



# IDENTITY VERIFICATION & AUTHENTICATION FAQ's

**Question: Why do I need to prove my identity?**

**Answer:** Identity theft occurs every two seconds in America. To further protect your personal information, the District of Columbia's Office of Unemployment Compensation has implemented an Identity Verification & Authentication security feature during the online application process.

**Question: When will my identity be verified and authenticated?**

**Answer:** Your identity will be verified and authenticated when you file an initial claim for unemployment benefits online. Your identity will be re-authenticated if you re-open an unemployment benefits claim or file an additional unemployment benefits claim online.

**Question: How is my identity validated and authenticated?**

**Answer:** The Office of Unemployment Compensation uses an Identity Verification & Authentication security feature to assist with verifying and authenticating your identity. During the initial claims application, your personal data is verified by cross-matching the information you provide against a records database. Additionally, to confirm your identity and to reduce the risk of identity theft, you will be asked a series of multiple choice questions based on information only you will be able to answer. You will not be able to answer the questions correctly if you are attempting to use another person's identity to file for unemployment benefits.

**Question: What happens if my identity does not match the records database and/or what if I do not answer the multiple choice questions correctly?**

**Answer:** If your information does not accurately match and/or you do not answer the multiple choice questions correctly, then an issue is generated on your claim, which prevents you from receiving benefits. You will be required to provide our office (the District of Columbia's Office of Unemployment Compensation) with acceptable documentation to verify your identity. An unemployment compensation claims examiner will either call or email you the instructions explaining this process. Once our office receives your documentation, a decision will be rendered regarding the validity of your identity. NO unemployment insurance benefit payments will be paid until the Office of Unemployment Compensation confirms that your identity has been properly verified through the submittal of your identity documentation.

**Question: What documentation must I provide to prove my identity?**

**Answer:** You must provide original documents or notarized copies of the following: a **Government-Issued Photo I.D.** and **Social Security Card**. Additionally, you may be required to provide other documentation that contains your name and current mailing address. You will receive instructions via a phone call or email that contain this list of acceptable identity documents.

**Question: How am I required to submit my identity documentation?**

**Answer:** To verify your identity, you are required to report in-person with your identity documents to one of the American Job Centers located throughout the District of Columbia within **seven (7) calendar days**. If you are unable to report in-person, you may email or fax notarized copies of your identity documents within **seven (7) calendar days**. An unemployment compensation claims examiner will either call or email you the instructions explaining this process. The locations and hours of all the American Job Centers are listed at the bottom of this document.

**Question: How can I prove my identity if I live out-of-state?**

**Answer:** Non-residents of the District of Columbia are permitted to fax or email notarized copies of their identity documentation. An unemployment compensation claims examiner will either call or email you the instructions explaining this process.

**Question: Can I elect not to participate in the Identity Verification & Authentication Program?**

**Answer:** No, you may not opt out of participating in the Identity Verification & Authentication Program. When you initially file for unemployment benefits or reopen an unemployment claim or file for an additional unemployment claim, the information you provide will be automatically verified through the Identity Verification & Authentication security feature.

**AMERICAN JOB CENTERS**

<b>Center</b>	<b>Location</b>	<b>Hours of Operation</b>	<b>Contact Information</b>
American Job Center - Headquarters	4058 Minnesota Avenue, NE Washington, DC 20019	Monday – Thursday 8:30am-4:30pm Friday 9:30am-4:30pm	Main: (202) 724-2337 TTY: (202) 546-8879 Fax: (202) 543-6794
American Job Center - Northeast	CCDC - Bertie Backus Campus 5171 South Dakota Avenue, NE Washington, DC 20017	Monday – Thursday 8:30am-4:30pm Friday 9:30am-4:30pm	Main: (202) 576-3092 TTY: (202) 576-3102 Fax: (202) 576-3100
American Job Center - Northwest	Frank D. Reeves Municipal Center 2000 14th Street, NW 3rd Floor Washington, DC 20009	Monday – Thursday 8:30am-4:30pm Friday 9:30am-4:30pm	Main: (202) 442-4577 TTY: (202) 481-3451 Fax: (202) 481-3452
American Job Center - Southeast	3720 Martin Luther King, Jr. Ave., SE Washington, DC 20032	Monday – Thursday 8:30am-4:30pm Friday 9:30am-4:30pm	Main: (202) 741-7747 TTY: (202) 481-3920 Fax: (202) 481-3923