



## Erie County

A proud partner of the  
American Job Center network

If you suspect your personal information has been stolen and/or if you received a 1099-G tax form from the Ohio Department of Job and Family Services (ODJFS) and did not apply for unemployment benefits in 2020, the agency needs to hear from you.

If you think that you are a victim of Unemployment Insurance Fraud, please use these resources to report:

**Phone:** 1-800-686-1555 (Option 1)

**Fax Documents:** 1-614-752-4808

**Websites:** <https://jfs.ohio.gov/fraud/>

<https://unemploymenthelp.ohio.gov/>

Ohio Means Job, located at Erie County JFS, 221 W. Parish St., Sandusky, is currently closed to the public due to COVID-19. However, we understand that the public needs access to the Ohio Means Job Store for computer use. Although we are not the unemployment office or the IRS, we have computers for public access **by appointment only**. Please call 419-627-4475 or 419-627-4464 to schedule.



Department of  
Job and Family Services

Mike DeWine, Governor  
Kimberly Henderson, Director

News  
Release

FOR IMMEDIATE RELEASE  
February 2, 2021

**Ohio Unemployment**

**ID Theft Hotline**

**(833) 658-0394**

Ohio | Department of  
Job and Family Services

## ODJFS Creates New Hotline for Victims of Unemployment Identity Theft

COLUMBUS, OHIO – The Ohio Department of Job and Family Services (ODJFS) has established a new toll-free number for individuals to notify the agency if they believe their personal information was compromised and used to file a fraudulent unemployment claim: (833) 658-0394. This number is staffed by 50 dedicated, cross-trained customer service representatives, 8 a.m. to 5 p.m. Monday through Friday. One way victims have been discovering identity theft is by receiving an IRS 1099-G form for unemployment benefits that were never received.

The phone number complements a secure online portal ODJFS established last month to provide a direct way for victims to report identity theft. Individuals who believe their identity was stolen and used to file a fraudulent unemployment claim can visit [unemployment.ohio.gov](https://unemployment.ohio.gov), click on the “Report Identity Theft” button and follow the guidance for individuals. This includes three steps: 1. Complete the reporting form, 2. File your taxes with IRS guidance, and 3. Protect your identity.

Identity theft is a widespread national challenge. Many Ohioans have become victims, and their identities used to file fraudulent unemployment claims in both the traditional unemployment and Pandemic Unemployment Assistance programs. Last month, ODJFS issued 1.7 million 1099-G tax forms to individuals in whose names unemployment benefits were paid in 2020. Many of those individuals were never paid unemployment benefits and did not know their identity had been compromised until they received a 1099-G form.

*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.*





# IRS offers guidance to taxpayers on identity theft involving unemployment benefits

IR-2021-24, January 28, 2021

WASHINGTON — The Internal Revenue Service today urged taxpayers who receive Forms 1099-G for unemployment benefits they did not actually get because of identity theft to contact their appropriate state agency for a corrected form.

States issue Forms 1099-G to the taxpayer and to the IRS to report what taxable income, such as refunds or unemployment benefits, were issued by state agencies.

During 2020, millions of taxpayers were impacted by the COVID-19 pandemic through job loss or reduced work hours. Some taxpayers who faced unemployment or reduced work hours applied for and received unemployment compensation from their state. Under federal law, unemployment benefits are taxable income.

However, scammers also took advantage of the pandemic by filing fraudulent claims for unemployment compensation using stolen personal information of individuals who had not filed claims. Payments made as a result of these fraudulent claims went to the identity thieves, and the individuals whose names and personal information were taken did not receive any of the payments.

Taxpayers who receive an incorrect Form 1099-G for unemployment benefits they did not receive should contact the issuing state agency to request a revised Form 1099-G showing they did not receive these benefits. Taxpayers who are unable to obtain a timely, corrected form from states should still file an accurate tax return, reporting only the income they received. A corrected Form 1099-G showing zero unemployment benefits in cases of identity theft will help taxpayers avoid being hit with an unexpected federal tax bill for unreported income.

The IRS previously issued guidance requested by states on identity theft guidance regarding unemployment compensation reporting. No Forms 1099-G should be issued to those individuals the states have identified as ID theft victims.

## Know the signs of identity theft

Taxpayers do not need to file a Form 14039, Identity Theft Affidavit, with the IRS regarding an incorrect Form 1099-G. The identity theft affidavit should be filed only if the taxpayer's e-filed return is rejected because a return using the same Social Security number already has been filed.

See Identity Theft Central for more information about the signs of identity theft and general steps that should be taken.

Additionally, if taxpayers are concerned that their personal information has been stolen and they want to protect their identity when filing their federal tax return, they can request an Identity Protection Pin (IP PIN) from the IRS.

