

FOR IMMEDIATE RELEASE
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ODJFS Announces Unemployment Account Takeover Reimbursement Process

Overpayment waiver processing begins, new fraud reporting portal launched

COLUMBUS, OHIO – Ohio Department of Job and Family Services Director Matt Damschroder today announced that starting Friday, Ohioans who were victims of unemployment account takeovers can begin requesting funds-replacement. An account takeover occurs when a criminal gains unauthorized access to a legitimate claimant’s account and changes banking information to reroute unemployment benefits away from the victim.

“Our goal is to ensure victims of account takeovers are made whole,” said Damschroder. “In addition, over the past six months we have implemented a number of anti-fraud measures to reduce the likelihood of account takeovers and other criminal attempts to commit fraud against the system.”

Individuals who believe they were victims of an account takeover can call 1-877-644-6562 to request reimbursement. That request will initiate the process in the unemployment system, causing an affidavit to be sent to the individual. That affidavit will ask individuals to indicate the weeks they did not receive funds. After completing the affidavit, an individual must sign it in the presence of a licensed notary public, and return it to ODJFS by email, fax, or U.S. mail. A scan or legible photograph of the notarized affidavit will suffice for email submissions. Full details of the process will be communicated to those requesting reimbursement.

Once received, JFS staff members must individually review and adjudicate each requested week of reimbursement. Requiring a notarized form will help provide documentation necessary in making a determination. Once a determination is made, individuals will be notified of a decision. If approved, restitution will be made, and if denied, information on appeals rights will be given. There is no estimate on processing time, currently.

As an added measure, ODJFS is reaching out to 3,100 claimants with account activity like what is expected in an account takeover. That notification asks them to review their accounts to make sure they have been paid what was expected and provides instructions on the restitution process if they feel they are the victim of an account takeover. The 3,100 notifications is not an indicator of the number of victims. ODJFS will be tracking and reporting the number of affidavit requests and approvals.





Department of Job and Family Services

Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director

News Release

In other news, Damschroder announced improvements to the fraud reporting portal at unemployment.ohio.gov. The enhancements make it easier for those who have received correspondence in other people's names to report potential fraud. It also includes examples of recent correspondence and how to respond if a person is not a claimant.

Damschroder also announced that the process is in place and ODJFS staff are beginning the processing of overpayment waivers on Friday. ODJFS committed in July to developing a way for claimants who received more benefits than they should have, due to no fault of their own, to ask to have the requirement to repay those benefits waived. To date, approximately 155,000 claimants have applied for a waiver.

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The Ohio Department of Job and Family Services manages vital programs that strengthen Ohio families. These include job training and employment services, unemployment insurance, cash and food assistance, child care, child and adult protective services, adoption, and child support services.

