



January 7, 2021

### Info on Suspended Payments Due to Fraud Screening

To help strengthen fraud prevention measures, EDD has implemented the following actions:

- An identity validation process through ID.me on to enhance the identity verification of all **new** claimants applying for benefits moving forward and reduce manual workload involved in other ID verification processes.
- Applying additional fraud screening tools to about 9.7 million **existing** claims from the COVID-19 pandemic resulting in more than 1.4 million claims identified as high potential for fraud.
  - The department is working to resolve identity or eligibility issues on these claims as they were deemed highly suspect or fraudulent and further payments were suspended.
  - The individuals associated with these claims are receiving emails delivered through their UI online account or notices sent through the US Post Office to the address on file if EDD needs additional information from them, as well as how to provide it, so the EDD can validate identity or eligibility for any legitimate claims and payments can resume for them.
  - If no official response is received from the individual, claims will be cancelled.

More than a million of these individuals will be guided through a specific link to ID.me to provide documentation validating their identity. This link will be provided to claimants in daily phases over the course of January 6th to January 14th.

The remaining claimants will be mailed either a Notice of Determination with appeal rights or a determination questionnaire to complete and return to the department in order to resolve non-identity eligibility issues. Claimants should **continue to certify for benefits** for each week that claimant's wish to claim benefits while this additional validation effort is resolved. This action will minimize any delays in processing their claims.

- This suspended payment process is **separate** from Bank of America assessing potential fraudulent claims and transactions involving the debit card, much like any credit card in the banking system. And if someone has experienced issues



with accessing funds on those accounts and have NOT received a message from EDD indicating that more information is needed, then this is an issue that only Bank of America can resolve by calling the number on the back of the card (1-866-692-9374).

Background:

EDD encourages claimants to review these resources they are receiving to make the process through ID.me as seamless and quick as possible:

- The [step-by-step guide \(PDF\)](#) walks you through completing your verification.
- While providing documents online is the fastest option, ID.me offers a video call with trained and certified staff members. Learn more through [how to verify your identity on a video call \(PDF\)](#).

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**Tips for successful identity verification through ID.me**

Unsuccessful verification attempts may be due to many reasons:

- You recently moved.
- Your credit report is locked or frozen.
- Your credit profile contains erroneous information.
- You already verified your identity with ID.me
- Your submission has an error or typo.
- You submitted expired documents.
- You submitted an [unreadable photo](#).
- You submitted a phone number that is not associated with your name and address.

For faster processing and to avoid delays in ID.me, make sure:

- **Your information matches.** Your name, date of birth, and Social Security number must match the information on file with the Social Security Administration (SSA) or the Department of Motor Vehicles (DMV). For example, you may have changed your name but didn't notify the DMV.
- **You submit the correct documentation.** You must provide documents with your correct name or date of birth, such as an official birth certificate or marriage certificate.