



Michigan
Talent Investment Agency
Department of Talent and Economic Development

Strategies to Avoid and Respond to Identity Theft and False Claims Projections

Tim Kolar

State Office Administrator – State of Michigan

UWC National UI Issues Conference

June 27, 2019



Someone filed an unemployment claim in my name

Author: Sarah Sell

Published: 5:48 PM EST November 9, 2017

My personal experience with identity theft:

Identity theft is a national problem and it's not just credit cards and financial institutions being targeted by thieves. Government agencies, like Michigan's Unemployment Insurance Agency, are also seeing an uptick in fraudulent claims.

Fraudulent claims of unemployment another symptom of identity theft

By [Emilee Nielsen](#) | on December 19, 2017

Criminals are constantly thinking of new and innovative ways to use identity theft to their advantage.

One new way affecting more and more people in the area is to file for unemployment using someone else's information. Employers and their employees are having to be much more aware of how their information is used to block efforts to file fraudulent unemployment claims.

Edlin said she was told to look into whether or not she was affected by the Equifax credit bureau security breach that the company noticed in July. She found that she was one consumer who was potentially affected by the breach.



Personal info used in fake unemployment filings

By: Rachel VanGilder

Posted: Jan 17, 2018 06:43 PM EST

WALKER, Mich. (WOOD) -- An untold number of fraudulent unemployment claims have been filed recently, prompting significant concern from those who have been impacted.

State officials say they have received numerous complaints from people who received notice that unemployment insurance claims were made in their names when they never submitted a request.

Unemployment identity theft: See what Michigan is blaming for a spike in cases

Michigan dealing with spate of unemployment identity theft

By ABC 12 News Team

Posted: Tue 2:02 PM, Feb 20, 2018

How a dog was 'approved' for \$360 per week in unemployment benefits

<https://detroit.cbslocal.com/2018/01/31/dog-granted-unemployment-benefits/>



Michigan
Talent Investment Agency
Department of Talent and Economic Development





Public Act 228 of 2017 (House Bill 5165)*

Employer Option

- 54f(1) An employer that is an interested party to a claim for benefits, or the employer's agent, may report to the unemployment agency that the claim is fraudulent because the individual who filed the claim is an impostor.

Claimant Option

- 54f(2) An affected individual may submit an affidavit to an employer or the unemployment agency. The unemployment agency shall include on its website an affidavit from that meets the requirements of this subsection. An affidavit submitted under this subsection must include all of the following: (a) The name, address, and social security number of the affected individual (b) A statement that the affected individual did not file the claim for benefits with the unemployment agency (c) A statement that the information in the affidavit is complete and accurate (d) The signature of the affected individual.

***Effective date of Public Act 228 of 2017 was March 21, 2018**



Individual Identity Theft

[Home](#) > [Request](#) > Individual Identity Theft

1. Individual Information

2. Attachments (optional)

Individual Information

In addition to completing the following information, we strongly encourage all individuals who believe they are the victim of identity theft to complete and attach (step 2) the [Statement of Identity Theft \(Form 6349\)](#). You can also mail or fax it back to the UIA.

You may also report your information by calling our toll-free fraud hotline at 1-855-UI-CRIME (842-7463).

Please provide name and address of the affected individual:

Name

Required

Last Four of SSN

Required

Required

Address Line 1

Required

Country

USA

Address Line 2

Unit Type

Unit

City

Required

State / Province

MI

ZIP

Required

County

Claim Number
(if known)

Letter Number
(if known)

Any additional information that the Unemployment Insurance Agency should know:

Privacy:

State law prohibits the Unemployment Insurance Agency from disclosing information in its files regarding a claim for benefits, an employer's tax account, or information from an informant unless authorized or required by law.

[Cancel](#)

[< Previous Step](#)

[Next Step >](#)



Identity Theft

[Home](#) > [Request](#) > [Identity Theft](#)

1. Employer Information 2. Affected Individual Information 3. Attachments (optional) 4. Signature

Employer Information

Employer Name	<input type="text" value="Required"/>		
Address Line 1	<input type="text" value="Required"/>	Country	<input type="text" value="USA"/>
Address Line 2	<input type="text"/>		
Unit Type	<input type="text"/>	Unit	<input type="text"/>
State / Province	<input type="text" value="MICHIGAN"/>	City	<input type="text" value="Required"/>
		County	<input type="text"/>
	ZIP	<input type="text" value="Required"/>	

Cancel

< Previous Step

Next Step >

1. Employer Information 2. Affected Individual Information 3. Attachments (optional) 4. Signature

Affected Individual Information

Last Four of SSN	<input type="text" value="1234"/>	Letter ID	<input type="text"/>
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The name and last known address for the affected individual according to the Employer's records is:

Name	<input type="text" value="Required"/>	Phone Number	<input type="text" value="Required"/>
Address Line 1	<input type="text" value="Required"/>		
Address Line 2	<input type="text"/>		
Unit Type	<input type="text"/>	Unit	<input type="text"/>
State / Province	<input type="text" value="MICHIGAN"/>	City	<input type="text" value="Required"/>
		County	<input type="text"/>
	ZIP	<input type="text" value="Required"/>	

The Employer believes the identified claim was fraudulently filed because the individual who filed the claim is an impostor.	<input type="checkbox"/>	Affirm
The Employer's belief is based on its review of the facts and evidence.	<input type="checkbox"/>	Affirm
The Employer is not making this report frivolously and the information contained in this report is complete and accurate to the best of the Employer's knowledge.	<input type="checkbox"/>	Affirm

Cancel

< Previous Step

Next Step >



UIA 6340E
(Rev. 03-18)

RICK SNYDER
GOVERNOR



STATE OF MICHIGAN
DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
UNEMPLOYMENT INSURANCE

Authorized by
MCL 421.1 et seq.

