

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 their website.

By using ID.me, you can get resolution of the identity issue on your claim within 24-48 hours in most cases.

To verify your identity, please click [HLP link here] 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 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 ID.me 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 their website.