

# Unemployment Fraud Guide



## How can my employee protect their identity against fraud?

Knowing where your credit stands can help you protect your identity and prevent surprises when you apply for credit. Monitoring all 3 of your credit reports is a good way to spot signs of identity theft, discrepancies, suspicious activity and accounts or addresses you don't recognize.

Having instant access to your 3-bureau report, FICO® Scores\*, custom alerts, dark web surveillance and more can help you stay on top credit. Learn more and get started for free at [www.experian.com/ccc](http://www.experian.com/ccc).

Identity Theft Protection



## Identity Theft FAQs

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## Identity Theft Protection FAQs

In the United States unemployment claims fraud can occur at any time. It is important to remain vigilant in auditing and reporting fraud. This guide will provide CCC clients with an overview of unemployment fraud and solutions for both preventing and managing unemployment fraud claims.

### How do criminals get data?

The criminals obtain the stolen identity using a variety of techniques, including

- The online purchase of stolen PII (Personal Identifying Information),
- Previous data breaches,
- Computer intrusions,
- Cold-calling victims while using impersonation scams,
- Email phishing schemes,
- Physical theft of data from individuals or third parties,
- Theft of data from public websites and social media accounts,
- Other methods.

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## What do criminals do with stolen information?

Criminals used two primary strategies to commit this fraud. They used previously stolen personal information to:

- Open new unemployment claims in victims' names.
- Access legitimate unemployment claims and fraudulently file for weeks of benefits.

## How are fraud claims identified?

Most employers become aware of fraudulent unemployment claims by receiving a claim notice from a state unemployment agency for an employee who continues to be employed.

Many victims of identity theft related to unemployment insurance claims do not know they have been targeted until they try to file a claim for unemployment insurance benefits, receive a notification from the state unemployment insurance agency, receive an IRS Form 1099-G showing the benefits collected from unemployment insurance, or get notified by their employer that a claim has been filed while the victim is still employed.

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## How are employees affected?

Employees that are still employed by the employer are at increased risk for other types of identity theft including:

- Debit/Credit Card Fraud
- Driver's License/ID Theft
- Account Takeover
- Mortgage Fraud
- Tax Return Theft
- Auto lending Fraud
- Employment Fraud

Laid-off workers may remain in limbo for weeks or months.

## How does unemployment fraud affect organizations?

- Benefit charges if not caught
- Increase in unemployment tax rate
- Trust fund decrease can result in unemployment tax rate schedule change (increase)

## What should organizations do if they get a fraudulent claim?

Clients of CCC should immediately notify their Claims Analyst, who will notify the state unemployment agency. All other employers who become aware of a fraudulent unemployment claim should immediately notify the state unemployment agency of the fraudulent claim and also notify the employee, if applicable.

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## How can employees protect themselves from fraudulent theft?

Look out for suspicious activity:

- Receiving communications regarding unemployment insurance forms when they have not applied for unemployment benefits
- Unauthorized transactions on their bank or credit card statements related to unemployment benefits
- Any fees involved in filing or qualifying for unemployment insurance
- Unsolicited inquiries related to unemployment benefits
- Fictitious websites and social media pages mimicking those of government agencies

Additional steps to prevent fraud:

- Be wary of telephone calls and text messages, letters, websites, or emails that require providing personal information or other sensitive information, especially birth dates and Social Security numbers. Be cautious with attachments and embedded links within email, especially from an unknown email sender.
- Be aware of methods fraudsters are using to obtain PII including:
  - Social Engineering and Phishing Attacks
  - Malicious Code
  - Immediately report unauthorized transactions to financial institutions or credit card providers.

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## What to do if an employee is a victim of unemployment claim?

Immediately upon discovering an unemployment claim was fraudulently filed, your employee must contact the state unemployment agency's fraud unit. Our Fraud Reporting chart in this guide provides the method and contact information for each state unemployment agency. The agency must investigate the claim and confirm fraud has taken place prior to contact the IRS.

Victims should immediately contact the three major credit bureaus to place a fraud alert on their credit records; [Experian](#), [Transunion](#), [Equifax](#).

Additionally, notify the Internal Revenue Service by filing an Identity Theft Affidavit (IRS Form 14039) through [irs.gov](#) or [identitytheft.gov](#).

The victim of identity theft related to fraudulent unemployment insurance claims should also report the fraud to:

- Bank and credit card companies,
- Law enforcement,
- State unemployment insurance agencies,
- The employer's human resources department,
- The FBI encourages victims to report fraudulent or any suspicious activities to the Internet Crime Complaint Center at [ic3.gov](#).

Victims may consult [identitytheft.gov](#) for help in reporting and recovering from identity theft.