ROGER CURTIS
DIRECTOR
WANDA M. STOKES
DIRECTOR

Employer Report of Identity Theft

Date: _____
Employer Name: _____ Claimant Name: _____
Address: _____ Letter ID: _____
City, State, Zip Code: _____ Last Four Digits of SSN

- ☐ The above named Employer believes identified claim was fraudulently filed because the individual who filed the claim is an impostor.
- ☐ The Employer believes the facts and evidence support its belief.
- ☐ The Employer is not making this report frivolously and the information contained in this report is complete and accurate to the best of the employer's knowledge.

The name and last known address for the affected individual according to the Employer's records is:

Claimant Name: _____
Address: _____
City, State, Zip Code: _____
Telephone Number: _____

If the affected individual is still employed and an affidavit or statement of identity theft was provided by the individual to the above named Employer, attach the affidavit or statement with this report.

This report was completed by:

Signature: _____
Print Name: _____
Job Title: _____
Address (if different than above): _____
Direct Contact Number: _____

For Internal Use Only:

UI Personnel Print Name _____ Signature _____ Date _____

☐ Claimant affidavit or statement was received with this report.



* 0 6 3 4 9 1 8 0 3 *

TED is an equal opportunity employer/program.



UIA 8349
(Rev. 02-18)



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STATE OF MICHIGAN
DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
UNEMPLOYMENT INSURANCE

Authorized by
MCL 421.1 et seq.

ROGER CURTIS
DIRECTOR
WANDA M. STOKES
DIRECTOR

Statement of Identity Theft

Name: _____ Case #/Letter ID: _____

Last Four Digits of SSN

- ☐ I did not file or attempt to reopen a claim for unemployment benefits with the information above.
- ☐ I did not certify for unemployment benefits on the claim listed above.
- ☐ I did not receive any funds from the payment of unemployment benefits on the claim listed above.
- ☐ I would like this claim filed in my name to be withdrawn.

Contact Information: Address: _____

Telephone Number: _____

Email Address: _____

Certification: I certify that the information I have reported is true and correct. I understand that if I intentionally make a false statement, misrepresent facts or conceal material information to obtain benefits, I may be required to repay benefits, charged penalties and could be subject to criminal prosecution.

Signature _____

Date _____

Print Name _____

You can return this form in person at your local Problem Resolution Office (PRO). To find the nearest PRO, go to www.michigan.gov/uia under *UIA Quick Links*. You can also return this form by mail to Unemployment Insurance, P.O. Box 169, Grand Rapids, MI 49501-0169 or fax to 1-517-636-0427.

For Internal Use Only:

UI Personnel Print Name _____

Signature _____

Date _____

MIDAS Username _____

Name of PRO _____



* 0 6 3 9 1 8 0 2 *

TED is an equal opportunity employer/program.



Public Act 228 of 2017 (House Bill 5165)*

Required Response - Scenario 1

- 54f(3) Upon receiving a report submitted under subsection (1) and an affidavit submitted under subsection (2), the unemployment agency shall do both of the following:
- (a) Make a determination within 2 business days regarding whether the claim is fraudulent and whether the impostor committed identity theft and mail the determination to all interested parties. If the unemployment agency determines that the impostor committed identity theft, the determination must state that the claim is canceled and is null and void. (b) After making a determination under subdivision (a) that the claim is fraudulent, cancel all benefit payments on the claim.

Required Response - Scenario 2

- Upon receiving only a report submitted under subsection (1) or upon receiving only an affidavit submitted under subsection (2), the unemployment shall do all of the following:
- (a) Notify the impostor by mail that the impostor must, within 10 days after the date of the notice, provide proof of his or her identity by providing the unemployment agency with copies of the acceptable documents as provided in the Form I-9

***Effective date of Public Act 228 of 2017 was March 21, 2018**



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
UNEMPLOYMENT INSURANCE

ROGER CURTIS
DIRECTOR
WANDA M. STOKES
DIRECTOR

Mail Date:
Letter ID:
Claim ID:

Request for Information

Claimant Name:
Benefit Year Begin:

All individuals must establish their identity as part of the application process for unemployment benefits. Based on the information you provided, we were unable to verify your identity. **You must report to verify your identity by [mm/dd/yyyy]. Failure to report or show good cause for why you failed to report by this date will result in a denial of your unemployment benefits.**

How to Report

You can report by mail, fax, or in-person. To report by mail or fax, return this completed form along with a copy of the required documents to Unemployment Insurance, P.O. Box 169, Grand Rapids, MI 49501-0169 or fax to 1-517-636-0427. To report in person, visit your local Problem Resolution Office (PRO). To find the nearest PRO, go to www.michigan.gov/uia under *UIA Quick Links*.

What to Provide

You must provide one document from List A below, or a combination of documents, one from List B and one from List C. For a complete list of other acceptable documents, refer to the Employment Eligibility Verification Document (Form I-9) at <https://www.uscis.gov/i-9>.

List A	OR	List B	and	List C
<ul style="list-style-type: none">US Passport or US Passport CardPermanent Resident Card or Alien Registration Receipt Card		<ul style="list-style-type: none">Driver's license or ID card	<ul style="list-style-type: none">Social Security cardOriginal or certified copy of birth certificate	

If your name does not match these documents, you will need to provide proof of name change. Acceptable documents for this include, but are not limited to a marriage license or divorce decree.

Certification: I certify that the information I have reported is true and correct. I understand that if I intentionally make a false statement, misrepresent facts or conceal material information to obtain benefits, I may be required to repay benefits, charged penalties and could be subject to criminal prosecution.

Did you file this claim for unemployment benefits? ☐ YES ☐ NO

Signature _____

Date _____

Telephone Number _____

Print Name _____

If you have questions, contact UI Customer Service at 1-866-500-0017. TTY Customers call 1-866-366-0004.



