

## UI Fraud

1. **What causes the fraudulent claims? Do we know why the fraud claims are being filed and what the source of the information breach is?**

The data used to file a fraudulent Unemployment Insurance claim is obtained by previous data breaches that are not associated with DLT or RI State Government. That information is then used to pose as the victim and establish a claim to be paid into an account managed by the fraudster.

2. **My employees are starting to ask if this is related to their specific organization since it has happened to so many employees. I have heard that employees' names and information may be gathered from their public company websites—any truth to this?**

What we're dealing with is an international fraud scheme. Fraudsters obtain individual-level data through large-scale data breaches. The fact that this is happening to so many people speaks to this scheme's depth and severity.

3. **Are these isolated incidents? Staff takes precautions filing reports, notifying credit, etc., but are concerned as to what else may come of this.**

It's safe to assume that it may be used for other things if the fraudsters have your name and social security number. We recommended visiting [identitytheft.gov](https://www.identitytheft.gov) to file an identity theft report with the Federal Trade Commission (FTC) and review your credit reports periodically to ensure no new fraudulent activity has occurred.

4. **What does DLT do to ensure an employee who has a real claim to file can collect benefits—if they also have a fraudulent claim in the system? It seems like these claims are being delayed for a long time and there is no one at DLT to reach out to. In the meantime, the employee has no income and experiencing a hardship. Is there a plan to make this process easier for the UI fraud victim?**

That's what is so frustrating about this -- our taxpaying employers that contribute to our fund were victimized. And Rhode Island working families can't get into our systems in the way that they should be able to because these fraudsters, believe it or not, are calling us trying to validate their claims. But we're constantly trying to make the process easier while also limiting the number of fraudulent claims we pay.

5. **What action does DLT take as far as investigation into how the information was obtained by the fraudulent filer?**

The Department is working with State and Federal law enforcement to hold the fraudsters accountable. And as a Department, we're implementing and doubling down on our anti-fraud measures that include additional verification methods to protect Rhode Islanders.

6. **Is there anything that we can do to stop it?**

The best thing that you can do is report fraud as it occurs. You can notify DLT that the claim is fraudulent by emailing [dlt.investigations@dlt.ri.gov](mailto:dlt.investigations@dlt.ri.gov), and you can also report it to the Rhode Island State Police. Additionally, you should inform your employee of steps they should take to secure their personal information. They should visit [identitytheft.gov](https://www.identitytheft.gov) to file an identity theft report with the Federal Trade Commission (FTC) and review their credit reports periodically to ensure no new fraudulent activity has occurred. Additional guidance for fraud victims is available at [dlt.ri.gov/ui/reportfraud](https://dlt.ri.gov/ui/reportfraud).

7. **What as employers are, we responsible for other than notifying the employee that we received a claim we expect to be fraudulent and providing support? In addition to providing employees with the website for the RI state police so that they can report that a fraudulent claim was filed in their name, what other actions should an employer take upon learning that a fraudulent claim has been filed using their employees' identity?**

You can email [dlt.protest@dlt.ri.gov](mailto:dlt.protest@dlt.ri.gov) to protest the charges.

8. **Employees have expressed concern when they report information on the RI State Police website—it asks for all their personal information including social security number and DOB—exactly what one needs to steal identify. How do we know their website is safe?**

Unfortunately, their information is already out there – entering into the RI State Police system will not further compromise their information. The site is secure.

9. **Our company has received notification from the DLT of payments made in January of 2021 for employees that were never unemployed. The DLT was notified of the fraudulent claims by both the employees and the company in 2020. Why are claims still being paid out after the DLT has been notified?**

While the majority of claims have already been frozen by the time they are reported as fraudulent, some have not. These could have had 1-2 payments issued prior to the freeze. That is what is likely reflected in those mailings. Employers should email [DLT.PROTEST@dlt.ri.gov](mailto:DLT.PROTEST@dlt.ri.gov) to dispute the charges.

10. **What is being done for people receiving 1099s for fraudulent payments they never received? What additional steps should our employees take when they receive a 1099 or notification of continuing benefits being paid? Will the state or federal government use this fraudulent benefit when figuring taxes owed and reduce tax refunds accordingly?**

No one is responsible for paying taxes on unemployment benefits that they didn't file for or receive. If an employee receives a 1099-G from the Rhode Island Department of Labor and Training for unemployment benefits they didn't receive, they should report it on our website: <https://dlt.ri.gov/1099/reportfraud/> Once they fill out this form, DLT will be in touch to provide a voided or corrected 1099-G form for them to use to file their taxes, and no further action is needed. DLT will relay the information to the IRS and RI Division of Taxation. Additional information is available at <https://dlt.ri.gov/1099/#fraud>.

11. **Our company is being charged for fraudulent claims---what should we do to ensure credit to our account and that this will not affect our UI rating?**

You should email [dlt.protest@dlt.ri.gov](mailto:dlt.protest@dlt.ri.gov).

12. **Is there way to flag our company so no payments get paid out until I respond to the claims? I received 3 emails, Friday night 2/26/2021 @ 8:12pm. I responded Monday, 3/1/2020, and I also called the RIDLT to have the claims tagged as fraudulent. My frustration is 3 out of 4 of the claims had already been paid on. How can this happen without our company's response?**

Not at this time. We can't simply block an employer from paying unemployment. We do send notice to employers but we're also working to provide benefits to tens of thousands of Rhode Islanders during a pandemic. If an employer's account is charged and it shouldn't be – report it.

13. **Many of my employees continue to receive the Benefit Rate Decision Letters, even though the claim has been tagged as fraudulent. I have told these employees to disregard the letters. Is this the correct response, or should they be calling the number 401-243-9100 on the letter?**

They should disregard the letters and notify DLT that the claim is fraudulent by emailing [dlt.investigations@dlt.ri.gov](mailto:dlt.investigations@dlt.ri.gov), if they haven't already done so. Due to high volume, DLT will not be able to respond individually to every email but will ensure that the claim is stopped. Once you have emailed DLT, there is no need to call. Further, the system is not able to suppress the initial mailings that we are required to send out.

Note, one member indicated their company is starting to offer Life Lock as a voluntary benefit because of the high volume of claims.

#### General DLT

1. **Public school employees are not eligible for benefits in between terms if they're typical school year employees. Why were employers and employees of public schools advised to continue collecting benefits through the summer months this past year?**

If an employee had established themselves as a summer employee and they work in school-sponsored programs in the past -- and have done so for the past two years -- the DLT would consider it part of their extended school term. If the individual has other employment to establish a claim without their school wages, that would also make them eligible.

2. **What can we do to obtain reimbursement if an employee is found to be overpaid benefits, but the funds are determined to be unrecoverable? Has anyone had luck appealing an appeal decision or are public schools out of luck?**

You should send an email to DLT to protest the charges. We evaluate them on a case-by-case basis, but we'll likely be able to push the charges off of a DLT account instead of an individual employee account.

#### General TDI/TCI

1. **Is there anything that would prevent teachers who pay into ERSRI from being eligible for this benefit if a sick pool is no longer available to them?**

To qualify for TDI/TCI, you must pay into it as a group, not individually. If they pay in, they can collect. If they don't, they cannot collect.