Office Northeast Regional Hearings Office (Lawrence) Southeast Regional Hearings Office (Brockton) West/Central Regional Hearings Office (Springfield) | 617-626-5200 978-738-4400 508-894-4777 413-452-4700 |
| Web Address: www.mass.gov/uima | |