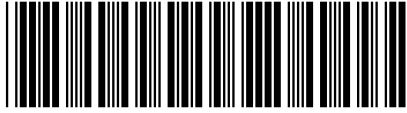




THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE



369497369

DXSUZGZVQU, RCNUAHWXIB
86 Ridge Rd
South Hadley, MA 01075-2424

CLAIMANT ID: 10836577

CLAIM ID: 202001
September 30, 2021

This notice is informing you of a new method of verifying your identity so that the Department of Unemployment Assistance can pay you more quickly.

Why did I receive this notice?

You have an identity issue on your claim that is preventing you from being paid.

What do I need to do?

In order to verify your identity, please use ID.me, a trusted technology partner of the DUA.

ID.me is a federally-certified identity provider and specializes in digital identity protection. DUA has contracted with ID.me to help make sure you are who you say you are – and not someone pretending to be you – before we pay benefits or grant access to the sensitive information in your UI Online account. More information about ID.me is available at <https://hosted-pages.id.me/ma-dua>

By using ID.me, you can get resolution of the identity issue on your claim within 48-72 hours in most cases. You can access <https://hosted-pages.id.me/ma-dua> on your smart phone, tablet, or computer.

To verify your identity, please go to <https://hosted-pages.id.me/ma-dua> to begin.

PLEASE NOTE: You must complete the ID.me verification process in order to receive your benefit payments. Even if you have already submitted fact finding, please follow the instructions on this letter for resolution.

What should I do now?

Visit MADUA ID.me to complete the online process within 10 days of this notice.

The sooner you complete the verification process, the sooner you will receive benefits.

What happens if I don't respond?

If you do not respond within 10 days, we may deny your claim. Please use <https://hosted-pages.id.me/ma-dua> even if you have already responded to fact-finding about your identity.

What if I did not file this claim?

If you did not file this claim for unemployment assistance, please notify us by visiting <https://www.mass.gov/info-details/report-unemployment-benefits-fraud>

You can also notify us by calling (877) 626-6800.

What if I have questions?

For questions about your claim, call us at (877) 626-6800.

For questions about ID.me, visit <https://hosted-pages.id.me/ma-dua>

This document contains important information.

Please have it translated immediately, or call 617-626-6800 or from area codes 508, 978, or 413, call 877-626-6800. You may request an interpreter.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа, или позвонить по телефону 617-626-6800, или, если Вас телефонный код начинается с цифр 508, 978, или 413, Звоните по телефону 877-626-6800, где Вам помогут с переводом.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente. Para asistencia con la traducción llame al 617-626-6800; desde los códigos de área 508, 978 y 413 llame al 877-626-6800 y marque el 3 para asistencia en español.

تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً، أو اتصل بـ 617-626-6800 أو من أكواد المناطق 508 أو 978 أو 413، اتصل بـ 877-626-6800 من أجل المساعدة في الترجمة.

Docikman sa gen enformasyon enpòtan. Tanpri fè yon moun tradwi l touswit, oswa rele nan 617-626-6800 oubyen de kod area 508, 978, oswa 413, rele 877-626-6800 pou èd. Ou ka mande pou yon entèprèt.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente, o chiami 617-626-6800 oppure, dalle zone con codice 508, 978, o 413, chiamare 877-626-6800. E possibile richiedere un interprete.

Este documento contém informações importantes. Por favor, traduza-lo imediatamente, ou chame ao numero 617-626-6800 ou de códigos de área 508, 978, ou 413, ligue para 877-626-6800 e tecla 5 para obter assistência em Português.

此文件含有重要信息。請立即找人翻譯。或電 617-626-6800；但若在區域號碼 508，978，或 413，致電 877-626-6800 要求翻譯協助。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하거나, 617-626-6800 번 또는 지역코드 508, 978번이나 413번에서 877-626-6800 번으로 전화하여 번역에 관한 도움을 받으십시오.

Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt, ou appeler le 617-626-6800, ou le 877-626-6800 pour les préfixes 508, 978, or 413. Vous pouvez faire appel à un interprète.

Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay. Gọi điện tới số 617-626-6800, hoặc nếu quý vị từ các mã vùng 508, 978 hay 413 thì hãy gọi điện tới số 877-626-6800, để được hỗ trợ về dịch thuật.

ເອກະສານສະບັບນີ້ ບັນທຸຂໍ້ມູນອັນສໍາຄັນ. ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກ ສ່ຽງບໍ່ ລໍຯ. ທາງາດບີ 617-626-6800 ຫລືຖ້າໃຫລາກລະຫັດ ຂຂດ 508, 978, ຫລື 413, ໃຫ້ໃບ 877-626-6800 ເພື່ອ ອະເອົາການຊ່ວຍເຫລືອໃນດ້ານແປພາສາ.

ឯកសារនេះមានຂໍ້ព័ត៌មានដ៏សំខាន់ៗ សូមបកប្រែវា ជាបន្ទាន់ៗ សូមទូរស័ព្ទលេខ 617-626-6800 ឬពី លេខខ្ញុំដ៏ស្បែកចាំបំប៉ន 508, 978, ឬ 413, ទូរស័ព្ទ 877-626-6800 សម្រាប់ជំនួយក្នុងការបកប្រែ។

