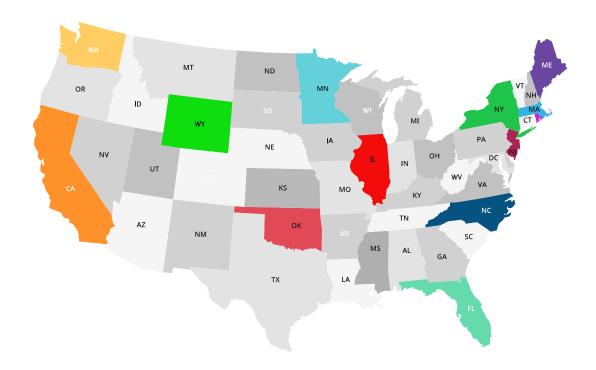




The United States Department of Labor, FBI and Secret Service have all seen a spike in fraudulent unemployment insurance claims complaints related to the ongoing COVID-19 pandemic. U.S. citizens from several states have been victimized by criminal actors impersonating the victims and using the victims' stolen identities to submit fraudulent unemployment insurance claims on-line. This guide will provide CCC clients with an overview of unemployment fraud throughout the United States and solutions for both preventing and managing unemployment fraud claims.

Which states are affected by unemployment fraud?



All states are experiencing spikes in unemployment fraud. While the initial spike of unemployment fraud claims occurred in Washington State; California, Michigan, Massachusetts and Florida have seen larger increases as well.

- 140K Michigan unemployment claims flagged for fraud deemed legitimate by state
- \$655 Million in unemployment fraud claims paid in Washington, \$334 Million recovered
- Unemployment fraud could cost Ohioans \$460 million this year

The above map indicates the states with the largest increase in UI Fraud claims.

Who is responsible for the fraudulent unemployment claims?

The U.S. Secret Service has indicated they have information suggesting that the scheme was coming from a well-organized Nigerian fraud ring according to Roy Dotson, a special agent who specializes in financial fraud at the Secret Service.

How do the criminal actors get the data they use to file the fraudulent unemployment claims?

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

- The on-line 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.



How are fraudulent unemployment claims identified?

Most employers become aware of fraudulent unemployment claims by receiving an 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.

How are employees affected by fraudulent unemployment claims?

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, some of whom had claims before COVID-19 pandemic, may remain in limbo, for weeks or months.

How are employers affected by fraudulent unemployment claims?

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

How can individuals protect themselves from identity 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 inquires 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.



What should employers do if they receive a fraudulent unemployment claim?

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

What should an employee do if they are a victim of fraudulent unemployment claim?

Victims should immediately contact the three major credit bureaus to place a fraud alert on their credit records.

- Equifax
- **Experian**
- Transunion

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 <u>identitytheft.gov</u> for help in reporting and recovering from identity theft.

Sample Communication to Employee:

Dear [Employer Company Name] Employee,

We would like to inform you that you have options if you are a victim of Unemployment Fraud. Given the effects of COVID-19 on the Unemployment systems, it has come to our attention that Unemployment Fraud rates are higher than normal. 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.
 - Equifax
 - Transunion
 - Experian
- 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 The Aura Company 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]



