



DEPARTMENT OF UNEMPLOYMENT ASSISTANCE  
UI POLICY & PERFORMANCE  
INTEROFFICE MEMORANDUM

Date: January 17, 2020

Rescission(s): None

Reference No.: UIPP 2020.01

**TO:** All DUA Managers and Staff

**FROM:** Emmy Patronick, Director of Policy and Performance

**SUBJECT:** 1099-G Certain Government Payments  
(Annual Tax Reporting Document to claimants)

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1. **PURPOSE:**

To provide guidance to DUA staff regarding the annual issuance of tax related information pertaining to the amount of unemployment insurance compensation received for the previous year.

2. **ATTACHMENTS:**

- Question and Answer sheet

3. **BACKGROUND:**

In January of each year the Department of Unemployment Assistance is required to provide claimants with tax related information pertaining to the amount of unemployment compensation received for the previous year. The amount of benefits received is provided to claimants on a 1099-G form – Certain Government Payments.

The DUA has a designated **1099-G Helpline at (617) 626-5647** that claimants can access to receive information and assistance. The following message is available on the Helpline:

As of January 19, 2020 the following message will be heard by callers to the 1099-G Helpline:

"You have reached the Department of Unemployment Assistance automated tax form 1099-G assistance system. Year end 1099-G forms will be mailed by January 31 in compliance with Federal requirements. Beginning on January 31 you may obtain a copy of your most recent 1099-G form via UI Online at [www.mass.gov/dua](http://www.mass.gov/dua). 1099-G forms for the 6 prior years are available online at any time. If you have not received your 1099-G form by February 8 and you do not have access to UI Online, please listen to the following options to request a copy:"

- If you wish to request a re-mailing of your 2019 1099-G, press 1 (transferred to 1099 forms IVR application).
- If you received a 1099-G for tax year 2019 and did not receive unemployment benefits in 2019, press 2 (transferred to Fraud Hotline x6684).
- If you received a 1099-G for tax year 2019, received unemployment benefits in 2019, and have questions about your 1099-G, press 3 (transferred to customer assistance staff.)

As of February 1, 2020 the following message will be heard by callers to the 1099-G Helpline:

"You have reached the Department of Unemployment Assistance's automated tax form, 1099-G assistance system. All 1099-G forms have been mailed and are available on UI Online at [www.mass.gov/dua](http://www.mass.gov/dua). You may also access copies of your 1099-G for the previous 6 years online. Please listen to the following options:"

See options listed above.

4. **ACTION:**

Staff is to inform claimants that the form 1099-G will be mailed by January 31, 2020. If the claimant would like to update their mailing address in order to receive the 1099-G form by mail they can do so by accessing the UI Online system. Advise the claimant that the 1099-G form will be available on the UI Online system by January 31, 2020. Staff should encourage claimants to utilize the UI Online system to obtain copies of the 1099-G form.

If a claimant received a form 1099-G for 2019 and did not receive UI benefits in 2019, the claimant should be transferred to 617-626-6684 to report potential fraud.

8. **QUESTIONS:**

Any questions regarding the amount of benefits received printed on the form 1099-G should be reviewed by a manager. If the manager is unable to reconcile the amount of benefits printed on the 1099-G, an Incident Report should be submitted.

ATTACHMENT(S)

## Issuance/Receipt of 1099-G Forms from the DUA

### Questions & Answers

- **When will the 1099-G form be mailed from the DUA?**

The DUA will complete its mailing of the 1099-G forms to claimants by January 31, 2020

- **What if the claimant has a change of address?**

If the claimant would like to update their mailing address in order to receive the 1099-G form they should access the UI Online system. If the claimant indicates they do not have access to the internet, staff can assist claimants with changing their mailing address and advise the claimant that the form 1099-G will be mailed to them by January 31, 2020.

- **Can the claimant get a copy of the 1099-G Form online?**

The 1099-G form for 2019 will be available on the UI Online system around January 31, 2020. The 1099-G forms for the prior 6 years will also be available online at any time. Please encourage claimant to use this method of obtaining copies of their form 1099-G.

- **Can the claimant request a copy of the 1099-G by phone?**

If the claimant does not have access to the internet and has not received the form 1099-G in the mail by February 8, 2020, they will be able to request a copy of the 1099-G form by calling or being transferred to the Helpline at (617) 626-5647 through our automated system. The Helpline will only issue copies of the 1099-G form as of February 8, 2020, after the initial mailings have been completed.

- **What if there is a discrepancy of the amount on the 1099G?**

The information should first be reviewed by a Manager. It is important to remember that a claimant can be paid in 2019 for weeks on a claim that was in a different year. If, after thorough review, the amount cannot be reconciled, an incident report should be submitted through normal procedure, to [REDACTED] for review.