

FREQUENTLY ASKED QUESTIONS (FAQ)



The Federal Bonding program has created a new automated portal to modernize how state bonding coordinators and government agencies purchase and request bonds. With this new fully integrated process now being online there are a number of questions. Below are some of the most frequently asked questions.

When will the mail-in process become obsolete?

The old mail-in system became obsolete as of December 11, 2018. If you have not done so already, please register so you can access the new online system.

How should we handle our existing bonds on hand, now that they will be in the online library?

While existing stamps are not part of the new system, UIG recommends that you keep your stamps until you are sure that the online system accurately reflects your account information. UIG will populate each state's individual account once a State Bonding Coordinator is registered to access the online system. Please contact Tom Villanova, tom@bonds4jobs.com if what you see in your account does not mirror what you have in your own records.

Can we mail a check to Union Insurance Group to purchase bonds?

Yes. There are no administrative fees applied to payments sent in by mail. Once Union Insurance Group receives your payment, it will be manually entered into your online account so that you may begin using bonds via the online system. You may download an invoice on the new system, but your account will not reflect the purchased bonds until payment has been received and processed by Union Insurance Group.

Can we still purchase bonds utilizing Purchase Orders mailed to Union Insurance Group?

No. Bonds will not populate on your online account unless they are fully funded, meaning the payment must be received in full before bonds will be reflected on your account.

Are job seeker/employee social security numbers required under the new system?

No. Social security numbers are not required.

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Will there be an expiration date on any of these bonds?

Bonds purchased by the states will not have expiration dates. Promotional bonds do have one-year expiration dates. Once logged into your account, you will see bonds labeled by number; promotional versus purchased bonds will not be differentiated.

Is there a way to expedite a bond certificate if it is needed sooner?

Contact Tom Villanova, Program Manager, and he will work with you on a case by case basis.

Will we be able to view and use our remaining bonds on the online portal?

Yes. Your remaining bonds will show up in your account up to 2 business days after you create your account. If you have any discrepancies, please contact Tom Villanova, Program Manager.

My state needs a vendor number in order to issue payment. Will we use Union Insurance Group's or Chubb's?

Union Insurance Group is the vendor with whom the transactions will take place. All correspondence will continue to be sent to UIG's Chicago office. Chubb is the insurance carrier that underwrites the bonds.

On the portal, explain the required selection to choose "I am not utilizing Federal Grant funds..." or "I am utilizing Federal Grant funds..." to purchase FBP bonds.

The U.S. DOL requires that Federal grant funds be used to assist justice-involved job seekers and/ or employees. If no Federal funds are being used, then you should choose the second option which reads, "I am not utilizing Federal Grant Funds to purchase bonds" even if your constituents happen to be justice-involved individuals.

Why is job seeker ethnicity information now required?

This information will be used only to help the U.S. DOL gain a more comprehensive understanding of how and by whom the Federal Bonding Program is used.

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Can we get a sample bond from Chubb?

Yes. Contact Tom Villanova, tom@bonds4jobs.com and he will send you a sample that has a special watermark on it.

When were bonds written with Chubb rather than Travelers?

Chubb began issuing bonds on December 11, 2018. Any bonds issued prior to that date were issued by Travelers.

Is the online process effective as soon the States register for the online account?

Yes. As soon as you register, UIG will consider your account active.

What If someone other than authorized personnel from the state agency managing the bonds tries to register? Is there a way to block anyone other than specific staff members?

UIG disseminated registration information only to the SBCs listed in the Directory of State Bonding Coordinators. Individuals outside of this group will not have access to the registration information. The way to block people from not using the system is to ensure that SBC log-in information is not shared outside of your designated contacts.

Will only one person have an account per State or can multiple people?

Each state will be assigned one account only. Other individuals can access the state account if sign-in information is shared or if they set up a separate account with a separate bond library.

What methods of payment are available to purchase bonds with the online system?

Bonds may be purchased in one of three ways by credit card, electronic check, or through a downloaded invoice. If invoice is selected, bonds will not populate in the account until the actual payment has been received and processed by Union Insurance Group.

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