

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.



Is the mail-in process now obsolete?

The old mail-in system became obsolete as of December 11, 2018. All state bonding coordinators must register to access the online system.

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

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

Can bonds be purchased 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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Can we get a sample bond from Chubb?

Yes. Contact Tom Villanova, tom@bonds4jobs.com and he will send you a specimen bond form.

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.

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.

Can multiple people per state access their account?

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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Do FBP bonds have to be used within a certain timeframe after purchase?

No. FBP Bonds purchased by the states do not have expiration dates.

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. Remaining bonds will show up in your account up to 2 business days after you create your account.

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 Fidelity Bonding Demonstration 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 and other such criteria 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. The majority of those fields are not required.