



The Commonwealth of Massachusetts
Executive Office of Labor and Workforce Development
Department of Unemployment Assistance



Issue Date: September 9, 2021
Letter ID: [REDACTED]
Claim ID: [REDACTED]

ORDER TO SHOW CAUSE

Dear [REDACTED]

The Massachusetts Department of Unemployment Assistance (DUA) has received your appeal of the Identity Verification issue on your claim for unemployment insurance benefits.

The DUA needs additional information to respond to your request for appeal. This is your opportunity to provide evidence and information in response to the information DUA has received. DUA may redetermine your eligibility for unemployment benefits based on the information you provide.

A hearing may not be necessary if you: (1) verify your identity using ID.me, utilizing the steps outlined below, **or** (2) submit additional information pertaining to your identity.

OPTION ONE:

You may verify your identity using ID.me, a trusted technology partner of the DUA. Once your identity has been verified through ID.me, a hearing for this issue will not be necessary, and you will receive benefits, if otherwise eligible.

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 go to <https://hosted-pages.id.me/ma-dua> to begin.

OPTION TWO:

You may submit additional documents to the agency.

*** DOCUMENTS THAT MUST BE SUBMITTED** (Clear, legible, unaltered photocopies – front and back):

1. Social Security Card or some other documentation issued by the government that will verify your Name and Social Security Number.
2. Birth Certificate or some other documentation issued by the government such as Massachusetts ID, Driver's License, or Passport that will verify your Name and Date of Birth.

3. Photo Identification such as a Massachusetts ID, Driver's License, Passport or some other documentation issued by the government that contains an official photograph

You may upload these documents by completing the following steps:

1. Go to <https://ui-cares-act.mass.gov/PUA/> and log in to your account.
2. Click the **More** tab, and then click the **Upload Additional Documents for Hearing** hyperlink.

Please follow the provided instructions for uploading documents. Make sure to upload all your documents before you click the Submit button.

If you would still like to appeal your determination and have a hearing: You **MUST** contact the Hearings Department by telephone at 617-626-5200 – Option #2 or by email PUAHearings@mass.gov **within ten calendar days after the date this letter was mailed to you** and inform us that you wish to proceed with the appeal.

If you do not respond to this letter in any of the ways stated above within ten calendar days of the date this letter was mailed to you, we will dismiss your appeal. The appeal will be dismissed without prejudice.

If you wish, you may have an agent, legal counsel or advocate help you respond to the requests outlined in this letter.

This Order to Show Cause why the appeal should not be dismissed for failure to prosecute is issued under the authority of 801 Code Mass. Regs. §§1.02(10)(e) and 1.01(7)(g)(2).

Important Notice

This notice contains important information regarding the appeal identified on the first page of this notice. It is important to have it translated immediately. You may need to respond by a certain date to protect your rights.

Esta notificación contiene información importante sobre la apelación identificada en la primera página de esta notificación. Es importante que este formulario se traduzca de inmediato. Es posible que usted tenga que responder para una determinada fecha para proteger sus derechos.

Este aviso contém informações importantes relacionadas à apelação identificada na primeira página do aviso. É importante que este documento seja traduzido imediatamente. Pode ser necessário que você responda dentro de um prazo específico para proteger seus direitos.

В настоящем уведомлении содержатся важные сведения об апелляции, указанной на первой странице настоящего уведомления. Необходимо незамедлительно обеспечить его перевод. Чтобы защитить свои права, вам, возможно, необходимо будет ответить до определенной даты.

Avis sa gen enfòmasyon enpòtan konsènan apèl ki idantifye sou premye paj avi sa.Li trè enpòtan pou fè yon moun tradwi sa pou ou touswit. Ou ka bezwen repon avan yon dat spesifik pou pwoteje dwa w yo.

Il presente avviso contiene importanti informazioni in merito al ricorso riportato nella prima pagina del presente documento. Tradurre quanto prima il presente modulo. È possibile che si richieda risposta entro una certa data al fine di proteggere i diritti del soggetto.