STATE	REPORTING METHOD	PHONE NUMBER	EMAIL ADDRESS	FAX NUMBER	ONLINE FORM LINK	WEBSITE	MAILING ADDRESS
AK	EMAIL	(877) 272-4635	uifraud@alaska.gov	(907) 465-6010	https://labor.alaska.gov/ unemployment/documents/fraud_ reporting_form.doc	https://labor.alaska. gov/unemployment/ fraud.htm	Unemployment Insurance Program Fraud Investigations Unit PO Box 115505 Juneau, AK 99811-5505
AL	ONLINE	(855) 234-2856	<u>TipHotline@labor.</u> <u>alabama.gov</u>		https://labor.alabama.gov/ Reporting%20form.docx	https://labor.alabama. gov/FraudTips.aspx	
AR	ONLINE	(501) 682-1058			https://www.dws.arkansas.gov/ unemployment/reporting-ui-fraud/	https://www.dws. arkansas.gov/ unemployment/ reporting-ui-fraud/	P.O. Box 2981 Little Rock, AR 72203
AZ	ONLINE	(800) 251-2436			https://fraudreferralexternal.azdes. gov/	https://des.az.gov/ how-do-i/report- suspected-fraud	
CA	ONLINE	(800) 229-6297	ueo@edd.ca.gov	(916) 227-2772	https://askedd.edd.ca.gov/Fraud. aspx	https://www. edd.ca.gov/ Unemployment/What is_Unemployment_ Insurance_Fraud.htm	Employment Development Department PO Box 826880 – UISD, MIC-40 Sacramento, CA 94280-0001
СО	ONLINE	(877) 464-4622			https://docs.google.com/forms/d/ e/1FAlpQLSfzVcsk7bEv4lb1K58e- iz- AVweXByolB2OswvViTEU4xhLGg/ viewform	https://www.colorado. gov/pacific/cdle/ fraud-prevention- employers	
СТ	ONLINE	(800) 894-3490		(860) 263-6343	https://www.ctdol.state.ct.us/ BPCU/fraud-sec/BenefitsFraud. htm	https://www.ctdol. state.ct.us/BPCU/ Prosecution/default. htm	Connecticut Department of Labor Benefit Payment Control Unit 200 Folly Brook Blvd. Wethersfield, CT 06109
DC	CALL	(877) 372-8360			https://does.dc.gov/page/what- unemployment-insurance-fraud		
DE	CALL	(302) 761-8397				https:// ui.delawareworks. com/ui-fraud.php	



STATE	REPORTING METHOD	PHONE NUMBER	EMAIL ADDRESS	FAX NUMBER	ONLINE FORM	WEBSITE	MAILING ADDRESS
FL	ONLINE	(800) 342-9909			http://www.floridajobs.org/ Reemployment-Assistance- Service-Center/reemployment- assistance/claimants/ fraud-and-overpayments/report- reemployment-assistance-fraud- online	http://www. floridajobs.org/ Reemployment- Assistance-Service- Center/reemployment- assistance/ claimants/fraud-and- overpayments	
GA	ONLINE	(404) 232-3440		(404) 232-3445	https://www.dol.state.ga.us/ public/uiben/fraud/reportType	https://dol.georgia. gov/report-ui-fraud	Georgia Department of Labor UI Integrity Unit, Suite 727 148 Andrew Young International Blvd., N.E. Atlanta, GA 30303-1732
HI	CALL	(808) 586-8947				http://labor.hawaii. gov/ui/information- on-ui-fraud/	
IA	ONLINE			(515) 281-9033	https://www. iowaworkforcedevelopment.gov/ report-potential-unemployment- claimant-fraud	https://www.iowawor- kforcedevelopment. gov/report-fraud	Iowa Workforce Development Attn: Fraud 1000 E. Grand Avenue Des Moines, IA 5031
ID	CALL	(877) 540-8638	Fraud@labor.idaho. gov			https://labor. idaho.gov/dnn/ Unemployment- Benefits/Fraud	
IL	ONLINE	(800) 814-0513			https://www2.illinois.gov/ides/ Pages/Contact-IDES_Form.aspx	https://www2. illinois.gov/ides/ Pages/Reporting_ Unemployment_ Insurance_Fraud.aspx	
IN	ONLINE				https://www.in.gov/dwd/2376.htm	https://www.in.gov/ dwd/2371.htm	
KS	ONLINE	(785) 581-7300	kdol.fraud@ks.gov		https://www.dol.ks.gov/fraud/ unemployment-fraud-reporting- form	https://www.dol. ks.gov/fraud	
KY	ONLINE	(502) 564-2387	uifraud@ky.gov		http://apps.kcc.ky.gov/career/ uifraud.aspx	https://kcc.ky.gov/ Pages/contact.aspx	



