



SC Department of Employment and Workforce

Media Advisory

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DEW Encourages Lost Wages Assistance (LWA) Claimants to Respond to Request for Documentation
214,075 claimants have received LWA payments. \$246 million paid to date in LWA benefits.

Columbia, S.C. – When the S.C. Department of Employment and Workforce launched LWA in September, it also marked the beginning of a new security measure the agency will use for all claimants moving forward: security questions to verify the claimant is who they say they are. The tactic is simple yet effective, those who are legitimate will answer personal questions and, when they pass, their claim will be processed. If they do not pass the first round of questions, they are presented a second set of questions. If the claimant does not pass the second round of questions, the claim is flagged for potential fraud.

At the end of each day, claims that were flagged for potential fraud are then sent an email with instructions for another opportunity for the claimant to verify they are legitimate. Individuals can simply make a copy of a state issued ID, write their claimant number on it and either upload it to their account, mail or fax it to us.

Of the claimants who completed the ID verification process, more than 80 percent finished with no issue. Of the approximate 20 percent of claimants who didn't pass the security measure, some timed out of the session and some sessions were abandoned. Only 9 percent of that population actually answered the questions wrong. To date, of those who did not pass the security questions, 45 percent have already provided documentation to complete the ID Verification process.

DEW is encouraging the remainder of that group, approximately 16,000, to respond to the agency's requests for documentation that would prove their identity and release their Lost Wages Assistance (LWA) and weekly benefits.

While DEW continues to reinforce its anti-fraud efforts, it is affording every opportunity to work with and support legitimate claimants to receive their benefits.

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About the S.C. Department of Employment and Workforce

The S.C. Department of Employment and Workforce is putting South Carolinians to work. The agency has four missions: (1) workforce development; (2) free job match employment services; (3) unemployment insurance; and (4) labor market information. All four missions contribute to workforce development. The agency is dedicated to advancing South Carolina through services and programs that meet the needs of our businesses, jobseekers and those looking to advance their careers.