Connecticut Paid Leave

Guide to Amended Returns Filed through the Online Portal Process

Contents

Amended Return Definition

The amended return process allows you to change data that was reported in your return file. For example, if you initially reported $20,000.00 in contributions due and then realized you should have reported $21,000.00, you should file an amended return. CT Paid Leave will calculate if you have an additional payment due or if a refund is being requested when you submit your amended return.

Changes which can be accommodated through the online portal

- Reported wages
- Contribution amount
- Employee counts

Changes which cannot be accommodated through the online portal

- Dates, including:
  - Tax Period Start Date
  - Tax Period End Date
  - Reporting Quarter
  - Reporting Year
  - Full Quarter Contribution
- Any changes to identifying information, such as TPA or Employer FEINs

If you require a change to these details, you may be required to submit a new return filing. Please contact us for guidance. When submitting your request, select “Help with Contribution Payments/Reporting” as the contact reason.

What information will I need when I amend my return in the online portal?

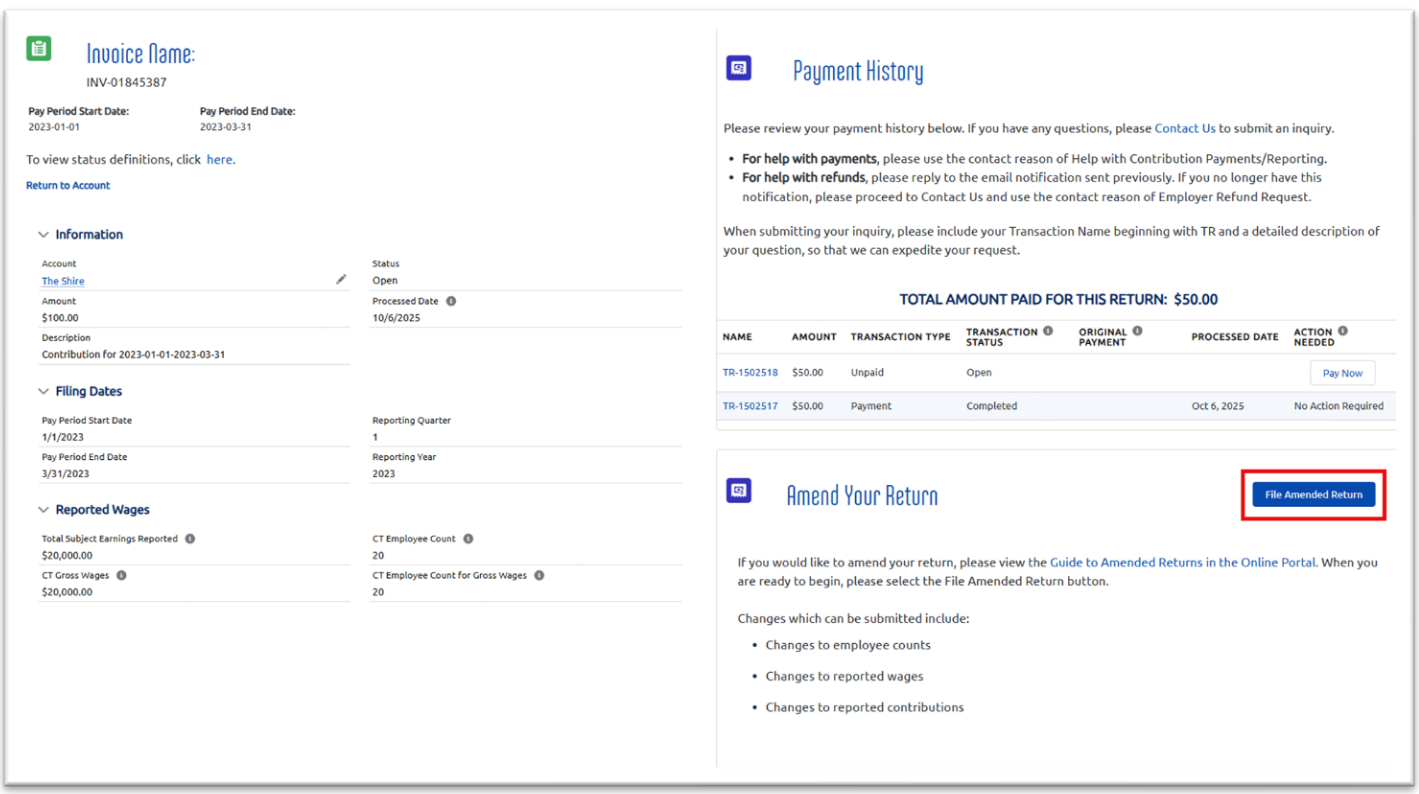
When amending your return, you will need to have the following information available for the reported pay period:

- Total wages subject to CT Paid Leave contributions
- Total contributions
- Total Connecticut gross wages
- If payment is due, you will need a valid credit card or ACH bank account to pay the balance due
- If a refund is requested, you will need to confirm your business address and mailing address

Where can I begin the process to amend my return in the online portal?