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## What is a 1099-G?

The 1099-G is a tax form for Certain Government Payments. State unemployment agencies send a 1099-G forms for two main types of benefits: unemployment and family leave. The 1099-G form is used to report taxable benefits when filing with the IRS. State unemployment agencies send a 1099-G to people who received unemployment benefits and the IRS.

## My employee has not filed for unemployment. What should we do now?

When criminals fraudulently claim benefits in someone else's name, the person who's information was used must contact the state unemployment agency's fraud unit. The agency must investigate and confirm fraud before they will update the IRS. The chart included in this guide provide the contact information to report fraud in all states.



Documents

Employee Communication Letter



Please contact your CCC Account Executive for any additional questions or assistance.

CCC will continue to monitor the fraud situation throughout the United States and provide updates as needed.

Visit our website for frequent updates.

Frequent updates

## Sample Employee Communication Letter

Dear [Employer Company Name] Employee,

We would like to inform you that you have options if you are a victim of Unemployment Fraud. The release of this information is not in the direct control of your employer, but we will do everything in our power to assist our employees who are victims of Unemployment Fraud. Please see some measures below on what to do if you suspect a fraudulent unemployment claim has been filed in your name.

- Inform your state Unemployment Office – Many states are fully aware of the rising rates of unemployment fraud, and therefore handle the matter very carefully. Most states offer front-page navigation on how to notify the state of fraud. Follow the prompts provided by your state, and please direct any questions regarding this, to the state.
- Notify your banks, credit unions, or any financial institutions of the compromise of your personal info – At this time, there is no evidence that fraudulent unemployment claims are leading to the attack of personal finances, but it is always in the best interest of the victim to inform financial institutions, just in case.
- Contact the 3 credit reporting agencies and put a fraud alert on your account; [Experian](#), [Tranunion](#), [Equifax](#).
- Change any on-line passwords containing personal information – Many people use personal information such as birthdays, or anniversaries in their on-line passwords. Given this information could be released, it is in the best interest of the victim to change these passwords, so that their secure data is not further compromised.

(OPTIONAL) Sign up with a security company – In the event that an employee is a victim of fraud (of any kind), they have the option of signing up with a company which will monitor their data for any suspicious activity. [Employer Company Name] partners with (Company Name) to provide low cost security monitoring to our employees. Please contact HR for more information on how to obtain this service.

If you have been a victim of unemployment fraud, we are here to support you. Together, we can make sure that our information security is maintained.

[Employer Company Name]

[Logo]

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State	State	Reporting Method	Phone	Email	Fax	Form Link	Website Link	Mailing Address
<a href="#">AK-CT</a>	AK	Email	<a href="tel:(877)272-4635">(877) 272-4635</a>	<a href="mailto:uifraud@alaska.gov">uifraud@alaska.gov</a>	<a href="tel:(907)465-6010">(907) 465-6010</a>	<a href="#">AK Form Link</a>	<a href="#">AK Website Link</a>	Unemployment Insurance Program Fraud Investigations Unit P.O. Box 115505 Juneau, AK 99811-5505
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	AL	Online	<a href="tel:(855)234-2856">(855) 234-2856</a>	<a href="mailto:TipHotline@labor.alabama.gov">TipHotline@labor.alabama.gov</a>		<a href="#">AL Form Link</a>	<a href="#">AL Website Link</a>	
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	AR	Online	<a href="tel:(501)682-2121">(501) 682-2121</a>			<a href="#">AR Form Link</a>	<a href="#">AR Website Link</a>	P.O. Box 2981 Little Rock, AR 72203
<a href="#">OH-SC</a>								
<a href="#">SD-WA</a>	AZ	Online	<a href="tel:(800)251-2436">(800) 251-2436</a>			<a href="#">AZ Form Link</a>	<a href="#">AZ Website Link</a>	
<a href="#">WI-WY</a>								
	CA	Online	<a href="tel:(800)229-6297">(800) 229-6297</a>	<a href="mailto:ueo@edd.ca.gov">ueo@edd.ca.gov</a>	<a href="tel:(866)340-5484">(866) 340-5484</a>	<a href="#">CA Form Link</a>	<a href="#">CA Website Link</a>	EDD P.O. Box 826880, MIC 43, Sacramento, CA 94280-0225
	CO	Online	<a href="tel:(877)464-4622">(877) 464-4622</a>			<a href="#">CO Form Link</a>	<a href="#">CO Website Link</a>	
	CT	Online	<a href="tel:(800)894-3490">(800) 894-3490</a>		<a href="tel:(860)263-6343">(860) 263-6343</a>	<a href="#">CT Form Link</a>	<a href="#">CT Website Link</a>	Connecticut Department of Labor Benefit Payment Control Unit 200 Folly Brook Blvd. Wethersfield, CT 06109