* 0 6 3 4 7 1 7 1 2 *

(a) Notify the impostor by mail that the impostor must, within 10 days after the date of the notice, provide proof of his or her identity by providing the unemployment agency with copies of the acceptable documents as provided in the Form I-9



(a) Make a determination within 2 business days regarding whether the claim is fraudulent and whether the impostor committed identity theft and mail the determination* to all interested parties. If the unemployment agency determines that the impostor committed identity theft, the determination must state that the claim is canceled and is null and void. (b) After making a determination under subdivision (a) that the claim is fraudulent, cancel all benefit payments on the claim.

*Determination sent to:
(1) Employer(s); (2) Claimant Name at original address; and (3) Affected Individual Name at updated/provided address

UIA 6348
(Rev. 03-18)

RICK SNYDER
GOVERNOR



STATE OF MICHIGAN
DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
UNEMPLOYMENT INSURANCE

Authorized by
MCL 421.1 et seq.

ROGER CURTIS
DIRECTOR
WANDA M. STOKES
DIRECTOR

[Employer Name, Claimant Name or
Affected Individual Name]
[Address]

Mail Date:
Letter ID:
Claim ID:
BYB:
Employer:

DETERMINATION

The Claim ID referenced above was not filed by [individual's name]. This claim has been canceled and is null and void.

If unemployment benefits were charged to the employer on this claim, the charges have been credited to the employer's account.

[Variable text - see determination statements]

If you disagree with this determination, you can protest and upload documents online at www.michigan.gov/uia by logging into your MIWAM account. If you wish to protest in writing, complete Form UIA 1733, *Protest of a Determination*. This form is located on the website under the Forms link. Be sure to include your name, social security number or employer account number (EAN) on documents submitted with your protest. Fax the completed Form UIA 1733 to 1-517-636-0427 or mail to Unemployment Insurance, P.O. Box 169; Grand Rapids, MI 49501-0169.

Your protest must be received no later than [mm/dd/yyyy] or this determination becomes final.

If you have questions, contact the Fraud Investigations Unit at 1-855-842-7463. TTY customers call 1-866-366-0004.



* 0 6 3 4 8 1 8 0 3 *



Public Act 228 of 2017 (House Bill 5165)*

Employer Option

- 54f(1) An employer that is an interested party to a claim for benefits, or the employer's agent, may report to the unemployment agency that the claim is fraudulent because the individual who filed the claim is an impostor.

Number of reports filed from 3/21/18 through 12/31/18:

41

Claimant Option

- 54f(2) An affected individual may submit an affidavit to an employer or the unemployment agency. The unemployment agency shall include on its website an affidavit from that meets the requirements of this subsection. An affidavit submitted under this subsection must include all of the following: (a) The name, address, and social security number of the affected individual (b) A statement that the affected individual did not file the claim for benefits with the unemployment agency (c) A statement that the information in the affidavit is complete and accurate (d) The signature of the affected individual.

Number of reports filed from 3/21/18 through 12/31/18:

12,636

***Effective date of Public Act 228 of 2017 was March 21, 2018**



Legislature

How should the Agency resolve and respond timely to employer and/or individual notices of potential fictitious claims that are occurring (after a claim is filed)?

Agency

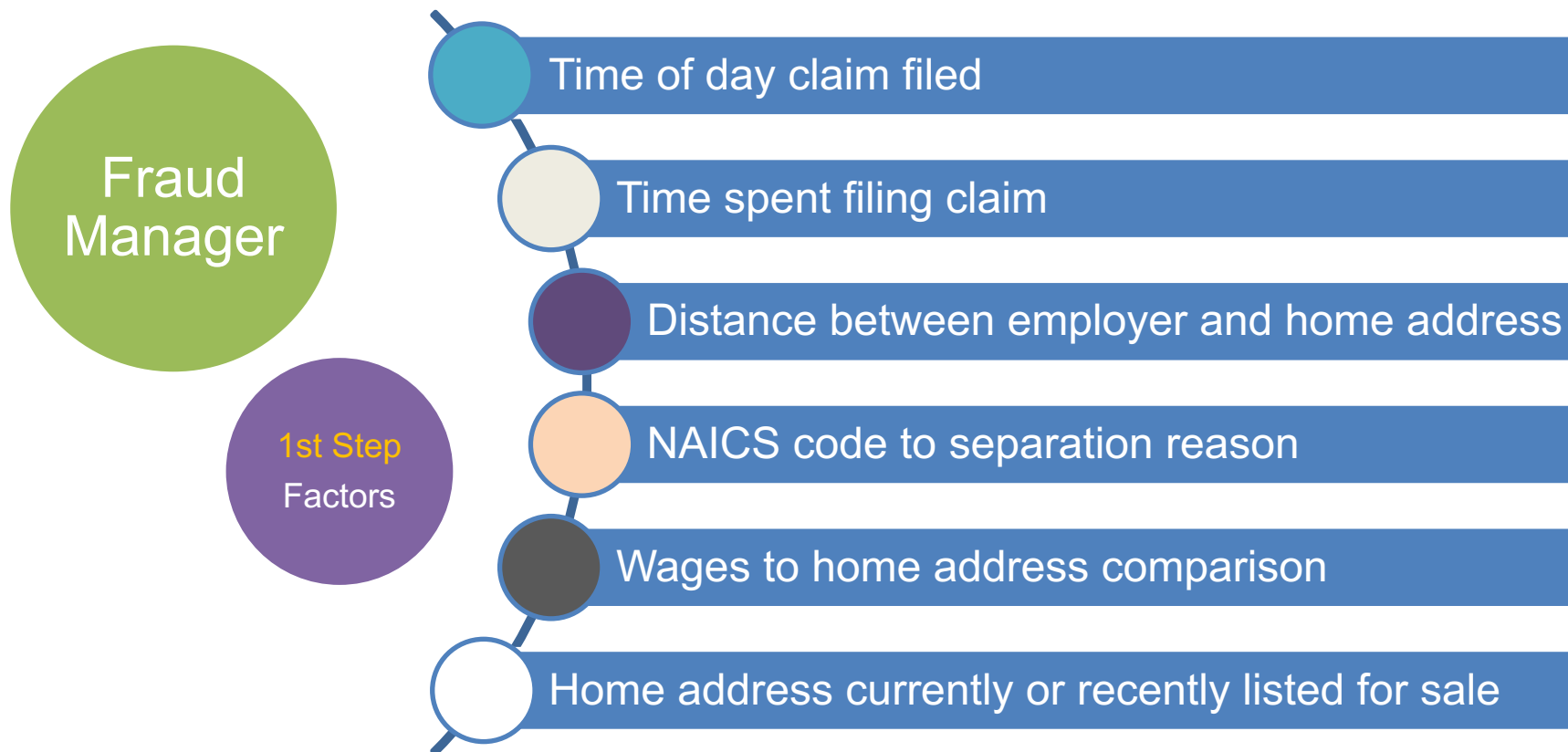
How can we identify fraudulent claims at claim filing?





