



PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA): FROZEN ACCOUNTS

The Ohio Department of Job and Family Services (ODJFS) learned that certain banks may have been targeted for potential fraudulent activity. ODJFS is investigating over 270,000 individuals who requested their PUA benefits be direct deposited. As a result, the agency placed a temporary hold on these claims.

If your account is frozen, you will receive a notice requesting documentation to verify your identity.

To confirm your identity and clear the freeze, you will need to provide the following information:

1. A copy of each of the following documents:
 - A. Social Security card,
 - B. Birth certificate,
 - C. Drivers license/state ID,
 - D. Second photo ID (passport, permanent resident card, student ID, company issued ID)
2. Proof of your employment and/or income from 2018 to the present (any one of these)
 - 2018 and 2019 federal tax returns along with federal Schedule E;
 - 2018 and 2019 wage and tax statement;
 - pay stubs; self-employment ledger documentation;
 - 1040 SE with Schedule C, F, or SE;
 - 1065 Schedule K1 with Schedule E;
 - booking records including receipts for all allowable expenses;
 - bank statements (personal and business);
 - signed time sheets and receipts of payroll;
 - quarterly or year-to-date profit and loss statement
3. If you claimed any dependents (spouse and/or kids) you will need to provide each dependent's Social Security card, birth certificate, drivers license/state ID, and proof of marriage.

4. Proof of residence such as a utility bill or lease or mortgage documents.

If your application address is a Post Office Box, proof of ownership, such as the PS Form 1093 is required.

5. If you chose Direct Deposit for payment, provide a voided check or other document that includes name of account owner, routing number, and account number.

6. The name of your most recent employer and or self-employment and dates of employment, explaining how your employment and/or self-employment was affected by COVID-19.

How do I submit this information and documentation?

You can submit this information and documentation through your PUA account or by email to:

pua-technical-services @jfs.ohio.gov

To speak with a PUA representative, call 833-604-0774.

Questions?

Southeastern Ohio Legal Services 833.288.2936 (Southeastern Ohio)

Legal Aid Society of Columbus 614.241.2001 (Central Ohio)

Marion Office 740.383.2161 or 888.301.2411 (Delaware, Marion, Morrow, and Union counties)

All of these programs provide free legal services for low-income Ohioans and seniors.

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