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State	State	Reporting Method	Phone	Email	Fax	Form Link	Website Link	Mailing Address
<a href="#">AK-CT</a>	DC	Call	<a href="tel:(877)372-8360">(877) 372-8360</a>			<a href="#">DC Form Link</a>		
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	DE	Call	<a href="tel:(302)761-8397">(302) 761-8397</a>				<a href="#">DE Website Link</a>	
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	FL	Online	<a href="tel:(800)342-9909">(800) 342-9909</a>			<a href="#">FL Form Link</a>	<a href="#">FL Website Link</a>	
<a href="#">OH-SC</a>								
<a href="#">SD-WA</a>	GA	Online	<a href="tel:(404)232-3440">(404) 232-3440</a>		<a href="tel:(404)232-3445">(404) 232-3445</a>	<a href="#">GA Form Link</a>	<a href="#">GA Website Link</a>	Georgia Department of Labor UI Intergrity Unit, Suite 727 148 Andrew Young International Blvd., N.E. Atlanta, GA 30303-1732
<a href="#">WI-WY</a>								
	HI	Call	<a href="tel:(808)586-8947">(808) 586-8947</a>				<a href="#">HI Website Link</a>	
	IA	Online			<a href="tel:(515)281-9033">(515) 281-9033</a>	<a href="#">IA Form Link</a>	<a href="#">IA Website Link</a>	Iowa Workforce Development Attn: Fraud 1000 E. Grand Avenue Des Moines, IA 5031
	ID	Call	<a href="tel:(877)540-8638">(877) 540-8638</a>	<a href="mailto:Fraud@labor.idaho.gov">Fraud@labor.idaho.gov</a>			<a href="#">ID Website Link</a>	

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<a href="#">AK-CT</a>	IL	Online	<a href="tel:(800)814-0513">(800) 814-0513</a>			<a href="#">IL Form Link</a>	<a href="#">IL Website Link</a>	
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	IN	Online				<a href="#">IN Form Link</a>	<a href="#">IN Website Link</a>	
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	KS	Online	<a href="tel:(785)291-6059">(785) 291-6059</a>	<a href="mailto:kdol.fraud@ks.gov">kdol.fraud@ks.gov</a>		<a href="#">KS Form Link</a>	<a href="#">KS Website Link</a>	
<a href="#">OH-SC</a>								
<a href="#">SD-WA</a>	KY	Online	<a href="tel:(502)564-2387">(502) 564-2387</a>	<a href="mailto:uifraud@ky.gov">uifraud@ky.gov</a>		<a href="#">KY Form Link</a>	<a href="#">KY Website Link</a>	
<a href="#">WI-WY</a>								
	LA	Online	<a href="tel:(800)201-3362">(800) 201-3362</a>	<a href="mailto:WCFraud@lwc.la.gov">WCFraud@lwc.la.gov</a>		<a href="#">LA Form Link</a>	<a href="#">LA Website Link</a>	
	MA	Email	<a href="tel:(800)354-9927">(800) 354-9927</a>	<a href="mailto:UIFraud@detma.org">UIFraud@detma.org</a>		<a href="#">MA Form Link</a>	<a href="#">MA Website Link</a>	UI Program Integrity Department P.O. Box 8610 Boston, MA 02114
	MD	Email	<a href="tel:(800)492-6804">(800) 492-6804</a>	<a href="mailto:uifraud@dllr.state.md.us">uifraud@dllr.state.md.us</a>	<a href="tel:(410)767-2610">(410) 767-2610</a>	<a href="#">MD Form Link</a>	<a href="#">MD Website Link</a>	300 West Preston Street Room 500 Baltimore, MD 21201-2365