1st Step
Factors

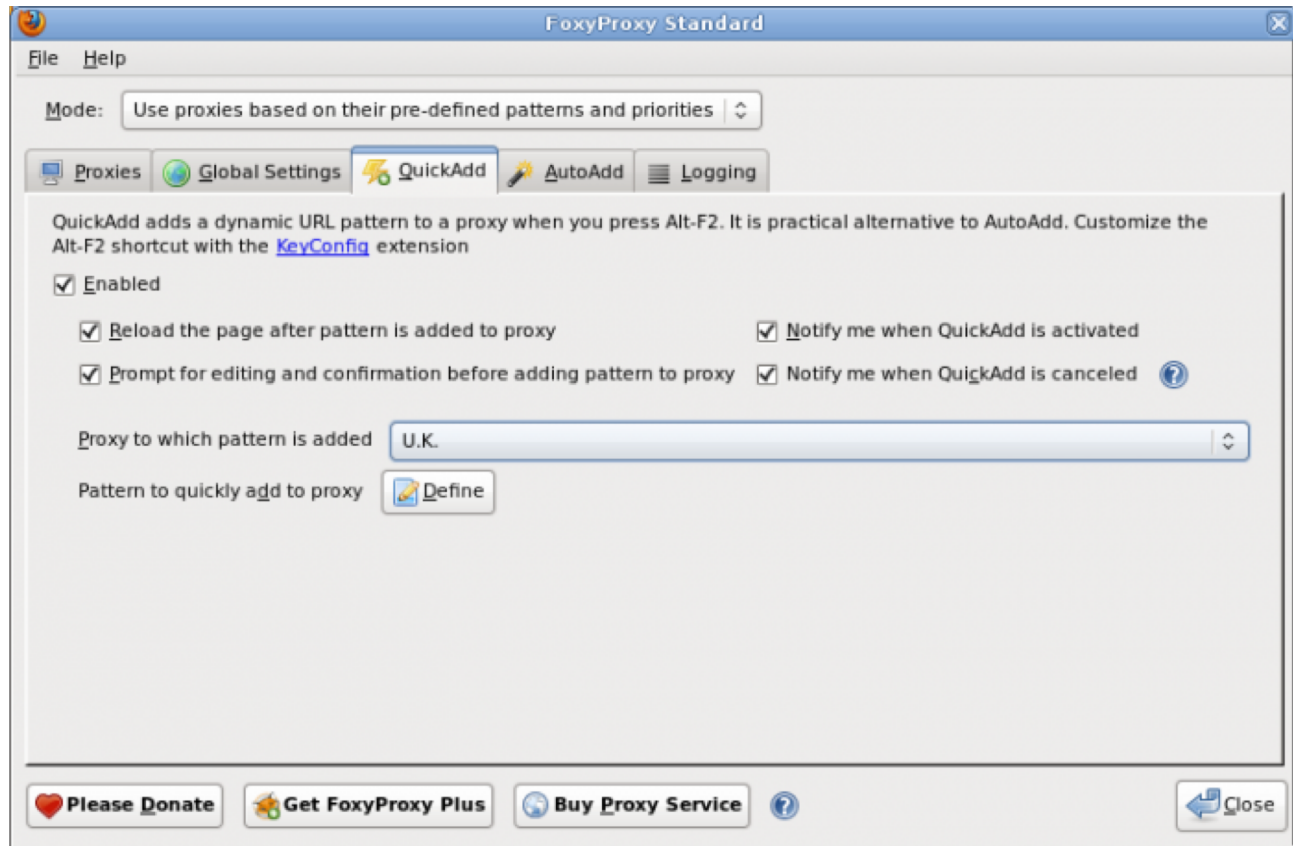
Weblogon ▼	Claim Occupation ▼	Claim Wages ▼	Withhold Taxes ▼
OMARA8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	130,565.01	false
MARSHALL8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	215,201.56	false
DEBOER8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	147,840.50	false
DEMULL8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	20,195.75	false
NOWICKI8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	71,999.98	false
WIGGER8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	403.75	false
CRYDERMAN8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	63,145.70	false
KOCH8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	81,361.96	false
WHITNEY8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	0.00	false
BMULDER8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	84,818.26	false
FEAKER8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	15,293.75	false
BURNS8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	0.00	false
KELLER8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	45,060.00	false
ELSTONE8732	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	97,835.32	false



*Non-exhaustive list of factors used for scoring. Continuously monitored and updated.



