

EMPLOYMENT APPEALS BOARD DECISION
2025-EAB-0591

Affirmed
Ineligible Weeks 23-25 through 25-25

PROCEDURAL HISTORY: On June 10, 2025, the Oregon Employment Department (the Department) served notice of an administrative decision concluding that claimant had failed to provide information to verify her identity in accordance with the Department's rules and was ineligible for benefits effective June 1, 2025 (decision # L0011366520). Claimant filed a timely request for hearing. On September 12, 2025, ALJ Toth conducted a hearing, and on September 19, 2025 issued Order No. 25-UI-304414, modifying decision # L00011366520 by concluding that claimant had failed to verify her identity and was ineligible for benefits for the weeks from June 1 through 21, 2025 (weeks 23-25 through 25-25). On October 8, 2025, claimant filed an application for review with the Employment Appeals Board (EAB).

FINDINGS OF FACT: (1) On May 20, 2025, claimant filed an initial claim for benefits via Frances Online. When claimant set up her Frances Online account, she elected to receive communications from the Department by electronic means only.

(2) Claimant claimed benefits for the weeks from June 1 through 21, 2025 (weeks 23-25 through 25-25). These are the weeks at issue. The Department did not pay claimant benefits for the weeks at issue.

(3) On May 21, 2025, the Department posted a letter to claimant's Frances Online account, indicating that claimant was required to complete an in-person identity verification by June 4, 2025, and that her benefits could be denied if she did not do so.

(4) Claimant did not look at any correspondence posted to her Frances Online account between May 21, 2025 and June 8, 2025. At the time, claimant was attending to another matter with the Department, involving wages missing from her claim, and had been conversing with the Department representative via email. As such, claimant did not immediately see the May 21, 2025 letter when it was posted, although claimant was able to access Frances Online. Claimant did not complete the identity verification requirement by June 4, 2025.

(5) On June 8, 2025, claimant logged into her Frances Online account and viewed the May 21, 2025 letter regarding identity verification.

(6) On June 10, 2025, the Department issued decision # L0011366520, denying claimant benefits based on her having failed to verify her identity. Also on June 10, 2025, the Department issued another administrative decision indicating that claimant was denied benefits effective June 1, 2025 because she had failed to register for work in accordance with the Department's rules. Exhibit 2 at 2.

(7) On June 24, 2025, claimant asked the Department about the denial of benefits via a live chat on Frances Online. The representative with whom she chatted gave claimant instructions on how to complete her identity verification. On the same day, claimant visited a WorkSource Oregon office and completed her identity verification as required.

CONCLUSIONS AND REASONS: Claimant failed to provide information to verify her identity in accordance with the Department's rules and is ineligible for benefits for the weeks at issue.

Under ORS 657.155(1)(b), in order to be eligible to receive benefits with respect to any week, an individual must make "a claim for benefits with respect to such week in accordance with ORS 657.260." ORS 657.260(1) provides that claims for benefits shall be filed in accordance with such regulations as the Department may prescribe. OAR 471-030-0025 (January 11, 2018) states:

- (1) With all claims, an individual shall furnish the Director with . . . information required for processing their claim. * * *
- (2) The claimant is required to furnish such information required for processing their claim within the time frame provided by the Director or an authorized representative of the Employment Department. * * *

The Department denied claimant benefits effective June 1, 2025 because she failed to complete in-person identity verification by the June 4, 2025 deadline, as explained in the May 21, 2025 letter that was delivered to claimant via Frances Online. Claimant did not look at that letter until June 8, 2025, after the deadline had passed. Claimant failed to do so because she was focused on another matter relating to her claim and had been conversing with the representative handling that matter via email, not Frances Online. Upon viewing the letter on June 8, 2025, however, claimant did not immediately take action to complete the identity verification process. Claimant did not do so until June 24, 2025, when she was advised by a Department representative, via live chat, how to complete the process.

In addition to being distracted by the missing-wages matter, it is possible that claimant's delay in verifying her identity was at least partially the result of the Department's issuance of another administrative decision on the same day that decision # L0011366520 was issued, as this might have confused claimant as to what was required of her or why she had been denied benefits. Regardless, the record shows that the Department timely notified claimant of the identity verification requirement and the deadline by which it must be completed, and that claimant had access to this information (even if she neglected to timely view it), such that due process requirements were satisfied. OAR 471-030-0025 contains no good cause exceptions for failing to timely furnish information required to process one's

claim. Thus, because claimant failed to complete the identity verification requirement by the deadline, or at any point during the weeks at issue, she is not eligible for benefits for those weeks.

DECISION: Order No. 25-UI-304414 is affirmed.

D. Hettle and A. Steger-Bentz;
S. Serres, not participating.

DATE of Service: November 5, 2025

NOTE: You may appeal this decision by filing a Petition for Judicial Review with the Oregon Court of Appeals **within 30 days of the date of service stated above**. See ORS 657.282. For forms and information, visit <https://www.courts.oregon.gov/courts/appellate/forms/Pages/appeal.aspx> and choose the appropriate form under “File a Petition for Judicial Review.” You may also contact the Court of Appeals by telephone at (503) 986-5555, by fax at (503) 986-5560, or by mail at 1163 State Street, Salem, Oregon 97301.

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Understanding Your Employment Appeals Board Decision

English

Attention – This decision affects your unemployment benefits. If you do not understand this decision, contact the Employment Appeals Board immediately. If you do not agree with this decision, you may file a Petition for Judicial Review with the Oregon Court of Appeals following the instructions written at the end of the decision.

Simplified Chinese

注意 – 本判決會影響您的失業救濟金。如果您不明白本判決，請立即聯繫就業上訴委員會。如果您不同意此判決，您可以按照該判決結尾所寫的說明，向俄勒岡州上訴法院提出司法複審申請。

Traditional Chinese

注意 – 本判決會影響您的失業救濟金。如果您不明白本判決，請立即聯繫就業上訴委員會。如果您不同意此判決，您可以按照該判決結尾所寫的說明，向俄勒岡州上訴法院提出司法複審申請。

Tagalog

Paalala – Nakakaapekto ang desisyong ito sa iyong mga benepisyo sa pagkawala ng trabaho. Kung hindi mo naiintindihan ang desisyong ito, makipag-ugnayan kaagad sa Lupon ng mga Apela sa Trabaho (Employment Appeals Board). Kung hindi ka sumasang-ayon sa desisyong ito, maaari kang maghain ng isang Petisyon sa Pagsusuri ng Hukuman (Petition for Judicial Review) sa Hukuman sa Paghahabol (Court of Appeals) ng Oregon na sinusunod ang mga tagubilin na nakasulat sa dulo ng desisyon.

Vietnamese

Chú ý - Quyết định này ảnh hưởng đến trợ cấp thất nghiệp của quý vị. Nếu quý vị không hiểu quyết định này, hãy liên lạc với Ban Kháng Cáo Việc Làm ngay lập tức. Nếu quý vị không đồng ý với quyết định này, quý vị có thể nộp Đơn Xin Tái Xét Tư Pháp với Tòa Kháng Cáo Oregon theo các hướng dẫn được viết ra ở cuối quyết định này.

Spanish

Atención – Esta decisión afecta sus beneficios de desempleo. Si no entiende esta decisión, comuníquese inmediatamente con la Junta de Apelaciones de Empleo. Si no está de acuerdo con esta decisión, puede presentar una Aplicación de Revisión Judicial ante el Tribunal de Apelaciones de Oregon siguiendo las instrucciones escritas al final de la decisión.

Russian

Внимание – Данное решение влияет на ваше пособие по безработице. