



DEPARTMENT OF
LABOR

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For Immediate Release

July 9, 2020

Hagåtña, Guam — Another \$21 million will be released for Pandemic Unemployment Assistance claims. This fourth batch is expected to hit bank accounts early next week, paying out cleared unemployment claims and weekly certifications through June 16.

With this fourth batch, total relief funds distributed will be about \$141 million, including almost \$11.6 million going to taxes. The Department has also implemented additional fraud prevention measures into the program. With these features in place, Labor aims to free up PUA staff to focus on customer service, help people file claims and answer questions.

"I've heard the concerns of the people who are having difficulty getting through to 311 due to the high volume of calls and my limited staff," said Labor Director David Dell'Isola. "We are working diligently to focus on the needs of the people and help them understand the program. We are focusing on getting millions of pandemic relief into the hands of our people while also protecting them from criminal activity."

The U.S Department of Labor and the FBI have also announced measures to protect people against identity theft and false unemployment claims. There have been cases of fraud in several states where fraudulent unemployment applications have been submitted online, according to a release from the FBI. A variety of techniques have been used to steal identities. These include cold calling, email phishing schemes, hacking and more. Many victims do not even realize there has been an information breach.

"The administration and I are working closely to ensure the integrity of this program is a top priority," said Department of Labor Director David Dell'Isola. "We will continue to work together to get our people paid out while also protecting them against identity theft. We have found cases of identity theft and fraudulent claims on Guam. It's happening here too and it's a valid concern. I am in constant contact with the U.S. Department of Labor's unemployment office, the inspector general's office and our regional office, keeping up with the latest PUA updates, fraud prevention measures and news from Washington D.C. I want to share the latest information from the U.S Department and the FBI for public awareness."

The FBI advises the public to be on the lookout for the following suspicious activities:

- Receiving communications regarding unemployment insurance forms when you have not applied for unemployment benefits
- Unauthorized transactions on your bank or credit card statements related to unemployment benefits
- Any fees involved in filing or qualifying for unemployment insurance
- Unsolicited inquiries related to unemployment benefits

Mailing Address: P.O. Box 9970 • Tamuning, Guam 96931

Physical Address: 414 West Soledad Avenue • Suite 400, GCIC Building • Hagåtña, Guam 96910

Telephone: (671) 475-7044/7036 • **Facsimile:** (671) 475-6811

American Job Center: (671) 475-7000/1

Website: dol.guam.gov • hireguam.com



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- Fictitious websites and social media pages mimicking those of government agencies

Tips on how to protect yourself:

- Be wary of telephone calls and text messages, letters, websites, or emails that require you to provide your personal information or other sensitive information, especially birth dates and Social Security numbers. Be cautious with attachments and embedded links within email, especially from an unknown email sender.
- Make yourself aware of methods fraudsters are using to obtain PII and how to combat them by following security tips issued by the Cybersecurity and Infrastructure Security Agency, including:
- Avoiding Social Engineering and Phishing Attacks
- Protecting Against Malicious Code
- Preventing and Responding to Identity Theft
- Monitor your bank accounts on a regular basis and request your credit report at least once a year to look for any fraudulent activity. If you believe you are a victim, review your credit report more frequently.
- Immediately report unauthorized transactions to your financial institution or credit card provider.
- If you suspect you are a victim, immediately contact the three major credit bureaus to place a fraud alert on your credit records. Additionally, notify the Internal Revenue Service by filing an Identity Theft Affidavit (IRS Form 14039) through irs.gov or identitytheft.gov.

For more information, please see the entire FBI release at:

<https://www.fbi.gov/news/pressrel/press-releases/fbi-sees-spike-in-fraudulent-unemployment-insurance-claims-filed-using-stolen-identities>

For more information on the unemployment assistance programs, call 311, 735-0527 or 735-0532 on weekdays.

For login issues, email webadmin@dol.guam.gov. For claim or weekly certification issues, email pua.hotline@dol.guam.gov.

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