2nd Step
IP
Address





2nd Step
IP
Address

Weblogon	Street	City	IP Address
davidklein	412 N ROBERT ST	LUDINGTON	5.62.57.39
klewis6516	1116 MEL AVE	LANSING	5.62.59.19
jharris8508	6428 BISHOP RD	LANSING	5.62.57.37
cgreen3950	6137 NORBURN WAY	LANSING	5.62.59.18
staylor2338	931 MONTEVIDEO DR	LANSING	5.62.57.38
glewis8826	920 PENDLETON DR	LANSING	5.62.59.18
gcarter1753	5107 GERALDINE DR	LANSING	5.62.57.39
charris7111	3848 WEGER PL	LANSING	5.62.57.37
ataylor8275	2430 KENSINGTON RD	LANSING	5.62.59.19
thernandez7789	913 PACIFIC AVE	LANSING	5.62.57.37
skline6343	1418 W KALAMAZOO ST	LANSING	5.62.59.18
rtaylor4740	913 N JENISON AVE	LANSING	5.62.59.19
tlewis3100	2715 LAFAYETTE AVE	LANSING	5.62.59.17
smaddock1383	1430 ORMOND ST	LANSING	5.62.57.37
nclark0145	1319 DOWNEY ST	LANSING	5.62.59.18
cpuga5718	14180 TRUMPETER LN	LANSING	5.62.57.37
tgay3213	4013 RAVENSFIELD DR	CANTON	5.62.57.39



Michigan
Talent Investment Agency
Department of Talent and Economic Development



3rd Step
Email
Extension



YOPMAIL



Michigan
Talent Investment Agency
Department of Talent and Economic Development

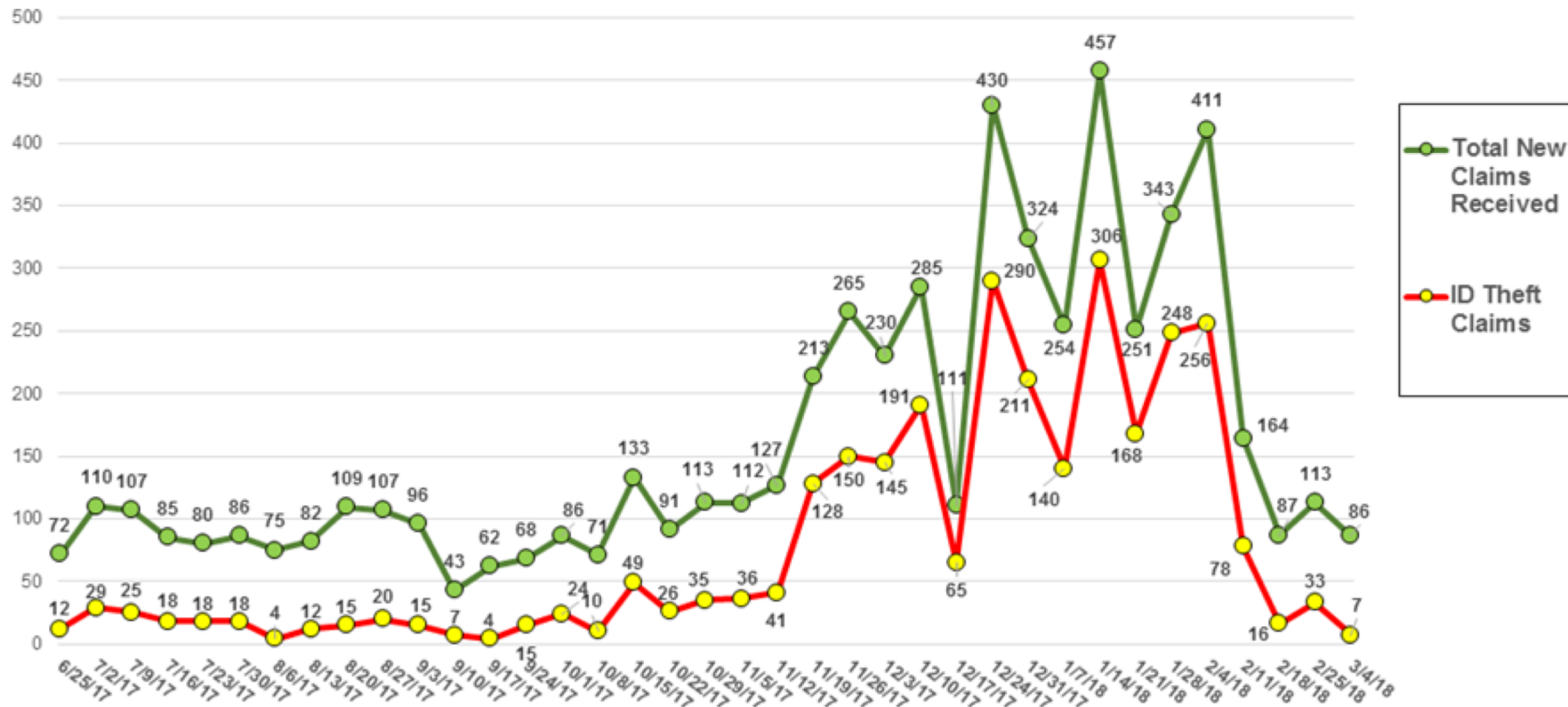
MetaBank

4th Step
Routing
Number



There are 79 routing numbers that the State of Michigan Unemployment Insurance Agency categorizes as highly suspicious (as of 6/17/2019)

 **NETSPEND** SM



The chart above was provided by an employer group in the State of Michigan and conveys the total claims from the employer group between June 25, 2017 and March 4, 2018 and the total number of those claims which were identity theft claims. *Note: Public Act 228 of 2017 became effective on March 21, 2018.*



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
UNEMPLOYMENT INSURANCE

ROGER CURTIS
DIRECTOR
WANDA M. STOKES
DIRECTOR

Mail Date:
Letter ID:
Claim ID:

Request for Information

Claimant Name:
Benefit Year Begin:

All individuals must establish their identity as part of the application process for unemployment benefits. Based on the information you provided, we were unable to verify your identity. **You must report to verify your identity by [mm/dd/yyyy]. Failure to report or show good cause for why you failed to report by this date will result in a denial of your unemployment benefits.**

How to Report

You can report by mail, fax, or in-person. To report by mail or fax, return this completed form along with a copy of the required documents to Unemployment Insurance, P.O. Box 169, Grand Rapids, MI 49501-0169 or fax to 1-517-636-0427. To report in person, visit your local Problem Resolution Office (PRO). To find the nearest PRO, go to www.michigan.gov/uia under *UIA Quick Links*.

