



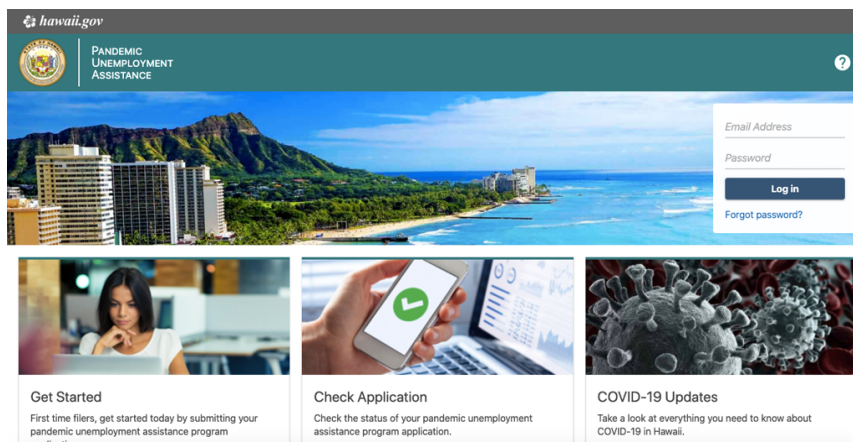
Medical-Legal Partnership ♦ Hawai'i  
A Project of the William S. Richardson School of Law  
[www.mlpchawaii.org](http://www.mlpchawaii.org)

**MLP Alert: Have you received a letter regarding a claim for PUA and you did NOT apply for benefits?**

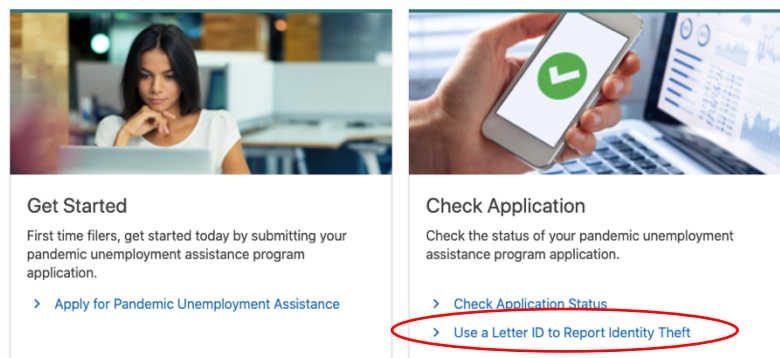
1. Don't worry, if you are a victim of fraud and the imposter received the Pandemic Unemployment Assistance (PUA) benefits, you are not responsible for paying that money back. Once you report the fraudulent claim, a hold will be placed on the fraudulent account and no more money will go to that account.

**\*\*You can still apply for benefits if you need to, DLIR can distinguish between the reported fraudulent account and your legitimate claim.**

2. If you have access to a computer or mobile device, go to this website:  
<https://pua.hawaii.gov/>



- a. Then click "Use a Letter ID to report theft"



- b. Fill in the letter ID and claim ID indicated on the PUA letter you received.

The screenshot shows the 'Self-Reported Identity Theft Letter' form on the Pandemic Unemployment Assistance (PUA) website. The header includes the PUA logo and the text 'PANDEMIC UNEMPLOYMENT ASSISTANCE'. Below the header is a navigation bar with a back arrow and the word 'Home'. The main title is 'Self-Reported Identity Theft Letter'. A progress bar indicates two steps: 'Letter/Claim ID' (active) and 'Contact Information'. The 'Letter/Claim ID' section is titled 'Report Identity Theft' and contains the following text: 'If you did file a claim, and want to continue to receive benefits, you should not submit this form. Provide the Letter ID and Claim ID printed in the top right corner of the letter.' There are three input fields: 'Letter ID' (marked as required), 'Confirm Letter ID', and 'Account ID or Claim ID' (marked as required). The 'Required' text is shown in italics below each field.

3. If you believe that your information was gained because of identity theft, report it at this site to stop others from using your information:  
<https://www.identitytheft.gov/>
- a. Also report the identity theft at:  
<https://lbr.force.com/PUASupport/s/contactsupport>
4. If you are having trouble with the online resource or cannot access the internet, you can mail in the form letter below to the address that was specified on the envelope you received that contained the fraudulent claim.

Date: \_\_\_\_\_

DLIR Address on the envelope you received:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Letter ID (on the letter you received): \_\_\_\_\_

Claim ID (on the letter you received): \_\_\_\_\_

**Re: PUA Fraud**

To Whom It May Concern:

I have received a letter regarding a claim for PUA but did not apply for benefits. I believe that I am a victim of identity theft and am reporting that the indicated PUA claim was created fraudulently. Please notify me by mail or phone when the issue has been resolved.

\_\_\_\_\_  
Your Name (First Last)

(\_\_\_\_\_) - \_\_\_\_\_  
Your Phone #

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Your Address

Kind Regards,

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature