



# I.D. VERIFICATION PROCESS

In an attempt to combat fraud, DEW will be implementing a new, one time only I.D. verification. As part of this I.D. verification process, claimants will be asked a series of personalized questions. These questions are intended to guard against unlawful use of your identity by someone pretending to be you. This is just an extra step to protect you from identity theft or other fraudulent activities.

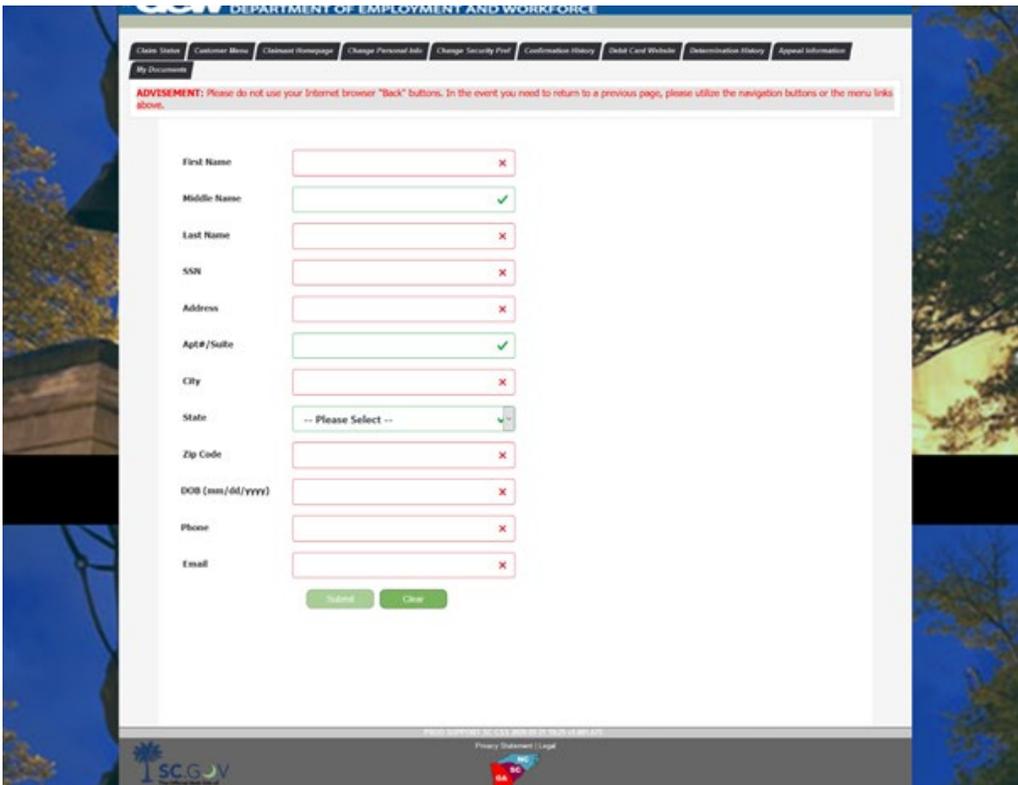
## Getting Started

When you login to the claimant portal, you will receive a message saying your identity must be verified to receive your benefits. Click "Identity Verification" to continue.



## Enter Your Personal Information

After clicking "Identity Verification" you will be brought to a page asking for your personal information, such as your name, address and date of birth. Fill out the form completely and then hit the "Submit" button.





The screenshot shows a web interface for an I.D. Verification process. At the top, there is a navigation menu with links: 'Claim Status', 'Contact Us', 'Claim Homepage', 'Change Personal Info', 'Change Security Prof', 'Confirmation History', 'ID Card Website', 'Discontinuation History', and 'Appeal Information'. Below the menu is a 'My Documents' section. A red warning message states: 'ADVICE: Please do not use your Internet browser "back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.' The main content area contains three questions, each with a blue header bar and a list of radio button options. Question 1 asks for a current address, with options: Candee Hill Lane Northeast, Hunters Glen Lane, Kipp Street, Harkate Place, Aldine Circle, and All of the above. Question 2 asks for a vehicle model year, with options: 1990 Pontiac Sunbird, 1994 Buick 7 Series, 1997 Oldsmobile Cutlass, 1999 Plymouth Voyager, 2000 Isuzu Rodeo, and I have never been associated with any of these vehicles. Question 3 asks for a name, with options: Ashleigh Long, Barton Spindler, Gina Leslie, Judy Simms, Todd Baum, and I do not know ANY of the people listed. A green 'Submit' button is located at the bottom of the form.

## Answer the I.D. Verification Questions

The next page will navigate you to three personalized multiple choice questions to verify your identity. After answering the three questions, hit the "Submit" button to complete the I.D. verification process.

If you answer one of these questions incorrectly, you will be provided with two bonus questions.

Failure to answer the bonus questions will result in a delay in approval due to manual review being required.