What to Provide

You must provide one document from List A below, or a combination of documents, one from List B and one from List C. For a complete list of other acceptable documents, refer to the Employment Eligibility Verification Document (Form I-9) at <https://www.uscis.gov/i-9>.

List A	OR	List B	and	List C
<ul style="list-style-type: none">US Passport or US Passport CardPermanent Resident Card or Alien Registration Receipt Card		<ul style="list-style-type: none">Driver's license or ID card	<ul style="list-style-type: none">Social Security cardOriginal or certified copy of birth certificate	

If your name does not match these documents, you will need to provide proof of name change. Acceptable documents for this include, but are not limited to a marriage license or divorce decree.

Certification: I certify that the information I have reported is true and correct. I understand that if I intentionally make a false statement, misrepresent facts or conceal material information to obtain benefits, I may be required to repay benefits, charged penalties and could be subject to criminal prosecution.

Did you file this claim for unemployment benefits? ☐ YES ☐ NO

Signature _____

Date _____

Telephone Number _____

Print Name _____

If you have questions, contact UI Customer Service at 1-866-500-0017. TTY Customers call 1-866-366-0004.



* 0 6 3 4 7 1 7 1 2 *

(a) Notify the impostor by mail that the impostor must, within 10 days after the date of the notice, provide proof of his or her identity by providing the unemployment agency with copies of the acceptable documents as provided in the Form I-9

Significant, positive impact identifying fraudulent claims at filing versus identifying fraudulent claims after initial payment has been made.



NORTHLAND SELF STORAGE LLC
2125 M 119
PETOSKEY MI 49770-8914

Mail Date: June 12, 2019
Letter ID: L0052994958
EAN: 1564741 000
Name: NORTHLAND SELF STORAGE
LLC

Monetary Determination and Request for Information

An unemployment claim for [REDACTED] was filed on June 11, 2019. You must respond to this request for information by June 24, 2019 to prevent immediate payment of the claim and charges to your account.

This letter contains (1) important claim information, (2) details on base period wages and employer account charges, and (3) an information request and instructions on when and how to respond to this letter. If you choose not to respond an evaluation of the claim will be made with the best available information and your chargeability of this and future claims may be affected.

It is determined that [REDACTED] is able to establish a claim for unemployment benefits. The claimant meets the monetary requirements and is entitled to receive benefits as long as the claimant is not disqualified or held ineligible for other reasons.

All individuals must establish their identity as part of the application process for unemployment benefits. Based on the information provided, we are unable to verify the filer's identity. Additional information has been requested from the files and the matter is under review. No payments will be made on the claim until this is resolved. You will receive a determination on the identity issue within approximately three to four weeks.

If you are aware that the named individual is still employed, check the appropriate box in the "Other Protests" section and return this form to UI within 10 calendar days of the above mail date. Be sure to review your UIA 1136, *Weekly Statement of Benefits Charges*, so that you are aware of any payments made to the claimant after resolution of this issue.

This determination is effective beginning June 09, 2019.

Claim Information

- Claimant Social Security number [REDACTED]
- Benefit year begins (BYB): June 09, 2019
- Benefit year ends (BYE): June 06, 2020
- Weekly benefit amount: \$362.00. This figure is based on high quarter wages of \$20,414.19
- Number of dependents: 0
- Number of weeks of benefits: 20.00
- Base period begins January 01, 2018 and ends December 31, 2018

Claimant Recall

The claimant has reported a return to work with your company within 120 days or is a member of a labor union which requires union-hall hiring. The claimant is not required to use Michigan Works! placement service to register unless the UI is notified otherwise.

Base Period Wages and Employer Account Charges

State Unemployment Benefits are 100% Employer Funded.

TED is an Equal Opportunity Employer/Program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.



Monetary Determination and Request for Information sent to employer(s) when claim filed that Agency deems as suspicious.

Employer(s) focus shifts from having to respond –timely- to a monetary determination to help prevent any payment from potentially being made to are now assisting the Agency in confirming suspicious activity and informing the potential victim of a compromise.



Total benefits paid to impostors between January 1, 2015
and December 31, 2018 (as of January 22, 2019): **\$19,743,749**

2015		2016		2017		2018	
Qtr1	\$ 147,728	Qtr1	\$ 871,175	Qtr1	\$ 3,402,313	Qtr1	\$ 3,321,435
Qtr2	\$ 210,924	Qtr2	\$ 712,456	Qtr2	\$ 1,825,690	Qtr2	\$ 18,499
Qtr3	\$ 343,561	Qtr3	\$ 1,544,761	Qtr3	\$ 1,314,168	Qtr3	\$ 575
Qtr4	\$ 634,804	Qtr4	\$ 2,638,051	Qtr4	\$ 2,756,094	Qtr4	\$ 1,517
<u>\$ 1,337,016</u>		<u>\$ 5,766,442</u>		<u>\$ 9,298,265</u>		<u>\$ 3,342,026</u>	



January-18 \$ 3,000,796
February-18 \$ 219,694
March-18 \$ 100,945
\$ 3,321,435

**Fraud Manager Program fully implemented January 26, 2018*



WATCHDOG

Michigan's UIA promises to get back to identity theft victims within two hours

It's a surprising customer service guarantee by the UIA, considering the volume of complaints made over the years by people who couldn't get in contact with anybody at the agency.

Author: David Bailey

Published: 5:36 PM EDT April 9, 2018

Updated: 6:21 PM EDT April 9, 2018

GRAND RAPIDS, Mich. - They're calling it the two-hour guarantee.

Leaders at Michigan's Unemployment Insurance Agency (UIA) announced Monday the agency promises to get back to all victims of identity theft within two business hours. This comes after thousands of working people have been victimized in Michigan this winter by criminals filing false unemployment claims.



