**Section 2720.135 Adjudicator Investigation**

a) If any question arises concerning the claimant's monetary or nonmonetary eligibility, the claimant will be notified in writing. The Adjudicator will inform the claimant of the precise factual question relating to his eligibility, the Sections of the law involved, and the source of the information that raised the question.

b) An Adjudicator will investigate all allegations in the employer's protest. He or she will contact the employer, claimant and, if possible, any other source that either party identifies to resolve the protest, provided that the Department will not contact witnesses identified by the claimant or the employer without notifying the claimant or the employer's designated contact person (see Section 2720.130(a)(2)), as appropriate. The claimant will be given an opportunity to provide the Adjudicator with any statements or other evidence to refute or explain the allegations and establish his or her rights to benefits.

(Source: Amended at 43 Ill. Reg. 6385, effective May 14, 2019)