



THE STATE OF FLORIDA  
**JUSTICE ADMINISTRATIVE COMMISSION**

227 North Bronough Street, Suite 2100  
Tallahassee, Florida 32301



**Alton L. "Rip" Colvin, Jr.**  
Executive Director

(850) 488-2415  
FAX (850) 488-8944

[www.justiceadmin.org](http://www.justiceadmin.org)

**COMMISSIONERS**

**Diamond R. Litty, Chair**  
*Public Defender, 19<sup>th</sup> Circuit*  
**Kathleen A. Smith**  
*Public Defender, 20<sup>th</sup> Circuit*  
**Brian Haas**  
*State Attorney, 10<sup>th</sup> Circuit*  
**Jack Campbell**  
*State Attorney, 2<sup>nd</sup> Circuit*

**MEMORANDUM HR05-2021**

To: Agency Administrators  
From: Carolyn Horwich, Esq., Director of Human Resources  
Subject: Fraudulent Unemployment Claims  
Date: February 12, 2021

---

Fraudulent claims for unemployment assistance are increasing exponentially. To better assist you in responding to these claims, this memorandum is offered as a comprehensive guide.

**I. ENROLL IN THE CONNECT SYSTEM**

Failure to enroll in the CONNECT system will result in a delay of your receipt of documents as well as the inability to check your CONNECT on a daily basis. Once you enroll, please check the box that says you want your communications only electronically.

**II. CHECK YOUR CONNECT ON A DAILY BASIS:**

Step 1 - Login to CONNECT.

Step 2 - On the Home Page, click the Correspondence Search Hyperlink which can be found on the left hand side of the page under Employer Home and the center of the page.

Step 3 - To search for action items that require your attention by dates, go to the Created On Date data fields and then enter the from and to dates, then click search.

## Login to CONNECT

Access CONNECT by typing or copying the following link into a browser address bar: <https://employers.connect.myflorida.com>

Florida Department of Economic Opportunity: Employer Login

Message to current SIDES E-Response Employers: To request to a SIDES Separation Request, go to <https://sidesechange.org/>

**TO OBTAIN SIDES FIVE:** Log in to Connect Employer Portal, select Manage SIDES E-Response, select SIDES E-Response Registration Renewal and without making any changes on the Registration screen, click "Save". The FIVE will then display on the Registration Confirmation screen. Next, click "Print Preview" at top of screen to clarify FIVE characters. For additional assistance, call the DEO/IA Employer Information line at 877-648-6773, option 5.

- Form 1000-D for calendar year 2018 will be mailed between January 13 and January 21, 2017. At this time, you now have the option to change your correspondence preference to "electronic" instead of "U.S. mail" in order to receive your 1000-D sooner. For more information please visit <http://www.floridajobs.org>
- This weekend, Empire Florida Marketplace (EFM) is getting a new look with a cleaner, easier-to-use interface for jobseekers like you. To implement this change, EFM will be down from 5 p.m. Friday, January 13 until 8 a.m. Monday, January 16.

For Reemployment Assistance (RA) claimants who need to register for work or to apply for work through EFM, please do so before or after the downtime shown above. Please allow approximately an hour to complete the full work registration process. Accessing EFM through your CONNECT account via the "Workforce Registration Information" link or at the end of your Reemployment Assistance experience will send you through the full path for a better experience.

- The Department of Economic Opportunity will be closed on Monday, January 16, 2017, in observance of Martin Luther King Jr. Day. Therefore, no payments will be processed during this time. The Department will reopen on Tuesday, January 17, 2017 at 8:00am Eastern Standard Time.

To access Employer account information, enter your user ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:   
Password:

Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.

**The Employer should have received a user ID and set up the password earlier. If you did not, please contact us after the presentation.**

FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

17

Change Password | Logout

Employer Home

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

**Employer Information**

Employer Account Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

FEIN: 590324412

**Important Items Requiring Your Attention**

For additional employer resources, please click on the link below. You will be provided with information on how to change/modify your address, submit requests for Power of Attorney, report New Hires, access Florida Statutes, Employer Florida Marketplace, and other employer/TPA resources.  
[http://www.floridajobs.org/job-seekers-community\\_services/reemploymentassistance.center/employers](http://www.floridajobs.org/job-seekers-community_services/reemploymentassistance.center/employers)

The Florida Department of Economic Opportunity is coming to a city near you! If you would like to learn some useful information for your business, come to one of the Town Hall meetings.  
[http://floridajobs.org/docs/default-source/employers/townhall\\_flyer\\_jan2017.pdf?sfvrsn=2](http://floridajobs.org/docs/default-source/employers/townhall_flyer_jan2017.pdf?sfvrsn=2)

**Employer Home**

[Employer Home](#)

[Employer Home](#)

[View Employer Account Profile](#)  
View Account Information

[Short Time Compensation](#)  
Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan.