1. First, you must log in and visit My Account for Business. This will require you to be a registered user on the account.
2. Once you have logged in, locate the business for which you would like to file an amended return.
3. Within your business account, the Filing History section will provide your return details.
4. Open a return file to review the details.
5. In your return file, you can review the reported wages and contributions, along with any payment history.
6. If the details in your return are not correct, locate the Amend Your Return section and select the *File Amended Return* button.

The image below reflects a return file and its related payments in My Account for Business. The *File Amended Return* button is outlined in red. Selecting this button will begin the amended return process.



Helpful Information

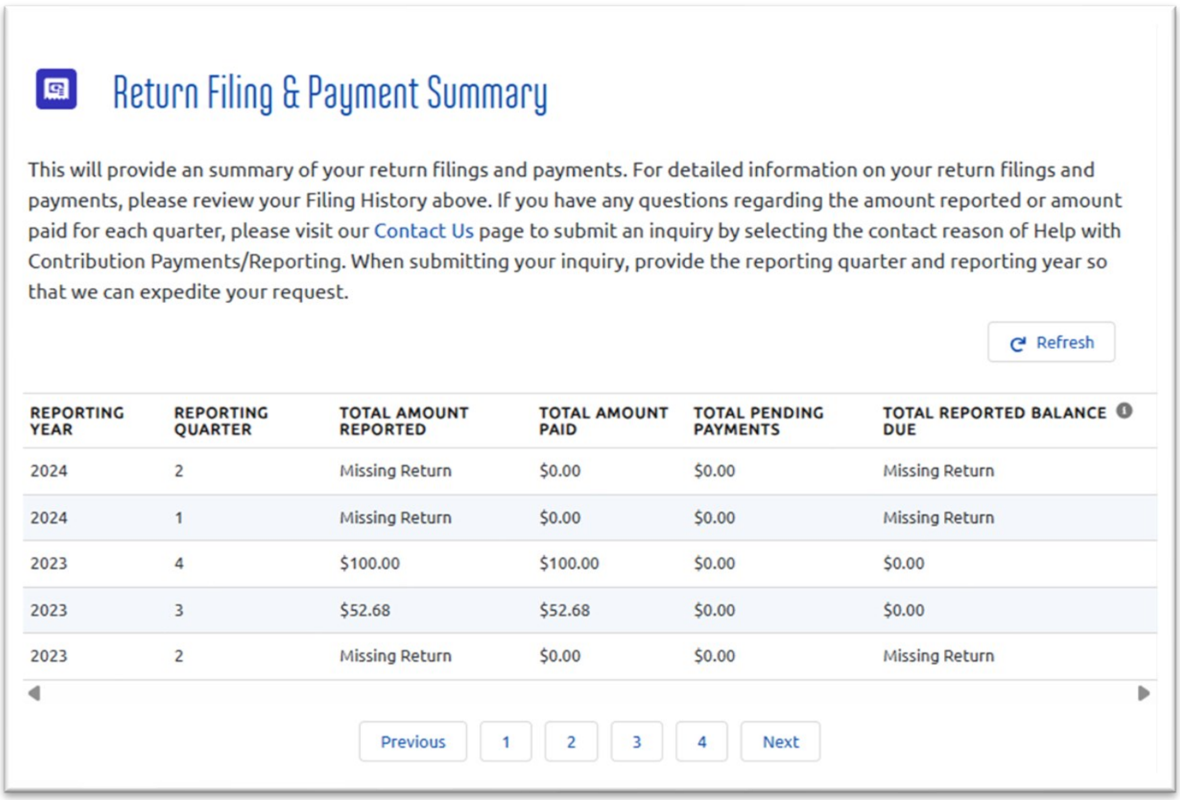
General Information

Can I see a summary of my returns and payments for each quarter?

Yes. In the Return Filing and Payment Summary section, you will be able to review your total reported contributions, payments and more.

If you have not filed your return, the quarter will indicate that you are missing your return.

After reviewing the Return Filing & Payment Summary section, if you believe that you may have reported your contributions incorrectly, or if you have overpaid or underpaid, please review the Filing History section to amend your return for the quarter.



Should I report my total wages and contributions for the reporting period?

Yes. When you amend your return filing, please enter the total wages, total contribution amount, total gross wages and total employee counts. Do not enter the difference between what was reported previously and what you should have reported. By entering the totals, we will calculate if there is a balance due or if you may be eligible for a refund.

I received a message that my return could not be amended.

If your return cannot be amended, you will receive a message outlining why the return is ineligible for amendments. Please follow the prompts in the message you receive to resolve the issue. If you still have questions, or if you are unable to resolve the issue on your own, please contact us and select “Help with Contribution Payments/Reporting” as the contact reason when you submit your request.

The details in my original return are correct, but I overpaid or underpaid previously.