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State	State	Reporting Method	Phone	Email	Fax	Form Link	Website Link	Mailing Address
<a href="#">AK-CT</a>	ME	Online	<a href="tel:(800)845-5808">(800) 845-5808</a>	<a href="mailto:fraudreporting.mol@maine.gov">fraudreporting.mol@maine.gov</a>	<a href="tel:(207)287-8351">(207) 287-8351</a>	<a href="#">ME Form Link</a>	<a href="#">ME Website Link</a>	
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	MI	Online	<a href="tel:(855)842-7463">(855) 842-7463</a>			<a href="#">MI Form Link</a>	<a href="#">MI Website Link</a>	
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	MN	Online	<a href="tel:(651)296-8715">(651) 296-8715</a>			<a href="#">MN Form Link</a>	<a href="#">MN Website Link</a>	
<a href="#">OH-SC</a>								
<a href="#">SD-WA</a>	MO	Online	<a href="tel:(573)751-1855">(573) 751-1855</a>	<a href="mailto:ReportUIFraud@labor.mo.gov">ReportUIFraud@labor.mo.gov</a>		<a href="#">MO Form Link</a>	<a href="#">MO Website Link</a>	
<a href="#">WI-WY</a>								
	MS	Email	<a href="tel:(601)493-9427">(601) 493-9427</a>	<a href="mailto:bpc@mdes.ms.gov">bpc@mdes.ms.gov</a>	<a href="tel:(601)321-6471">(601) 321-6471</a>		<a href="#">MS Website Link</a>	Mississippi Department of Employment Security Benefit Payment Control Department P.O. Box 23089 Jackson, MS 39225-3089
	MT	Online	<a href="tel:(888)556-4677">(888) 556-4677</a>	<a href="mailto:dliuidci@mt.gov">dliuidci@mt.gov</a>	<a href="tel:(406)444-6651">(406) 444-6651</a>	<a href="#">MT Form Link</a>	<a href="#">MT Website Link</a>	
	NC	Online				<a href="#">NC Form Link</a>	<a href="#">NC Website Link</a>	

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<a href="#">AK-CT</a>	ND	Online				<a href="#">ND Form Link</a>	<a href="#">ND Website Link</a>	
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	NE	Online				<a href="#">NE Form Link</a>	<a href="#">NE Website Link</a>	
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	NH	Online	<a href="#">(800) 852-3400 Ext 84016</a>			<a href="#">NH Form Link</a>	<a href="#">NH Website Link</a>	
<a href="#">OH-SC</a>								
<a href="#">SD-WA</a>	NJ	Online	<a href="#">(609) 777-4304</a>		<a href="#">(609) 292-5593</a>	<a href="#">NJ Form Link</a>	<a href="#">NJ Website Link</a>	Benefit Payment Control, P.O. Box 043 Trenton, NJ 08625
<a href="#">WI-WY</a>								
	NM	Call	<a href="#">(505) 243-7283</a>	<a href="mailto:safe@mdes.ms.gov">safe@mdes.ms.gov</a>		<a href="#">NM Form Link</a>	<a href="#">NM Website Link</a>	
	NV	Online				<a href="#">NV Form Link</a>	<a href="#">NV Website Link</a>	
	NY	Online	<a href="#">(888) 598-2077</a>			<a href="#">NY Form Link</a>	<a href="#">NY Website Link</a>	NYS Department of Labor Office of Special Investigations Bldg 12 - Room 200 W. Averell Harriman Campus Albany, NY 12240

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<a href="#">AK-CT</a>	OH	Online	<a href="tel:(800)686-1555"> (800) 686-1555 Option 1</a>	<a href="mailto:ucbenprotest@jfs.ohio.gov">ucbenprotest@jfs.ohio.gov</a>	<a href="tel:(614)752-4808"> (614) 752-4808</a>	<a href="#">OH Form Link</a>	<a href="#">OH Website Link</a>	Benefit Payment Control P.O. Box 1618 Columbus, OH 43216-1618
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	OK	Online	<a href="tel:(404)557-5400"> (404) 557-5400</a>	<a href="mailto:fraud@oesc.state.ok.us">fraud@oesc.state.ok.us</a>		<a href="#">OK Form Link</a>	<a href="#">OK Website Link</a>	Oklahoma Employment Security Commission Attn: Director of Internal Audit P.O. Box 52003 Oklahoma City, OK 73152-2003
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	OR	Online	<a href="tel:(877)668-3204"> (877) 668-3204</a>			<a href="#">OR Form Link</a>	<a href="#">OR Website Link</a>	
<a href="#">OH-SC</a>								
<a href="#">SD-WA</a>	PA	Online	<a href="tel:(800)692-7469"> (800) 692-7469</a>		<a href="tel:(717)772-0983"> (717) 772-0983</a>	<a href="#">PA Form Link</a>	<a href="#">PA Website Link</a>	Pennsylvania Department of Labor and Industry Internal Audits Room 1107 Labor and Industry Bldg 651 Boas St. Harrisburg, PA 17121
<a href="#">WI-WY</a>								
	PR	Email		<a href="mailto:denunciasdesempleo@trabajo.pr.gov">denunciasdesempleo@trabajo.pr.gov</a>	<a href="tel:(787)754-5651"> (787) 754-5651</a>	<a href="#">PR Form Link</a>	<a href="#">PR Website Link</a>	Departamento del Trabajo y Recursos Humanos Unidad de Investigacion y Determinacion de Sobrepagos Edificio GM Plaza Ave Ponce de Leon, Urb. Caribe, Rio Piedras, PR, 00918
	RI	Online	<a href="tel:(401)462-1522"> (401) 462-1522</a>	<a href="mailto:DLT.investigations@dtl.ri.gov">DLT.investigations@dtl.ri.gov</a>	<a href="tel:(401)462-8474"> (401) 462-8474</a>	<a href="#">RI Form Link</a>	<a href="#">RI Website Link</a>	RI Department of Labor and Training UI/TDI Fraud Unit 1511 Pontiac Ave. Cranston, RI 02920
	SC	Online	<a href="tel:(800)868-1488"> (800) 868-1488</a>			<a href="#">SC Form Link</a>	<a href="#">SC Website Link</a>	S.C. Department of Employment and Workforce Fraud Investigation Recovery Enforcement Unit P.O. Box 995 Columbia, SC 29202

