

## **Identifying possible ID Theft at the time of the IIC**

We are seeing an increase in fraudulent claims being filed via IIC. For the security of our customers, it is very important that we are careful NOT TO just process all claims, even when something does not seem right or information is missing.

Some of the things below combined together could indicate possible ID Theft:

- The employer(s) listed by the claimant does not match the employers showing in our Wage records.
- The claimant provides an out of state home address.
- The claimant provides a last day worked that falls in March or April, but you can see more recent wages in the Wage screen.
- The employer provided by the claimant is not found in EBLU, or the address provided is for another employer/company altogether.

Note about the claimant's filing process and ID theft:

When a claimant is completing their application online and indicate they have only worked for one employer in the prior two years and our WAGE file only has one employer/BIN reported from the base year to the present, the claimant is presented with a multiple choice list of employers to select from. This list includes their actual employer, other employers in the same or similar industry, and an option to select "other" to manually enter their employer details.

If the claimant chooses the wrong employer, it will not auto process (and lands in the clean claim queue). If the claimant did correctly identify their long-term employer from the multiple choice list, carefully review the information provided before moving forward. Processing a ID theft claim when the employer information is wrong releases protected information (196) to the potential fraudster.

**DO NOT** go past the ID screen if you believe you have one of these claims. Doing so will update the customer record in Mainframe with potentially incorrect information (address, phone, etc.).

- Make a phone attempt to clarify what the claimant provided and to assure the claimant actually filed the application. If someone answers, make sure the information flows from the claimant to us to protect confidentiality.
- If they say they did not file the claim, Reject the IIC and send an email to OED\_UI\_IDTHEFT.
- If unable to speak with the claimant, put the claim on hold for "possible ID Theft" following the instructions in the IIC Processing & Hold procedures.