An Identity Protection PIN is a six-digit number that prevents someone else from filing a tax return using a taxpayer's Social Security number. The IP PIN is known only to the taxpayer and the IRS, and this step helps the IRS verify the taxpayer's identity when they file their electronic or paper tax return.

## **Reminder for those receiving unemployment benefits: Report your benefits when you file your tax return.**

The IRS reminds taxpayers that unemployment benefits are taxable, and they should watch their mail for a Form 1099-G. In some states, taxpayers may be able to receive the Form 1099-G by visiting their state's unemployment website where they signed up for account benefits to obtain their account information.

Starting in January 2021, unemployment benefit recipients should receive a Form 1099-G, Certain Government Payments  from the agency paying the benefits. The form will show the amount of unemployment compensation they received during 2020 in Box 1, and any federal income tax withheld in Box 4. Taxpayers report this information, along with their W-2 income, on their 2020 federal tax return. For more information on unemployment, see Unemployment Benefits in Publication 525.

*Page Last Reviewed or Updated: 29-Jan-2021*

## Identity Theft and 1099 Resources for Individuals

If you suspect that your personal information has been stolen and/or if you received a 1099-G tax form from the Ohio Department of Job and Family Services (ODJFS) and did not apply for unemployment benefits in 2020, the agency needs to hear from you immediately.

Here's what you can do:

### Step One: Report Identity Theft to ODJF

Go to <https://unemploymenthelp.ohio.gov/> and click on **REPORT IDENTITY THEFT**. ODJFS will issue confirmation emails to everyone who files a report with information about identity theft and protection. The agency will process the reports, conduct investigations and, if necessary, issue corrections to the Internal Revenue Service (IRS) on 1099s issued to victims.

### Step Two: How To File Your Taxes (if you received a 1099-G)

Please follow the IRS guidance to taxpayers on identity theft involving unemployment benefits. (see attached)

### Step Three: Protect Your Identity

Many resources are available for victims of identity theft to help them protect their identities. ODJFS strongly urges anyone who suspects they may be a victim of identity theft to take appropriate action to protect themselves. Here are some resources we recommend:

- [OhioAttorneyGeneral.gov/IdentityTheft](https://OhioAttorneyGeneral.gov/IdentityTheft)
  - Review your credit report at [AnnualCreditReport.com](https://AnnualCreditReport.com)
  - [Ohio State Highway Patrol: When Identity Crime Strikes You](#)
  - Federal Trade Commission Resources at [identitytheft.gov](https://identitytheft.gov)
  - Place a free one-year fraud alert on your credit reports by contacting any one of the three nationwide credit reporting companies online or through their toll-free numbers. The bureau you contact must tell the other two. This is free and will not affect your ability to use any of the accounts.
    - [Equifax: 800-525-6285](https://Equifax.com)
    - [Experian: 888-397-3742](https://Experian.com)
    - [Trans Union: 800-680-7289](https://TransUnion.com)
    -
  - Review your passwords. Do not use the same password for everything. Make passwords complex.
  - Do not give personal information over the telephone.
  - If you receive mail from what appears to be a government agency, but it seems suspicious, do further checking.
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## Frequently Asked Questions

**Q: I received a 1099-G from the Ohio Department of Job and Family Services, but I never applied for unemployment in 2020.**

**A:** Please file a report at <https://unemploymenthelp.ohio.gov/> and click on **REPORT IDENTITY THEFT**. After you submit a report, we will process it, conduct an investigation and, if necessary, issue a correction to the Internal Revenue Service (IRS). We also recommend that you visit [annualcreditreport.com](https://annualcreditreport.com) to see whether you may be the victim of other types of identity theft. In addition, [OhioAttorneyGeneral.gov/IdentityTheft](https://ohioattorneygeneral.gov/IdentityTheft) has educational resources for Ohioans who believe they may be the victim of identity theft.

**Q: Will I be responsible for paying taxes on benefits I never received?**

**A:** If you did not apply for unemployment benefits in 2020 and you received a 1099-G form, you will not be responsible for paying taxes on that money after ODJFS confirms that the claim filed was fraudulent. It is very important for anyone suspecting that their identity was used to apply for fraudulent claims to complete an online form at <https://unemploymenthelp.ohio.gov/> as soon as possible.

**Q: I received a 1099 form stating that I received unemployment benefits in a state other than Ohio. Can your office still help me?**

**A:** Unfortunately, we can only help with claims filed in Ohio. Please contact the unemployment office that issued you the form.

**Q: I already reported that my identity was stolen and used to file an Ohio unemployment claim. Why did I still receive a 1099?**

**A:** We are working as quickly as we can to process a record number of fraudulent unemployment claims. Even if you previously reported unemployment fraud, please complete the form at <https://unemploymenthelp.ohio.gov/>. We will then send you a confirmation email with resources for victims of identity theft, process your report, conduct an investigation and, if necessary, issue a correction to the IRS.