



Mary Taylor, CPA

Auditor of State

TO: UAN CLIENTS
FROM: UAN STAFF
DATE: DECEMBER 22, 2009
SUBJECT: 2009/2010 HOLIDAY SCHEDULE FOR THE UAN SUPPORT LINE

For your convenience, we have listed below the upcoming 2009 and 2010 holiday schedule for the UAN Support Line.

No support will be available on the following dates:

Friday, December 25, 2009 (Christmas Day)
Saturday, December 26, 2009
Friday, January 1, 2010 (New Year's Day)
Saturday, January 2, 2010
Monday, January 18, 2010 (Dr. Martin Luther King Day)
Saturday, February 13, 2010
Monday, February 15, 2010 (Presidents' Day)
Saturday, May 29, 2010
Monday, May 31, 2010 (Memorial Day)
Saturday, July 3, 2010
Monday, July 5, 2010 (Independence Day observed)
Saturday, September 4, 2010
Monday, September 6, 2010 (Labor Day)
Thursday, November 11, 2010 (Veterans' Day)
Thursday, November 25, 2010 (Thanksgiving Day)
Friday, November 26, 2010 (Day after Thanksgiving)
Saturday, November 27, 2010
Friday, December 24, 2010 (Christmas Day observed)
Saturday, December 25, 2010 (Christmas Day)
Friday, December 31, 2010 (New Year's Day observed)
Saturday, January 1, 2011 (New Year's Day)

The support line will be available on the following dates, but the hours of operation will be adjusted:

Thursday, December 24, 2009
Thursday, December 31, 2009

88 E. Broad St. Columbus, OH 43215
Telephone: (800)833-8261 Fax: (877)727-0088
UAN_Support@auditor.state.oh.us

The normal hours of operation for the UAN Support Line are 7:30 a.m. to 5:15 p.m. Monday through Thursday and 7:30 a.m. to 4:45 p.m. on Friday. On Saturday, we periodically check voice mail, and calls will be returned between 8 AM and 12 PM. **Please Note: During the month of January, we will extend our support hours from 7:00 a.m. to 7:00 p.m. Monday through Friday and 8:00 a.m. to 2:00 p.m. on Saturday. Hours will also be extended when extensive software updates are released.**