**Section 2720.5 Service of Notices, Decisions, Orders**

a) Except as provided in subsections (b) and (e), a notice, decision or order shall be served on every party, either by:

1) Personal service;

2) Mailing in an envelope, sealed and properly addressed to the last known address of the party, with the correct amount of postage prepaid; or

3) If agreed to by the party, posting on a secure website accessible to the person or entity and sending notice of the posting to the last known e-mail address of the person or entity.

b) When an agreement is made between the Department and the employing unit (or its authorized agent) and the necessary identifying information is available, the Notice of Claim to Last Employing Unit and Last Employer or other Interested Party shall be sent to the employing unit (or its authorized agent) by means of an electronic data transmission rather than by mailing a document to the employing unit.

c) A person may designate an agent to receive his or her notices and decisions by filing the name and address of the agent with the Department. In these cases, notice to the agent so designated is notice to the person. A person's designation of the agent shall remain in effect until the Department receives a notice that the agency relationship no longer exists.

d) Notwithstanding the appointment of an agent in accordance with subsection (c), the Notice of Claim to Last Employing Unit and Last Employer or other Interested Party (see Section 2720.130) shall be sent to the employing unit identified by the claimant at the time he or she files his or her claim for benefits.

e) CARES Act

1) Notwithstanding any other provision of this Part, for notice of any document or correspondence related to the federal Pandemic Unemployment Assistance (PUA) program established by section 2102 of the CARES Act (Public Law 116-136), as amended, the Department will serve each notice on the claimant in lieu of mailing a paper copy through the U.S. Mail by:

A) posting an electronic version of the notice in the claimant's account; and

B) sending an email to the email address that has been provided on the account.

2) If the claimant either fails to provide his/her email address or requests to receive notices only through the U.S. mail, the Department will serve the notice on the claimant through U.S. Mail sent to the claimant's last known address.

3) Emails to the claimant will notify him or her that a notice has been posted to the account and will not contain any Personal Identifying Information (PII) and may not be responded to by email.

(Source: Amended at 44 Ill. Reg. 14672, effective August 27, 2020)