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<a href="#">AK-CT</a>								Reemployment Assistance Division Benefit Payment Control Unit South Dakota Department of Labor and Regulation P.O. Box 4730 Aderdeen, SD 57402-4730
<a href="#">DC-ID</a>	SD	Email	<a href="tel:(605)626-7649">(605) 626-7649</a>	<a href="mailto:RAFraud@state.sd.us">RAFraud@state.sd.us</a>	<a href="tel:(605)626-2216">(605) 626-2216</a>	<a href="#">SD Form Link</a>	<a href="#">SD Website Link</a>	
<a href="#">IL-MD</a>								
<a href="#">ME-NC</a>	TN	Online	<a href="tel:(615)206-7649">(615) 206-7649</a>	<a href="mailto:Esadmin.fraud@tn.gov">Esadmin.fraud@tn.gov</a>	<a href="tel:(615)253-5331">(615) 253-5331</a>		<a href="#">TN Website Link</a>	Benefit Payment Control 220 French Landing Drive Nashville, TN 37243-1002
<a href="#">ND-NY</a>								
<a href="#">OH-SC</a>	TX	Online	<a href="tel:(801)252-3642">(801) 252-3642</a>	<a href="mailto:TWC.fraud@TWC.state.tx.us">TWC.fraud@TWC.state.tx.us</a>			<a href="#">TX Website Link</a>	
<a href="#">SD-WA</a>								
<a href="#">WI-WY</a>	UT	Online	<a href="tel:(801)526-9452">(801) 526-9452</a>			<a href="#">UT Form Link</a>	<a href="#">UT Website Link</a>	Benefit Payment Control P.O. Box 778, Salt Lake City, UT
	VA	Online	<a href="tel:(800)782-4001">(800) 782-4001</a>		<a href="tel:(804)692-0580">(804) 692-0580</a>	<a href="#">VA Form Link</a>	<a href="#">VA Website Link</a>	Virginia Employment Commission Attn: Benefit Payment Control P.O. Box 27887 Richmond, VA 23261-7887
	VT	Online				<a href="#">VT Form Link</a>	<a href="#">VT Website Link</a>	
	WA	Online	<a href="tel:(800)246-9763">(800) 246-9763</a>	<a href="mailto:ESDBPInternal-Fraud@ESD.WA.GOV">ESDBPInternal-Fraud@ESD.WA.GOV</a>	<a href="tel:(800)301-1796">(800) 301-1796</a>	<a href="#">WA Form Link</a>	<a href="#">WA Website Link</a>	



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<a href="#">AK-CT</a>	WI	Online	<a href="tel:(800)909-9472">(800) 909-9472</a>			<a href="#">WI Form Link</a>	<a href="#">WI Website Link</a>	Unemployment Insurance Attn: Program Integrity P.O. Box 7905 Madison, WI 53707
<a href="#">DC-ID</a>								
<a href="#">IL-MD</a>	WV	Online	<a href="tel:(681)313-2711">(681) 313-2711</a>	<a href="mailto:reportunemployment-fraud@wv.gov">reportunemployment-fraud@wv.gov</a>		<a href="#">WV Form Link</a>	<a href="#">WV Website Link</a>	
<a href="#">ME-NC</a>								
<a href="#">ND-NY</a>	WY	Online	<a href="tel:(307)235-3658">(307) 235-3658</a>		<a href="tel:(307)235-3277">(307) 235-3277</a>	<a href="#">WY Form Link</a>	<a href="#">WY Website Link</a>	Wyoming Department of Workforce Services Unemployment Insurance Division - BPC P.O. Box 2760 Casper, WY 82602-2760
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Get answers to your questions.

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