KDOL UPDATE 2/2/21: IRS Form 1099G Process & Protests, Deployment of Identity Verification Software

IRS Form 1099G Process and Protests

Recently, we began sending IRS Form 1099Gs out to those who received unemployment benefits in 2020. This year marked the largest number of 1099s this agency has ever issued. We took every effort to assure these 1099s were not sent to identity theft victims. However, despite our best efforts and in light of the historic level of forms issued as well as the high level of fraudulent activity, we expect a small universe of victims to receive these forms in error for compensation they never received.

In response, we launched the **KDOL Tax Call Center** to assist identity theft victims or claimants with tax-related questions. Anybody who has been the victim of identity theft and received an IRS Form 1099G from KDOL must file an unsworn statement with the agency attesting to this. Once the victim has filed their statement, a corrected IRS Form 1099G will be issued reporting $0 to the victim and a corrected copy will be supplied to the IRS. *Please note, this will not impact every identity theft victim. It only impacts those victims who received a 1099G from KDOL. The majority of victims were removed from the list prior to these tax documents being sent.*

How do victims file an unsworn statement?

> **Option 1:** Go online anytime to the KDOL Self Service Portal at www.UIAssistance.GetKansasBenefits.gov and complete the form.

> **Option 2:** Call the KDOL Tax Call Center Monday through Friday from 8:00 AM to 8:00 PM CST or on Saturday from 8:00 AM to 2:00 PM CST. The call center can be reached at **785-575-1461** or by calling toll-free at **1-888-499-0063**.

Deployment of Identity Verification Software Okta and LexisNexis Identify Verification

This morning KDOL successfully deployed a new security feature, in partnership with Okta and LexisNexis. The new security upgrades will drastically reduce if not all but eliminate the fraudulent claims notices from being sent to individuals and businesses. It is a major step forward in our efforts to mitigate unemployment fraud.

Once a claimant has verified their identity by answering questions that are unique to them, based on their credit history, they will be asked to setup a multi-factor authentication to further secure their account. This process is automatic and claimants will be prompted to complete this process the next time that they log into their accounts. Overall, the deployment of the system has been a success. However, like any major change of this nature, it is proving to be a challenge for some claimants to navigate the system for the first time. If a claimant is having issues, they will need to select "Don't have an account? Sign in." and set up their new account. I think this simple first step will help many claimants who think they are now locked out of their accounts. If there are

further issues, please direct claimants to https://www.dol.ks.gov/docs/default-source/ui-benefits-forms/how-to-register-with-okta.pdf or to the regular UI Call Center at 1-800-292-6333.

In the first few hours of operation, the new system has serviced nearly 26,000 Kansans and blocked over 365,000 fraudulent login attempts. Needless to say, once we are able to clear out the high degree of fraudsters jamming the system, we will be better positioned to assist legitimate claimants.