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# NJ Department of Labor and Workforce Development Launches New ID Verification Tool to Accelerate Benefits to Claimants

## FOR IMMEDIATE RELEASE

March 26, 2021

**TRENTON** – The New Jersey Department of Labor and Workforce Development (NJDOL) is launching an enhanced identity verification tool today to expedite processing for legitimate Unemployment Insurance claims and further reduce fraudulent ones.

Throughout the COVID-19 pandemic, millions of legitimate unemployment claimants across the country have experienced benefit delays or been left out of receiving benefits through no fault of their own because someone had stolen their identity and attempted to file a false claim on their behalf. Correcting the damage left in the wake of these fraud attempts can be a time-consuming process for the victims.

NJDOL has contracted with security vendor ID.me to provide multi-factor identity verification services that will assist the department in authenticating claimants' identity in a more efficient manner. The service enables claimants to verify their identity online using an efficient, self-service application.

"Our number-one priority is, and always has been, getting claimants the benefits they deserve as quickly as possible, and ID.me is yet another valuable improvement we've made to make this process faster and easier," said Labor Commissioner Robert Asaro-Angelo. "Contracting with this nationally recognized service allows our agents to focus more time on processing complex claims, so it's a win for all our claimants, even those not affected by fraud."

If needed, Unemployment claimants will be contacted by NJDOL and instructed to verify their identity through ID.me. A claimant should not submit their identifying information to ID.me unless requested to do so by the NJDOL.

The process can be completed in a few minutes using a computer or mobile phone and common pieces of documentation. Users also have the option of completing the process via a live video conference session. The ID.me service is available in several languages, allowing claimants to request a referee in the language of their choice.

NJDOL has remained vigilant throughout the pandemic to catch and halt fraudulent claims activity, protecting workers and employers. Since the start of the pandemic, NJDOL has identified 260,000 fraudulent claims and prevented more than \$2 billion in erroneous payments.

New Jersey joins several other states in using ID.me, which is a credentialed federal service provider adhering to National Institute of Standards and Technology (NIST) 800-63-3, Digital Identity Guidelines.

For more information on state or federal unemployment programs, or to report a fraudulent claim, visit [myunemployment.nj.gov](https://myunemployment.nj.gov).

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Aug 19, 2021



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As of the latest reporting, more than \$33 billion in unemployment benefits have been sent to Garden State workers. With federal benefits set to expire on September 4, we encourage everyone to check your email and visit [MyUnemployment.nj.gov](https://myunemployment.nj.gov) for updates and available resources.



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