STATE	REPORTING METHOD	PHONE NUMBER	EMAIL ADDRESS	FAX NUMBER	ONLINE FORM	WEBSITE	MAILING ADDRESS
LA	ONLINE	(800) 201-3362	WCFraud@lwc.la.gov		http://www.laworks.net/ UnemploymentInsurance/UI_ ReportClaimantFraud.asp	http://www.laworks. net/FraudMenu.asp	
MA	EMAIL	(877) 626-6800	UIFraud@detma.org			https://www.mass. gov/how-to/report- unemployment- insurance-fraud	UI Program Integrity Department P.O. Box 8610 Boston, MA 02114
MD	ONLINE	(800) 827-4839	uifraud@dllr.state. md.us	(410) 767-2610	http://www.dllr.state.md.us/ forms/uifraudtipform.pdf	http://www.dllr.state. md.us/employment/ uibpcfaqs.shtml#- fraud	300 West Preston Street Room 500 Baltimore, MD 21201-2365
ME	ONLINE	(800) 845-5808	fraudreporting. mdol@maine.gov	(207) 287-8351	https://www.maine.gov/labor/ Templates/ui_forms_template. shtml?id=54003%20-%20 Reporting%20Potential%20 Unemployment%20Fraud	https://www. maine.gov/labor/ unemployment/fraud. shtml	47 Statehouse Station, Augusta, ME 04333
MI	ONLINE	(855) 842-7463			https://miwam.unemployment. state.mi.us/ClmMiWAM/_/#1	https://miwam. unemployment. state.mi.us/ ClmMiWAM/_/#2	
MN	ONLINE	(651) 296-8715			https://www.uimn.org/fraud- report/	https://www.uimn. org/applicants/ needtoknow/fraud/ui- fraud.jsp	
МО	ONLINE	(573) 751-1855	ReportUIFraud@ labor.mo.gov		https://labor.mo.gov/sites/labor/ files/pubs_forms/4631-Al.pdf	https://labor.mo.gov/ DES/report_fraud	
MS	EMAIL	(866) 724-0430	<u>bpc@mdes.ms.gov</u>	(601) 321-6471		https://mdes. ms.gov/information- center/about-mdes/ mississippi- employment-security- law-mdes-regulations/ report-fraud/	Mississippi Department of Employment Security Benefit Payment Control Department P.O. Box 23089 Jackson, MS 39225-3089
MT	ONLINE	(406) 444-1709	dliuidci@mt.gov	(406) 444-6651	http://uid.dli.mt.gov/report-fraud/ report-claimant-fraud	http://uid.dli.mt.gov/ report-fraud	



STATE	REPORTING METHOD	PHONE NUMBER	EMAIL ADDRESS	FAX NUMBER	ONLINE FORM	WEBSITE	MAILING ADDRESS
NC	ONLINE				https://des.nc.gov/need-help/ report-fraud	https://des.nc.gov/ need-help/report- fraud	
ND	ONLINE				https://www.jobsnd.com/ unemployment-business-tax/ report-unemployment-fraud	https://www.jobsnd. com/unemployment- business-tax/report- unemployment-fraud	
NE	ONLINE				https://dol.nebraska.gov/Fraud/ ReportIndividualFraud	https://dol.nebras- ka.gov/UIBenefits/ Claims/Fraud	
NH	ONLINE	(800) 852-3400 EXT 84016			https://business.nh.gov/NCharge/ NHES/default.asp?form_ name=EmployerAccounts		
NJ	ONLINE	(609) 777-4304		(609) 292-5593	https://lwd.state.nj.us/formsapp/ form/41	https:// myunemployment. nj.gov/labor/ myunemployment/ help/contact-us/ reportfraud/	Benefit Payment Control, PO Box 043, Trenton NJ 08625
NM	ONLINE	(505) 243-7283			https://www.dws.state.nm.us/ Portals/0/UI/UI_Fraud_02092017. pdf	https://www.dws. state.nm.us/en- us/Researchers/ Publications/ Economic-News/ category/how-do-i#	
NY	ONLINE	(888) 598-2077			https://labor.ny.gov/secure/fraud/ report-fraud.shtm	https://www.labor. ny.gov/agencyinfo/ uifraud.shtm	NYS Department of Labor Office of Special Investigations Bldg 12 - Room 200 W. Averell Harriman Campus Albany, NY 12240
ОН	ONLINE	(800) 686-1555 OPTION 1	ucbenprotest@jfs. ohio.gov	(614) 752-4808	https://secure.jfs.ohio.gov/ feedback/ouc/ouc-fraud/index. stm	http://jfs.ohio.gov/ ouio/BPC_Efforts.stm	Benefit Payment Control P.O. Box 1618 Columbus, OH 43216-1618



