

## News Release

### New ID Proofing Methods for Claimants

The Hawaii Unemployment Insurance Division (UID) is pleased to announce it has partnered with the U.S. Department of Labor (USDOL) to offer UI applicants additional methods of ID proofing in the form of digital ID proofing through [Login.gov](https://login.gov) or in person at a participating U.S. Post Office (USPS) statewide.

[Login.gov](https://login.gov) provides UI applicants the ability to verify their ID digitally through a secure government website. Individuals selecting to verify their identity through [login.gov](https://login.gov) will be asked to create an account and provide their information for validation. UI applicants also have the option to verify their identity at the majority of post offices across the state. The extensive national locations of USPS allow individuals to meet the identity verification requirement in just minutes and within a few miles of their homes.

These new identity verification methods will help ensure eligible claimants receive UI benefits regardless of their location or ability to access technology while reducing the risk of fraud. Additionally, these new identity-proofing methods demonstrate a successful collaboration between state and federal agencies and will help ensure the integrity of the unemployment insurance system while expediting benefits when needed most.

Effective August 24, 2023, UI applicants filing for benefits must provide proof of identity through one of these methods and individuals can select the method of their choice.

Postal workers at the participating locations are trained to complete ID proofing services only and cannot answer questions about unemployment insurance claims. Individuals with questions about unemployment insurance should visit <https://labor.hawaii.gov/ui> or call the Unemployment Insurance Call Center at (833) 901-2272 or (808) 762-5751.