**Fact Finding Review Denial Notice**

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04(1)(m), Wisconsin Statutes].

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| The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your W-2 benefits. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the number below. These services are free. |

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| **W-2**: 855-757-4539 | **TTY**: 711 |

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| You requested a       Fact Finding for the following reason(s):       |
| Your request for a Fact Finding is denied for the reason(s) below: |
| 1 | [ ]  You did not make your request on time. According to our records, the notice about the action you think was wrong was sent on **/****/**. Your request for a Fact Finding was not made:  |
| * Within 45 days from the mailing date of the notice; or
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| * Within 45 days from the effective date of the decision announced in the notice.
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|  | (If the 45th day falls on a weekend or holiday, the next business day is counted as the 45th day.) |
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| 2 | [ ]  Your Fact Finding request is not for one of the following allowed reasons: |
|  | * A wrong denial of your W-2, Emergency Assistance, or Job Access Loan application;
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|  | * The agency did not act on your W-2 application within 12 working days or up to 30 calendar days if additional time was needed to get required verification;
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|  | * The agency did not act on your Job Access Loan application within 12 working days;
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|  | * The agency did not act on your Emergency Assistance application within 5 working days;
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|  | * Your Emergency Assistance amount was wrong;
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|  | * Your W-2 employment position placement is wrong;
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|  | * Your W-2 Case Management Services for Job Ready Individuals (CMJ) placement is wrong;
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|  | * Your W-2 payment was wrongly ended or reduced;
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|  | * Your W-2 case closed wrong;
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|  | * Your W-2 payment was wrongly subject to an overpayment;
* You received an incorrect Intentional Program Violation;
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|  | * A Learnfare penalty was incorrectly given to you; or
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|  | * Your good cause request for non-cooperation with child support was denied.
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| 3 | [ ]  You have already asked for a Fact Finding for this reason and abandoned it without good cause. |
| If you want to discuss your complaint, please start by contacting       at      . If you still have a complaint, you may call W-2 customer service: for Milwaukee call 414-270-4702; for agencies outside of Milwaukee call 855-757-4539 (toll free). You may also go to the Wisconsin Department of Children and Families website: <https://dcf.wisconsin.gov/about-us/complaint>. (W-2/ General complaint form)  |