



THE HANFORD SITE



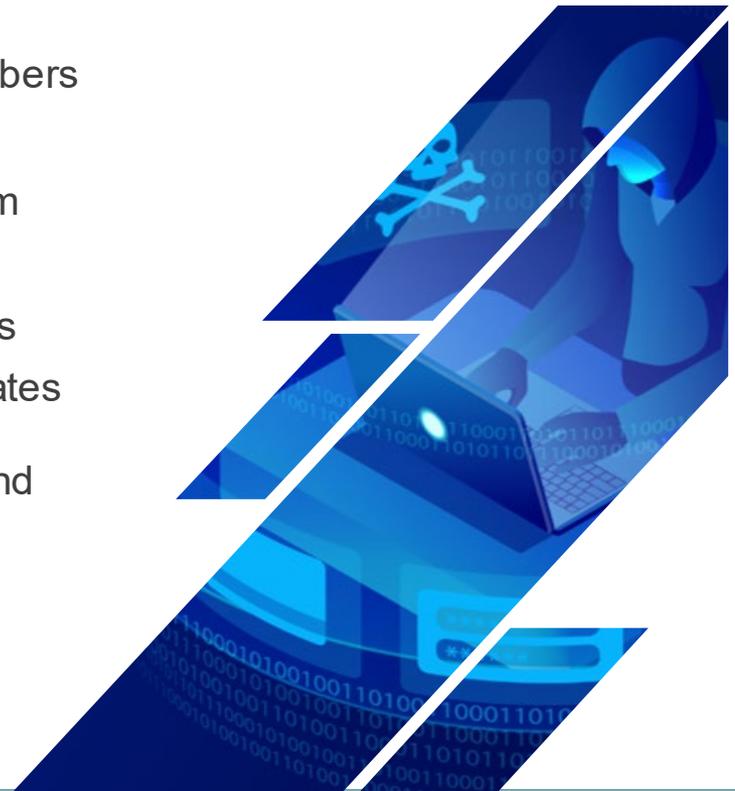
Unemployment Fraud

May 26, 2020

Massive Unemployment Fraud

Underway in the U.S.

- International crime ring using social security numbers and other personal information to file fraudulent unemployment claims
- Attack is sophisticated, based on information from past major security breaches
- Exploiting overwhelmed state unemployment systems for theft of millions of dollars of payments
- Making use of fraudulent online accounts with states linked to bank accounts by direct deposit
- Difficult to distinguish between legitimate claim and fraudulent claim using proper information



Unemployment Fraud In Washington State

- Washington state at epicenter of unemployment fraud
- Over one million unemployment claims in state during COVID-19 pandemic
- Can create SecureAccess Washington account to protect from fraudulent unemployment claim
- Unfortunately, many employees found fraudulent account already created
- Will go through steps to create account with state Employment Security Department (ESD)
- <https://secure.esd.wa.gov/home/SAWUserRegistrations/SignUp>

STEP 1: Fill Out Required Information

- Fill out the required information, create a password, and select “Register your user account”.

Click “Register your user account”



Create your user account

Legal first name

Legal last name

Email address

Retype email

Username

Password

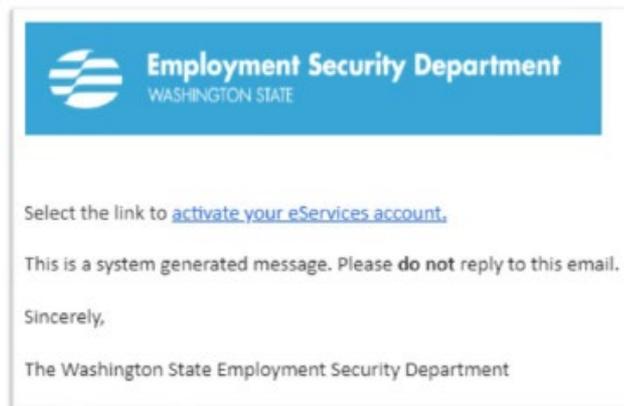
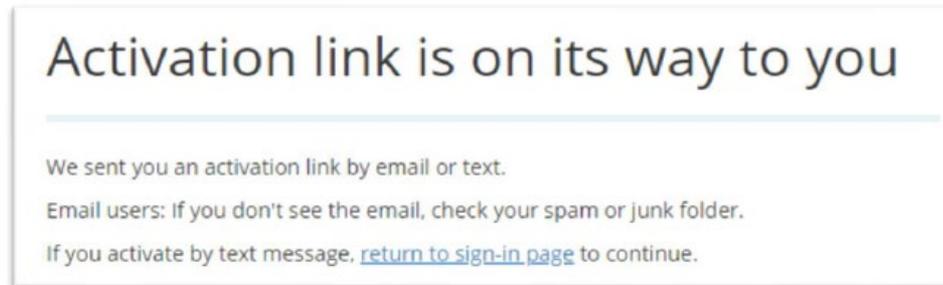
Retype password

Please click the box below so we know you are a human.