Michigan man sentenced to prison for scamming Unemployment Insurance Agency out of more than \$726K

Byron Williams obtained identities of 114 people

By [Amber Ainsworth](#)

Posted: 2:59 PM, December 02, 2017

Strike Force Nabs 100+ In Identity Theft Fraud Investigation

January 31, 2018 at 12:17 pm

2 arrested in Florida for fraudulent Michigan unemployment claims

Two people are under arrest by the FBI in Florida in connection with filing fraudulent unemployment benefit claims in Michigan.

Author: David Bailey, WZZM

Published: 5:55 PM EST February 6, 2018

Two people are under arrest by the FBI in Florida in connection with filing fraudulent unemployment benefit claims in Michigan.

The arrests are key for federal authorities and for the state's beleaguered Unemployment Insurance Agency to fight the on-going problem of identity theft.



Two Florida residents sentenced for stealing Michigan identities

Posted 2:50 PM, April 16, 2018, by [Bob Brenzing](#), Updated at 05:39PM, April 16, 2018

Detroit Man Pleads Guilty to Unemployment Insurance Fraud, Illegal Gun Possession

Wednesday, June 20, 2018

According to court records, Charles H. Alexander, 54, of Detroit, participated in a multi-year scheme to fraudulently obtain unemployment insurance benefits. Alexander acknowledged that as part of the scheme, he obtained personal identifying information of third parties and caused unemployment benefits to be issued in the names of those third parties—even though those individuals had no legitimate entitlement to such benefits. Alexander also acknowledged that he impersonated others in order to withdraw fraudulently-obtained unemployment insurance benefits

<https://www.justice.gov/usao-edmi/pr/detroit-man-pleads-guilty-unemployment-insurance-fraud-illegal-gun-possession>

Medical Assistant Charged With Stealing Patient Information And Defrauding Michigan Unemployment Insurance Agency

Thursday, June 12, 2018

A medical assistant was indicted on charges of defrauding the Michigan Unemployment Insurance Agency (UIA) and stealing patients' Personal Identifying Information (PII) from a doctor's office in Pontiac, Michigan, announced United States Attorney Matthew Schneider

<https://www.justice.gov/usao-edmi/pr/medical-assistant-charged-stealing-patient-information-and-defrauding-michigan>



Detroit Man Sentenced for Aggravated Identity Theft and Defrauding the Michigan Unemployment Insurance Agency

Tuesday, August 28, 2018

A Detroit man was sentenced to 60 months in federal prison after pleading guilty to aggravated identity theft and defrauding the Michigan Unemployment Insurance Agency, United States Attorney Matthew Schneider announced.

<https://www.justice.gov/usao-edmi/pr/detroit-man-sentenced-aggravated-identity-theft-and-defrauding-michigan-unemployment>

Detroit Man gets probation for unemployment insurance fraud

Tuesday, August 28, 2018

A Detroit-man has been sentenced to three years probation for unemployment insurance fraud, state officials said. Frederick T. Jackson, 30, has also been ordered by a U.S. District Court judge to pay \$78,916 in restitution, they said.

<https://www.detroitnews.com/story/news/local/detroit-city/2019/05/13/detroit-man-gets-probation-unemployment-insurance-fraud/1187771001/>



Unemployment Insurance **FACT SHEET** State of Michigan • Talent Investment Agency

FACT SHEET # 166 MARCH 2018

Protecting Yourself from Identity Theft

Identity Theft is on the rise in both the private and public sector. Identity theft occurs when someone uses another person's information to take on his or her identity. Identity theft can include misappropriation of wage and employment information, as well as credit card and mail fraud. In the case of unemployment benefits, it could mean using another person's information such as name, Social Security Number and employment information.

Identity theft is often discovered when:

- An individual attempts to file an unemployment claim and one already exists for them.
- An individual receives an IRS statement of benefits collected (Form 1099G) from Unemployment Insurance.
- An individual is notified by their employer that a claim for benefits has been filed when the individual is still employed.

Other signs that an individual may have been affected:

- Request for information from Unemployment Insurance.
- IRS letters about underreporting of benefits you've supposedly received.

Unemployment identity theft not only causes inconvenience and the temporary loss of funds, it could result in wages being garnished, tax refunds being intercepted by the state or the IRS, and much more.

How Can You Protect Yourself From Becoming a Victim?

- When an individual files a claim for unemployment insurance, they will receive Form UIA 1575C, *Monetary Determination*. If you receive Form UIA 1575C and you have not applied for unemployment benefits, or the name on the form is not yours, you may be a victim of identity theft. If this happens, Contact the Unemployment Insurance Agency immediately online at michigan.gov/uia through the *Report Fraud or Report Identity Theft* link or call the UIA Fraud hotline at 1-855-UI-CRIME. Reporting an incorrect Form UIA 1575C may be the best way to stop a fraudulent claim from being paid.
- Guard your Social Security number. Give out the number only when absolutely necessary, and don't carry your Social Security card with you.
- Don't respond to unsolicited requests for personal information (your name, birthdate, social security number, or bank account number) by phone, mail, or online.
- Shred receipts, credit offers, account statements, and expired cards, to prevent "dumpster divers" from getting your personal information.
- Review your credit report at least once a year to be certain that it doesn't include accounts that you have not opened. Check it more frequently if you suspect someone has gained access to your account information.

Fact Sheet # 166

Page 2

What Should I Do If I Am A Victim of Unemployment Identity Theft?

