

Tips for Detecting Fraudsters

As an Unemployment Insurance (UI) professional you play a crucial role in detecting and preventing fraud.

Detecting fraudsters requires vigilance, attention to detail and an understanding of common fraudulent behaviors.



Tips to help spot potential UI fraudsters



Verify Identity

Verify the caller's identity using your agency's established verification procedures before discussing sensitive information or making changes to claims.



Listen Carefully

Pay close attention to the caller's tone, language, and behavior. Fraudsters may exhibit unusual nervousness, aggressiveness, or impatience.



Pay Attention to Details

Listen for long pauses when the caller attempts to answer routine or simple questions. Fraudsters may lack accurate knowledge about a claim or struggle to answer security questions correctly.



Notice Inconsistencies

Look for inconsistencies in the information provided by the claimant, such as mismatched dates, addresses, or employment history.



Check for Urgency

Monitor for a sense of urgency. Fraudsters might try to rush you into making quick decisions or to release private information.



Beware of Unrequested Information

Be cautious if the caller volunteers information for which you did not ask. Fraudsters might share excessive personal information upfront to appear legitimate.



Trust Your Instincts

If something doesn't feel right, follow your agency's procedures for escalating or transferring the call.