If the details on your return are correct, but you overpaid or underpaid previously, please continue to file an amended return. You can enter the same details provided previously and will have an opportunity to pay the balance due or, if you overpaid, when you amend your return a refund request case will automatically be created for you.

I need help before I can amend my return.

If you require assistance, or if you have questions related to your contributions or amending your return, please contact us and select "Help with Contribution Payments/Reporting" as the contact reason when you submit your request.

Refund Requests

Upon completing your amended return in the online portal, if a refund is due, a refund request case will be created automatically, and you will receive an email confirmation regarding this refund. There is no need to contact us separately to request a refund.

Check your spam or junk folders for this email if you do not see it in your inbox. The CT Paid Leave Authority will review amended return files to determine if a refund may be due. Refund requests will be reviewed in the order they are received. Employers will be able to track the status of their refunds in the My Account for Business portal.

What information will you need from me to complete my refund request?

For all refund requests, we require accurate address and contact information on file.

- To update your business or mailing address, please review the Account Information section of your registered business in the My Account for Business portal.
- To update your contact information, please review the Contact Information section of My Account for Business portal.
- If the refund should be sent to a person who is not yet a registered user on your account, you must ensure that the designated recipient of the refund is listed as a user on your account before you submit the refund request.

Please continue to monitor your email for updates from CT Paid Leave. We will contact you if we need additional information to process your request.

Can my refund be issued to a specific individual or department?

If the refund should be sent to a specific individual and/or department that is different than what is listed on your account, please make note of this on the address information section when submitting your refund request. Otherwise, the refund will be sent to the account information on file.

Can the refund be issued to a third-party administrator?

If the refund should be issued to your third-party administrator and not to the employer, reply to your case email to specify this and let us know the reason for this request. All refunds will be issued directly to the employer unless we are informed to return funds to the third-party administrator.

How will I receive my refund?

- **If your payment was made through our website via ACH less than 180 days ago**, your refund will be issued back to the original payment method if it is still active in our system. If the payment was made more than 180 days ago or if the payment method has been deleted, the refund will be issued via our third-party payment processor Bill Pay (Bill.com).

- **If your payment was made via credit card and the credit card is not expired or otherwise inactive**, the refund will be issued back to the card. If the card has expired or is no longer active, the refund will be issued via our third-party payment processor Bill Pay (Bill.com).

- **If your third-party administrator remitted your payment via pre-authorized ACH**, your refund will be issued via our third-party payment processor Bill Pay (Bill.com).

- **NOTE**: **If your refund is issued via our third-party payment provider Bill Pay** (Bill.com), the registered contact on the account will receive an email from an *@bill.com* address. Follow the prompts in the email to provide your banking information for an ACH refund. Once the email is sent, if you do not reply within 2 weeks, a paper check will be issued. It can take up to 2 weeks for the check to arrive.

Instead of receiving a refund, can my overpayment be applied to a different quarter?

No, overpayments cannot be applied to a different quarter in lieu of a refund. Refunds must be returned to the employer.

How long will it take to receive my refund once I file an amended return?

Refund requests are generally processed within 30 calendar days after the Authority has approved the refund.

Do I need to refund my employees if I receive a refund?

Yes. If any of the overpayment which has prompted the refund is the result of deducting more money from your employees' wages than necessary, then you are legally required to return those over withheld funds to your employees.

I submitted my refund request, but I have questions or need additional support.

When your refund request was submitted, an email confirmation was sent to the person who filed the amended return. The notification will include details about your refund request. All communication from CT Paid Leave will be conducted through this email. If you do not see this email, please check your spam or junk folders.

If you require additional assistance, or still have questions, please respond to the email to expedite your request.

If you are still unable to locate your email confirmation, please contact us and select "Employer Refund Request" as the contact reason when you submit your request. When submitting your inquiry, please include your Transaction Name beginning with TR and the amount, as well as a detailed description of your question, so that we can expedite your request.

Payment Due

I amended my return through the online portal but did not submit my payment. How can I submit the payment?

To pay your balance due, log into My Account for Business to locate your return filing. Open your return filing to review your payment history. You will have the option to pay the balance due by selecting the *Pay Now* button.

Please note, if you did not submit your payment when filing your amended return, you will be required to submit the payment before you can amend this return again or file a new return for the quarter.

My payment failed. How can I pay the balance due?

To pay your balance due, you can use the *Pay Now* option in the email you received which notified you that your payment failed. If you prefer, you can log into My Account for Business to locate your return filing. Open your return filing to review your payment history. You will have the option to pay the balance due by selecting the *Pay Now* button.

Please note, if your payment failed when amending your return, you will be required to submit the balance due before you can amend this return again or file a new return for the quarter.

Versioning

Version #	Author of Changes	Revision Date	Reasons/changes made
1.0	Amy Anderson / Walter Hay	October 2025	New document to support the new amended returns process in the online portal
1.1	Stephanie Decker	November 10, 2025	Accessibility updates.