STATE	REPORTING METHOD	PHONE NUMBER	EMAIL ADDRESS	FAX NUMBER	ONLINE FORM	WEBSITE	MAILING ADDRESS
OK	EMAIL	(405) 557-5400	fraud@oesc.state. ok.us			https://www.ok.gov/ oesc/About_OESC/ Contact_OESC/ Internal_Audit_ Customer_Concerns/	Oklahoma Employment Security Commission Attn: Director of Internal Audit PO Box 52003 Oklahoma City, OK 73152-2003
OR	ONLINE	(877) 668-3204			https://secure.emp.state.or.us/ public/ui-fraud/FraudReferralForm. cfm	https://www. oregon.gov/employ/ Unemployment/ Pages/Fraud.aspx	
PA	ONLINE	(800) 692-7469		(717) 772-0983	https://www.dlisecureweb.pa.gov/ FRTS/BenefitsFraud.aspx	https://www.uc.pa. gov/Pages/Reporting- Fraud-in-Pennsylvania. aspx	Pennsylvania Department of Labor and Industry Internal Audits Room 1107 Labor and Industry Building 651 Boas St. Harrisburg, PA 17121
RI	EMAIL	(401) 462-1522	DLT.investigations@ dlt.ri.gov	(401) 462-8474		http://www.dlt.ri.gov/ ui/ReportFraud.htm	RI Department of Labor and Training UI/TDI Fraud Unit, 1511
SC	ONLINE	(800) 868-1488			https://survey.dew.sc.gov/ TakeSurveyPage.aspx?s=d78509f 78a2b4ebf95f51ca5f677966d&tsi d=010c07eeb6fc46abb0305a06d0 d16aea&c=en-US	https://dew.sc.gov/ tools-resources/ report-ui-fraud	S.C. Department of Employment and Workforce Fraud Investigation Recovery Enforcement Unit P.O. Box 995 Columbia, SC 29202
SD	EMAIL	(605) 626-7649	RAFraud@state.sd.us	(605) 626-2216	https://www.state.sd.us/eforms/ secure/eforms/E2428V1- FraudReport.pdf	https://dlr.sd.gov/ ra/overpayments/ default.aspx	Reemployment Assistance Division - Benefit Payment Control Unit South Dakota Department of Labor and Regulation P.O. Box 4730 Aberdeen, SD 57402-4730
TN	EMAIL	(615) 206-7649	Esadmin.fraud@ tn.gov	(615) 253-5331		https://www. tn.gov/workforce/ unemployment/ unemployment- records-redirect/ report-ui-fraud.html	Benefit Payment Control 220 French Landing Drive Nashville, TN 37243-1002



STATE	REPORTING METHOD	PHONE NUMBER	EMAIL ADDRESS	FAX NUMBER	ONLINE FORM	WEBSITE	MAILING ADDRESS
TX	EMAIL	(800) 252-3642	TWC.fraud@TWC. state.tx.us			https://www.twc. texas.gov/jobseekers/ unemployment- benefits-fraud	
UT	ONLINE	(801) 526-9452			https://jobs.utah.gov/ui/home/ Fraud/FraudForm	https://jobs.utah.gov/ ui/fraud/uifraud.html	Benefit Payment Control, PO Box 778, Salt Lake City, UT
VA	FAX	(800) 782-4001		(804) 692-0580		https://www. vec.virginia.gov/ unemployed/ resources/report- unemployment- insurance-fraud	Virginia Employment Commission Attention: Benefit Payment Control Post Office Box 27887 Richmond, VA 23261-7887
VT	ONLINE				https://labor.vermont.gov/form/ report-ui-fruad	https://labor.vermont. gov/unemployment- insurance/ unemployment- insurance-fraud	
WA	ONLINE	(800) 246-9763	ESDGPInternal- Fraud@ESD.WA.GOV	(833) 572-8423	https://fortress.wa.gov/ esd/file/SecureUpload/ unemploymentfraud/report	https://esd.wa.gov/ unemployment/ unemployment- benefits-fraud	
WI	ONLINE	(800) 909-9472			https://my.unemployment. wisconsin.gov/Apps/Feedback/ ReportFraud	https://dwd. wisconsin.gov/ui/ fraud/report.htm	Unemployment Insurance Attn: Program Integrity P.O. Box 7905 Madison, WI 53707
WV	ONLINE				https://uc.workforcewv.org/ consumer/?lang=en	ttps://workforcewv. org/report-fraud	
WY	ONLINE	(307) 235-3658		(307) 235-3277	http://doe.state.wy.us/ uifraudreporting/	http:// wyomingworkforce. org/contact/fraud/	

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.

Check our website, www.corporatecostcontrol.com for frequent updates.

CCC Nationwide





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www.corporatecostcontrol.com