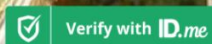




Massachusetts Department of Unemployment Assistance

VERIFY YOUR IDENTITY WITH ID.ME



Introduction to a new Anti-Fraud Identification Measure- ID.me

DUA has contracted with the security vendor **ID.me**, a federally certified identity verification provider that specializes in digital identity protection. ID.me will provide additional identity verification measures to address the continued surge of fraudulent claim attempts. This is another layer of identity verification that will help protect the integrity of the system and allow DUA to issue payments on legitimate claims in a timely manner. This communication is to provide information about ID.me. Any additional details regarding the processes with ID.me will be sent as it becomes available.

Important information to take note of:

- ID.me is only being implemented in UI Online, it will not apply to claimants who receive PUA benefits.
- Only claimants with pending Identity Verification issues will receive a letter from DUA informing them of a new method to verify their identity and that they are required to complete this process.
- **These letters are expected to go out at the end of this week through the beginning of next week.**
- Even if claimants have submitted fact finding, **they must complete the ID.me verification process.**
- Claims Agents should emphasize that the letter is legitimate and that it is important to follow the instructions in order to verify their identity.
- Inform the claimant that this new process will help in potentially paying legitimate claims in a timely manner.

- Claimants who register for ID.me will receive a text notification. This is an automated alert that is designed to protect their identity from unauthorized use.
- Staff will **not** be able to access any claimant's ID.me account or provide specific information regarding a claimant's ID.me account.
- Claimants should be directed to the website for additional information on ID.me.
- If a claimant needs customer support with ID.me, they can submit a request on the ID.me website.
- ID.me will only notify DUA if a claimant's identity has **passed** verification. The issue will be approved by the system, no staff intervention required.
- Claimants who do not pass will be disqualified and will have the right to appeal the determination.
- MA DUA's Landing Page in ID.me is: <https://hosted-pages.id.me/ma-dua>
- The current information on the website is subject to change, but this is where claimants will be directed to complete the ID.me verification process.
- MA DUA's Landing Page in ID.me in Spanish is <https://hosted-pages.id.me/ma-dua-espanol>
- ID.me can assist claimants in languages other than Spanish using a translation line. Any claimants who need language assistance should be so informed. Please engage the services of our language line to help explain this to LEP claimants.