Cet avis contient d'importants renseignements sur l'appel identifié en première page de cet avis. Il est important de le faire traduire immédiatement. Il se peut que, pour protéger vos droits, vous deviez répondre avant une certaine date.

កំណត់ហេតុនេះមានព័ត៌មានសំខាន់ៗ ពាក់ព័ន្ធជន្លឹងបណ្តឹងតវ៉ា នៅក្នុងទំព័រដំបូង នៃកំណត់ហេតុនេះ។

ກໍລະນີຂອງທ່ານອາດຈະມີຜົນຕໍ່ການກຳນົດໄດ້ຢ່າງກວ້າງຂວາງ ຫຼື ການກຳນົດໄດ້ຢ່າງກວ້າງຂວາງ ທີ່ບໍ່ຖືກກຳນົດ
ຕາມກົດໝາຍ ຫຼື ການກຳນົດໄດ້ຢ່າງກວ້າງຂວາງ ທີ່ບໍ່ຖືກກຳນົດ ທີ່ບໍ່ຖືກກຳນົດ ທີ່ບໍ່ຖືກກຳນົດ

Thông báo này có các thông tin quan trọng về việc kháng cáo đã được xác định trên trang đầu tiên của
thông báo này. Việc dịch ngay thông báo này là rất quan trọng. Quý vị có thể cần phải trả lời chậm nhất
vào ngày cụ thể để bảo vệ quyền của mình.

ຫນັງສືແຈ້ງການນີ້ມີຂໍ້ມູນທີ່ສຳຄັນກ່ຽວກັບການຂ້ອນຂ້າງທີ່ໄດ້ກຳນົດ
ຢູ່ໃນຫນ້າທຳອິດຂອງຫນັງສືແຈ້ງການນີ້. ການແຈ້ງຫນັງສືນີ້ແມ່ນສຳຄັນຫລາຍ. ທ່ານອາດຈະຈຳເປັນຕ້ອງ
ຕອບມັນໃຫ້ທັນໃນວັນທີ່ສະເພາະໃດຫນຶ່ງ ເພື່ອປົກປ້ອງສິດທິຂອງທ່ານ.

這份通知包含了有關本通知第一頁中所指上訴的重要資訊。因此立即請人翻譯相關內容是非常重要的。您
或許必須在某個時間之前提出答辯狀以保護您的權利。

이 통지서에는 본 통지서 첫 페이지에 나오는 항소에 관한 중요한 정보가 들어 있습니다. 이것이 즉시
번역되도록 하는 것은 중요합니다. 귀하는 귀하의 권리를 보호하기 위하여 특정 날짜까지 응답해야 할
수도 있습니다.

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The Commonwealth of Massachusetts
Executive Office of Labor and Workforce Development
Department of Unemployment Assistance



Issue Date: July 22, 2021
Letter ID: [REDACTED]
Claim ID: [REDACTED]

ORDER TO SHOW CAUSE

Dear [REDACTED],

The Massachusetts Department of Unemployment Assistance (DUA) has received your appeal of the Identity Verification issue on your claim for unemployment insurance benefits.

This is your opportunity to provide evidence and information to help establish your identity. DUA may redetermine your eligibility for unemployment benefits based upon the additional information you provide.

A hearing may not be necessary if you: (Option One) verify your identity using ID.me, utilizing the steps outlined below, or (Option Two) submit additional information pertaining to your identity. If you do not do either of the above, and you want to pursue your appeal, you must contact the hearings department following the instructions in Option Three.

If you do not respond to this letter in any of the ways stated above *within ten calendar days of the date on this letter*, we will dismiss your appeal. The appeal will be dismissed without prejudice. **If you wish, you may have an agent, legal counsel or advocate help you respond to the requests outlined in this letter.**

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3. Please follow the provided instructions for uploading documents. Make sure to upload all your documents before you click the **Submit** button.

OPTION THREE:

If you cannot use Option One or Option Two, and you would still like to appeal your determination and have a hearing:

You **MUST** contact the Hearings Department by telephone at 617-626-5200 – select #2 or by email PUAHearings@mass.gov **within ten calendar days after the date this letter was mailed to you** and inform us that you wish to proceed with the appeal.

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