I'm not a robot  reCAPTCHA
Privacy - Terms

STEP 2: Follow Instructions Sent to Your Email

- Follow the instructions sent to the email address you provided in Step 1 to activate your account by selecting the “activate your eServices account” link.



← Click “activate your eServices account”

STEP 3: Login to Your Account

- Login to your account with the username and password you created and select “Continue”.

Thank you for activating your SecureAccess Washington account

Enter your password and choose *Continue* to give us a few more details.

Username

Password

Click “Continue”

If You See This Page, Start Over

- You may have picked a username that has already been used. Please start over at Step 1 and pick another username.

The screenshot shows the Employment Security Department (ESD) Washington State website. At the top, there is a blue header with the ESD logo and the text "Employment Security Department WASHINGTON STATE" and a "Español" link. Below the header is a "Sign in for eServices" section with a search bar containing the text "Find answers to your questions about eServices accounts at esd.wa.gov/unemployment/technical-support".

There are two main columns of links:

- Individuals**
 - Apply for unemployment benefits
 - Submit a weekly claim
 - Manage your unemployment benefits claim
 - Restart a current claim
 - Pay a benefit overpayment
 - Look up your past wages
 - Schedule a required WorkSource appointment
- Employers**
 - Pay taxes
 - Apply for SharedWork
 - Apply for the Work Opportunity Tax Credit
 - Manage your employees' unemployment claims
 - Send a secure message
 - View and respond to correspondence
 - File an appeal

At the bottom, there is a "SecureAccess Washington (SAW)" section with instructions on how to use the account and a link to "What is SAW?". To the right, there is a "Need an account?" section with instructions on how to create and activate a SAW account, a link to "Check to see if you have a SAW account", and a "Create new account" button.

STEP 4: Select Yourself under eServices

- Select “For yourself”, and then select “Continue” underneath “If you’re an unemployment claimant, a job seeker, or if you want to send us a message or look up your past wages”. This action WILL NOT create an unemployment claim.

The image shows two sequential screenshots of the eServices interface. The first screenshot on the left shows the 'eServices' header, the text 'You're almost there!', and the question 'Are you signing in for yourself or for an employer? Please select one.' Below this are two buttons: an orange button with a right-pointing arrow and the text 'For yourself', and a blue button with a right-pointing arrow and the text 'For an employer'. An orange arrow points from the text 'Click "For yourself"' below to the orange button. The second screenshot on the right shows the same header and question. The orange button now has a downward-pointing arrow and the text 'For yourself'. Below it, the text reads 'If you're an unemployment claimant, a job seeker, or if you want to send us a message or look up your past wages -' followed by a blue 'Continue' button. Below this is the text 'OR' and 'Schedule a required WorkSource Appointment' followed by another blue 'Continue' button. An orange arrow points from the text 'Click "Continue"' to the right to the first 'Continue' button. The text 'Click "Continue"' is positioned below the arrow.

STEP 5: Verify Your Identity under eServices

- Select “Verify my identity”.

eServices

You're almost there!

Are you signing in for yourself or for an employer? Please select one.

▼ For yourself

To protect your personal information, we must verify your identity.
We will need to do this only once.

Verify my identity

OR

► For an employer

← Click “Verify my identity”

STEP 6: Moment of Truth

- Fill out the required information and select “Next”.

Verify your identity
Since this is your first time here, you need to answer a few more questions to confirm your identity.

Legal first name

Legal last name

Previous last name (only if you changed it within the last year)

Social Security number

Mailing address

City

State
WA ▾

ZIP code

Date of birth (mm/dd/yyyy)

Verify the information you entered is correct before selecting *Next*.

Click “Next” →

If You See This Page, Fraud has Occurred

- If you see the following page and do not recognize the email address displayed, your social security number has likely been used to create a fraudulent account.

The Social Security number (SSN) you entered already exists and is linked to this partly hidden email address:

If you have access to that email address, you can regain access to your account by clicking the link below.

