

Massachusetts Department of Unemployment Assistance warns of current text and email scams circulating

Please be aware of current scams. Massachusetts residents have received text messages and emails that include a link requesting claimants enter their login and password on a site that looks similar to UI Online. If you have received such a message, please do not respond.

Responses to requests from DUA should only be uploaded through your secure account at <https://uionline.detma.org/Claimant/Core/Login.ASPX> or https://ui-cares-act.mass.gov/PUA/_/. DUA will never ask you to reply to a text or email with your personal information.

DUA takes fraudulent claims seriously and we are working closely with state and federal law enforcement agencies to protect claimants' information. We want to assure you that there is no evidence of a state data breach.

The following considerations are suggested to help you protect your online profiles and account information.

As part of our online security protocol, we recommend that you check your UI profile information often (at least 1x per week) this includes your logon, password, name, contact information. Change your information back and report any discrepancies or changes not made by you immediately to DUA by calling (877) 626-6800

When checking your UI profile, pay close attention to your payment selection to be certain the payment type and / or account information is correct

Be alert to any unknown email sources containing links. Never click on a link unless you are expecting one or you know the sender and recognize the email address – this may be a phishing scheme to obtain access to your computer

Create security credentials that you will remember but are hard for others to guess. Do not give your security credentials to ANYONE – DUA will never contact you asking for that information

Report any changes or suspicious activity involving your UI claim immediately to DUA by calling (877) 626-6800

Monitor communications from DUA often in case you receive a message that a change has been made to your account or to make you aware of an ongoing scheme that has affected claims or warnings from other UI agencies

DUA WILL NOT ask you to verify your eligibility for unemployment benefits, or for personal information by email, phone or text message. If you receive an email, phone or text message and you are unsure if it came from DUA, contact us by calling (877) 626-6800

If you believe someone is using your identity to falsely claim unemployment benefits, please complete our secured form at www.mass.gov/unemployment-fraud to alert us.

Here are some common unemployment scam techniques to watch out for:

<https://www.mass.gov/info-details/unemployment-insurance-scams>