

## COUNSELING SERVICE AGENT

The Employment Development Department (EDD) can process your Power of Attorney (POA) to ensure that the various departmental mailings are sent to the appropriate party. Whether utilizing the *Power of Attorney (POA) Declaration (DE 48)* form, or an alternate POA, the EDD can add or rescind the POA relationship between you, as the Counseling Service Agent, and your client, the employer.

### REQUIREMENTS FOR A COUNSELING SERVICE AGENT

The following requirements must be met in order to participate as a Counseling Service Agent:

- Submit a one-time only complete listing of your current clientele. Each entry must include your clients' name, business legal name, employer payroll tax account number, and employer mailing address.
- File a properly signed POA for each of your clients.
- File a POA whenever adding or rescinding a POA, or if requesting to change your client's mailing address for benefit (i.e., Unemployment Insurance purposes).
- Download and complete a *Counseling Service Agent Registration Form (DE 974A)* and indicate whether you are interested in filing electronically via Electronic Data Interchange (EDI).

Note: If a client has more than one business location, the same Counseling Service Agent must service each place of business, per client.

### BENEFITS TO THE COUNSELING SERVICE AGENT

- Your agency will be easily recognized whenever contacting the EDD.
- Your clients' employer payroll tax accounts will be identified with your agency's name indicating that a POA is on file.
- The appropriate EDD benefit mailings are directed, as per the POA on file.

### IF YOU ARE READY TO REGISTER WITH THE EDD AS A NEW COUNSELING SERVICE AGENT

Complete a DE 974A and submit it along with your current clientele listing and POAs for each client. Upon receipt of these items, it will take up to two weeks to begin receiving your clients' mailings.

### FOR MORE INFORMATION ABOUT ENROLLING AS A COUNSELING SERVICE AGENT

- Visit the EDD website at [edd.ca.gov](http://edd.ca.gov) or call 1-916-654-7263.
- To obtain more information about how to apply for the EDI program, call 1-916-403-6466.

### HOW TO SUBMIT A POWER OF ATTORNEY (POA) FOR YOUR CLIENTS

- **Visit e-Services for Business at** [edd.ca.gov/e-Services\\_for\\_Business](http://edd.ca.gov/e-Services_for_Business)
- **Mail the completed POAs (e.g., DE 48) to:**  
Counseling Service Agent Desk, MIC 28 Employment  
Development Department  
PO Box 826880  
Sacramento, CA 94280-0001
- **Fax the completed POAs to the 24-hour fax number:**  
**1-916-654-9211**
- **For all other questions relating to your clients' POAs,**  
**call 1-916-654-7263.**

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-888-745-3886 (voice) or TTY 1-800-547-9565.