

IMPORTANT INFORMATION

Now that you have presented and scanned your photo ID utilizing the **LexisNexis® TrueID® All-in-One Document Authentication Scanner**, you should log into your MyBenefits Portal daily to review whether the *Misrepresentation: ID Verification Failure* remains pending as an issue delaying payment as shown below.

Issues Delaying Payments		
Click the link(s) below to provide additional information.		
ISSUE	COMPLETE BY	STATUS / ACTION
Claim Exception : Employer Validation		Pending Resolution
Discharge : Unsatisfactory Work Performance		Pending Resolution
Misrepresentation : ID Verification Failure		Pending Resolution

Your portal should reflect a resolution of this issue within the next 3 to 5 business days. Please also continue to monitor your email for additional communication from DEW regarding this issue. **Since, it may take up to 5 business days to resolve this issue, please do not call us unless you have not received an email communication and the issue remains pending after 5 business days.**

Effective 12/20/2022