- Contact the Unemployment Insurance Agency immediately to report the fraud. Report fraud online at michigan.gov/uia through the *Report Fraud or Report Identity Theft* link or call the UIA Fraud hotline at 1-855-UI-CRIME.
- Complete UIA Form 6349 Statement of Identity Theft and submit the form either in-person at a Problem Resolution Office (PRO), by mail (Unemployment Insurance, PO Box 169, Grand Rapids MI 49501), or by fax (517-636-0427).
- Place a fraud alert and get your credit reports. A fraud alert is free. It will make it harder for someone to open new accounts in your name. To place a fraud alert, you only need to contact one of the three credit bureaus listed below. The company that you contact must tell the other two.
 - Experian.com/fraudalert
 - TransUnion.com/fraud
 - Equifax.com/CreditReportAssistance
- Get your free credit reports from Equifax, Experian and TransUnion at annualcreditreport.com or call 1-877-322-8228.
- In instances where it is confirmed that a payment has been made as a result of unemployment identity theft, report the payment to the IRS as a fraudulent payment by completing an IRS affidavit, Form 14039. Obtain the form online at irs.gov. Click on 'Forms and instructions'.

More Resources for Victims of Identity Theft

Visit the Federal Trade Commission's web site at IdentityTheft.gov for the most up-to-date information on combatting identity theft. The site provides detailed advice to help you fix problems caused by identity theft along with the ability to:

- Get a personal recovery plan that walks you through each step.
- Update your plan and track your progress.
- Print pre-filled letters and forms to send to credit bureaus, businesses, and debt collectors.
- Report it to the Federal Trade Commission.



Unemployment Insurance **FACT SHEET** State of Michigan • Talent Investment Agency

FACT SHEET # 167 JANUARY 2018

Protecting Your Business and Employees from Identity Theft

Identity theft is on the rise in both the private and public sector. The growing problem of committing unemployment fraud using stolen IDs not only affects the victims - those who have had their personal information compromised - but it also can have a negative effect on an employer's tax rate.

Identity theft occurs when someone uses another person's information to take on his or her identity. Identity theft can include wage and employment information as well as credit card and mail fraud. In the case of unemployment benefits, it could mean using another person's information such as name, Social Security Number and employment information.

As employers, you can help save millions of dollars in fraudulent payments by identifying suspected fraud. In many cases, you may be the first to have information that unemployment fraud is occurring.

What You Can Do to Protect Your Employees from UI Benefit Fraud and Lessen the Impact on Your Tax Rate

REVIEW Your Employer Notices

- Verify Social Security Numbers at the time of hire, to ensure that your employees' names and Social Security Numbers (SSN's) match the Social Security Administration's records. Visit the SSA at www.ssa.gov/employer to verify names and SSN's online.
- UI benefits paid to your current employees represent a charge to your account and may impact your tax rate. To protect your account, carefully review all notices received in your MiWAM account or by mail. When an employee files a claim for unemployment, employers will receive Form UIA 1575E, *Monetary Determination*, by mail and online via their MiWAM account. The monetary determination will contain information about the employee, the reason for separation, dates of employment and more. If you notice inaccurate information, or if the employee referenced is still working for you, it is very important that you notify us. Contesting the monetary determination (Form 1575E) timely in these occurrences may be the best way to stop a fraudulent claim from being paid.
- Review and verify all of the information on Form UIA 1136, *Bi-Weekly Statement of Charges/Credits to the Employer's Account*. This bi-weekly statement identifies each person receiving unemployment benefits and the amount being charged to your account.
- Review Form UIA 1770, *Summary of Statement of Benefit Charges and Credits*. This quarterly statement summarizes information previously included on Form UIA 1136.

Establish a Strong Data Security Plan

- Protect your employees' personal information.
- Do not use Social Security Numbers or driver's license numbers to identify employees on internal documents, correspondence, etc. Use an alternate employee ID number.
- Limit access to personal information to those employees who need it to perform their job duties.
- Don't mail, e-mail or fax correspondences to an outside source that include personal identifying information.
- Don't leave any personal information in plain view in the work place.
- Don't share your MiWAM or any other web account credentials where personal information is utilized.

Fact Sheet # 167

Page 2

What to Do if You Suspect Fraud or Identity Theft

- Immediately protest the *Monetary Determination* or the *Bi-Weekly Statement of Charges/Credits to the Employer's Account*. To be timely, the protest must be received by Unemployment Insurance no later than 30 calendar days from the mail date shown on the first page of the form (UIA 1575E or UIA 1136). Please note that although you have 30 days to protest, notifying us within 10 days of the mail date on the monetary determination will help prevent the claim from entering pay status.
 - To send a protest through MiWAM, select the *Account Services* tab, then the *Benefit Services* sub-tab. The link to *Determinations and Decisions* allow you to protest the Monetary Determination. The link to *View Benefit Charges & Credits* allows you to protest the UIA 1136, Bi-Weekly Statement of Charges/Credits to the Employer's Account.
 - To submit a written protest, mail or fax as instructed on the letter.
- Please be aware that once payments begin, they will continue until the investigative process is complete.
- Have the victim report the fraudulent activity immediately as well.
- You can also report fraud online at michigan.gov/uia through the *Report Fraud* or *Report Identity Theft* link or call the UI Fraud hotline at 1-855-UI-CRIME.

For more information on how you can protect your business from unemployment identity theft, contact our Office of Employer Ombudsman at 1-855-484-2636 or OEO@michigan.gov.

Resources for Victims of Identity Theft

Visit the Federal Trade Commission's web site at IdentityTheft.gov for the most up-to-date information on combatting identity theft. The site provides detailed advice to help you fix problems caused by identity theft along with the ability to:

- Get a personal recovery plan that walks you through each step.
- Update your plan and track your progress.
- Print pre-filled letters and forms to send to credit bureaus, businesses and debt collectors.
- Report it to the Federal Trade commission.
- Place a fraud alert and get your credit reports. A fraud alert is free. It will make it harder for someone to open new accounts in your name. To place a fraud alert, contact one of the three credit bureaus. That company must tell the other two.
 - Experian.com/fraudalert
 - TransUnion.com/fraud
 - Equifax.com/CreditReportAssistance
- Get your free credit reports from Equifax, Experian and TransUnion at annualcreditreport.com or call 1-877-322-8228.