



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT

CHARLES D. BAKER
GOVERNOR
KARYN E. POLITO
LIEUTENANT GOVERNOR

ROSALIN ACOSTA
SECRETARY

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Nationwide Unemployment Scam Targets Massachusetts Claimants

BOSTON – Criminal enterprises in possession of stolen personal information from earlier national data breaches have been attempting to file large amounts of illegitimate unemployment claims through the Massachusetts Department of Unemployment Assistance (DUA) system. This is part of a national unemployment fraud scheme.

The Department of Unemployment Assistance (DUA) has begun implementing additional identity verification measures that will temporarily delay the payment timeframe for many unemployment claims in Massachusetts. As a result of these measures, certain unemployment claimants may be asked to provide additional identity information in order to verify the validity of their claim.

“Protecting the integrity of the unemployment system and ensuring benefits are going only to valid claimants is the top priority of the Department of Unemployment Assistance,” said Labor and Workforce Development Secretary Rosalin Acosta. “While the program integrity measures we are taking will unfortunately mean that some claimants will experience temporary delays in payment, we believe these steps are necessary to respond to this unemployment scam. We are working rapidly to respond to this scheme and urge individuals who may have had a false unemployment claim filed in their name to contact the Department.”

Individuals who believe they may have had a false unemployment claim filed using their identity are urged to utilize the Department of Unemployment Assistance fraud contact form at mass.gov/unemployment-fraud or to call the DUA customer service department at 877-626-6800.

Additional updates related to this criminal activity will be posted at mass.gov/unemployment as soon as they are available.

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