



**DEPARTMENT OF UNEMPLOYMENT ASSISTANCE
UI POLICY & PERFORMANCE
INTEROFFICE MEMORANDUM**

Date: February 19, 2020

Rescission(s): None

Reference No.: UIPP 2020.02

TO: All DUA Managers and Staff

FROM: Emmy Patronick, Director of Policy and Performance

SUBJECT: Obtaining documentation from claimants

1. PURPOSE:

To provide clarification as to when it is necessary for staff to request documentation from claimants to substantiate changes to a claimant's name in DUA's online system.

2. BACKGROUND:

In order to ensure uniformity throughout DUA, this memo serves to address the specific circumstance(s) in which DUA has a legal obligation to obtain documentation from a claimant to change his/her name in the online system.

3. ACTION:

DUA has a legal obligation to obtain documentation from a claimant to substantiate legal changes made to a claimant's name during the benefit year of their claim. Documentation is not required for the correction of an input error.

Effective immediately, documentation must be requested by DUA staff when a claimant requests to change his/her legal name during the benefit year of their claim. Examples of acceptable documentation are: marriage certificate, divorce decree, social security card, or a legal name change certificate. The provided

information must be reviewed and uploaded to the claim prior to updating the claimant's name in DUA's online system.

4. **QUESTIONS:**

Please contact the UI Policy & Performance Department at (617) 626-6422.