[Benefit Charge Protest](#)  
Protest benefits charged against your account

[Manage SIDES E-Response](#)  
If you are a small or medium sized employer, click the link above for information regarding the National State Information Data Exchange System (SIDES).

[Assign and Maintain TPA](#)  
Used for Assigning and Maintaining TPA roles for a particular Employer

[Employer Inbox](#)  
View and maintain your inbox.

[Address Information](#)  
View addresses and phone numbers. Maintain email address and update correspondence preference.

[Correspondence Search](#)  
Search for Correspondence

[User Maintenance](#)  
Assign or Update user access to Employer account information.

### III. Upon Discovery of a Fraudulent Claim, take these steps:

Step 1 -- Please ensure that your employee did not file a claim and has not received any monetary benefits. Also, please ask your employee if they had a second job.

Step 2 -- Once you have verified that the employee has not filed a claim, please have the employee draft a letter stating that they have not filed for Reemployment Assistance, and have not received any benefits. The employee will need to include their home address and a telephone number where they can be reached. Please fax the letter to the DEO Fraud Unit/Attention - FIRRE at 1(877)934-1504 and contact the Fraud Unit Tip Hotline at 1(800)342-9909. We are aware that the wait time on the hotline can be hours or that the number will not accept any calls. DEO will flag the

claim and investigate. At this point, monetary benefits will cease for this claim. For ease of use, JAC has created a fillable letter for employees to use (attached).

Step 3 -- Please send a copy of the letter to Monica Thomas at [monica.thomas@justiceadmin.org](mailto:monica.thomas@justiceadmin.org) and Andy Snuggs at [andy.snuggs@justiceadmin.org](mailto:andy.snuggs@justiceadmin.org). Once JAC receives the letter, we will contact the Department of Revenue to confirm that they flag the claim as well. AT THIS TIME, WE HAVE NO INFORMATION FROM DEO OR DOR THAT JROS WILL NOT HAVE TO PAY THE INVOICES UP FRONT FOR FLAGGED CLAIMS AND THEN RECEIVE A CREDIT.

Step 4 -- You will still need to respond to the UCB-412 Claim form through CONNECT. Please include the following language in your response: **“This employee is currently employed and has indicated that they did not file a reemployment assistance claim for benefits. We request to not be held liable for any benefits paid associated with this claim.”**

Step 5 -- Please urge the employee may to contact all consumer credit bureaus and the Internal Revenue Service and alert them of identity theft. The employee can freeze all of their credit reporting accounts free of charge. The Internal Revenue Service is allowing all tax filers to request an Identity Protection PIN. <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin> [irs.gov]

#### **IV. Advise the affected employee to take these steps:**

Step 1 --Contact local law enforcement and file a report of identity theft. DEO would like to be provided with a copy of any police/sheriff report. It can be faxed to DEO’s Fraud Unit at 1(877) 934-1504, which is a confidential line. The employee should include their name, correct mailing address, telephone number, and the last four digits of their Social Security number.

Step 2 -- File a report for identity theft with the Federal Trade Commission using the following link: [ftc.gov](http://ftc.gov) or call 1-877-438-4338. Make sure to fill out a fraud affidavit and keep it for your records.

Step 3 -- File an online complaint with the Internal Revenue Services (IRS) using this link: [www.irs.gov](http://www.irs.gov) or call 1800-908-4490. You can also obtain the IRS form 14039 and mail it to the IRS. Get an IRS Identity Protection Pin (IP Pin) <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin> which will make filing your tax return more secure.

Step 4 -- Contact Social Security Administration to report someone is using your Social Security number by using this link: [ssa.gov](http://ssa.gov) or call 1-800-772-1213.

Step 5 -- If necessary, change all passwords for all important accounts such as your bank account. Set up two steps verification whenever available.

Step 6 -- Order a free credit report at <https://www.annualcreditreport.com/index.action> (Equifax, Experian, and TransUnion are currently offering free weekly online reports through April 2021).

Step 7 -- Place a freeze on access to your credit at all three reporting agencies by using the links below:

[www.experian.com](http://www.experian.com)  
888-397-3742

[www.transunion.com](http://www.transunion.com)  
888-909-8872

[www.equifax.com](http://www.equifax.com)  
800-685-1111

We will continue to update guidance as appropriate. Thank you.