



DEPARTMENT OF UNEMPLOYMENT ASSISTANCE  
UI POLICY & PERFORMANCE  
INTEROFFICE MEMORANDUM

DATE: January 23, 2017

RESCISSION(S): None

REFERENCE NO.: UIPP 2017.01

TO: All DUA Managers and Staff

FROM: Jennifer Lavin, Director, UI Policy and Performance

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

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 20, 2017, 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. Please listen to this entire message. Tax year 2016 1099-G forms will be mailed by January 31, 2017 in compliance with Federal requirements."

Beginning on January 31, 2017 you may obtain a copy of your 2016 1099-G form via UI Online at [www.ma.gov/dua](http://www.ma.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, 2017, and you do not have access to UI Online, you may call (617) 626-5647 to request a copy.

○ As of February 1, 2017 the following message will be heard by callers to the 1099-G Helpline:

“You have reached the DUA’s automated tax form, 1099-G assistance system. Please listen to this entire message. All 1099-G forms for tax year 2016 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:

- If you wish to request a re-mailing of your 2016 1099-G, press 1 (transferred to 1099 forms IVR application).
- If you received a 1099-G for tax year 2016 and did not receive unemployment benefits in 2016, press 2 (transferred to Fraud Hotline x6684).
- If you received a 1099-G for tax year 2016, received unemployment benefits in 2016, and have questions about your 1099-G, press 3 (transferred to Document Processing staff).

4. ACTION.

Staff is to inform claimants that the form 1099-G will be mailed by January 31, 2017. 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, 2017. 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 2016 and did not receive UI benefits in 2016, the claimant should be transferred to 617-626-6684 to report potential fraud.

5. 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 to UI Help.