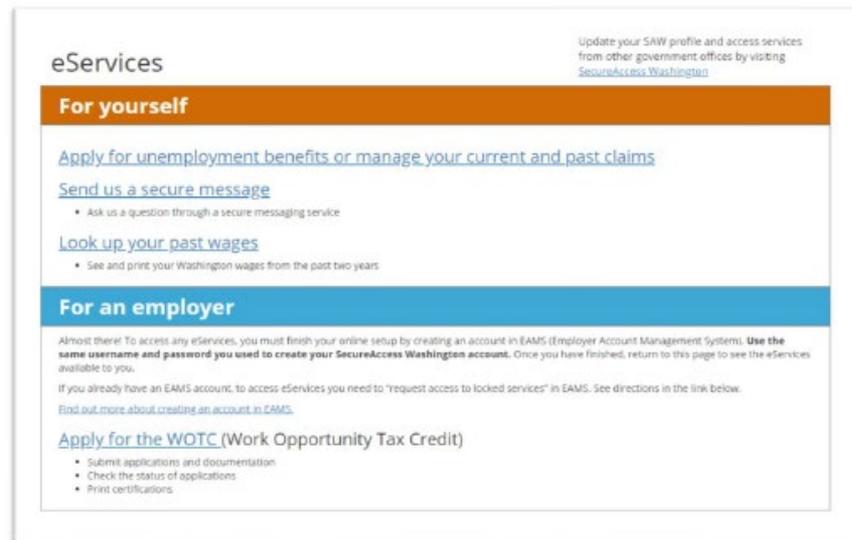
[RECOVER ACCOUNT](#)

If you don't have access to the email address displayed and you're sure you entered your SSN correctly, call 855-682-0785 between 8 a.m. - 4 p.m. Monday through Friday for help.

STEP 7: Success!

- If you see the page below, you have verified that your social security number HAS NOT previously been used to create an account on this site. By going through these steps, you have prevented anyone else from using your social security number to create an account.

Click for more information →



The screenshot shows the 'eServices' page with the following content:

- eServices** (top right): Update your SAW profile and access services from other government offices by visiting [SecureAccess Washington](#)
- For yourself** (orange header):
 - [Apply for unemployment benefits or manage your current and past claims](#)
 - [Send us a secure message](#)
 - Ask us a question through a secure messaging service
 - [Look up your past wages](#)
 - See and print your Washington wages from the past two years
- For an employer** (blue header):

Almost there! To access any eServices, you must finish your online setup by creating an account in EAMS (Employer Account Management System). Use the same username and password you used to create your SecureAccess Washington account. Once you have finished, return to this page to see the eServices available to you.

If you already have an EAMS account, to access eServices you need to "request access to locked services" in EAMS. See directions in the link below.
[Find out more about creating an account in EAMS.](#)

 - [Apply for the WOTC \(Work Opportunity Tax Credit\)](#)
 - Submit applications and documentation
 - Check the status of applications
 - Print certifications

Take it a Step Further

- You can confirm that you have “No processed claims” under “My accounts”.

The screenshot displays the 'Claimant eServices' portal. At the top, there is a navigation bar with a menu icon, the title 'Claimant eServices', a user greeting 'Welcome, [Name]', and a 'Settings' gear icon. Below the navigation bar is a 'Home' button. A prominent yellow banner contains a message: 'We are processing an unprecedented number of unemployment claims and our highest priority is getting benefit payments out to customers as quickly as we can. As a result, we are unable to respond to all questions submitted online in a timely manner and we apologize. Many questions can be answered on our website at esd.wa.gov/unemployment. You may also want to subscribe to email updates about our response to COVID-19. Thank you for your patience.' Below the banner, there are three main sections: 'My accounts' (with a person icon), 'Alerts' (with a flag icon and a checkmark indicating 'There are no alerts'), and 'I want to' (with a clipboard icon and links for 'Submit an application', 'Send a message/ask a question', and 'Upload a document'). At the bottom, there is a navigation bar with 'Summary', 'Online activity', and 'Notices/letters'. The 'My accounts' section is expanded, showing a table with columns for 'Account type', 'Benefit year begin', 'Benefit year end', 'Status', and 'Expiration'. The table contains one row with the text 'No processed claims' under the 'Status' column.

Next Steps

- For victims of unemployment fraud, submit ESD fraud reporting form at <https://esd.wa.gov/unemployment/unemployment-benefits-fraud> or contact ESD at (800) 246-9763 or esdfraud@esd.wa.gov
- Create SecureAccess Washington account once ESD deletes fraudulent account
- File fraud report with local law enforcement
- Keep log of all activities in resolving fraud
- Encourage family and friends to create SecureAccess Washington account to protect from fraud
- Create online account with Social Security Administration at <https://secure.ssa.gov/RIL/SiView.action> to protect social security number

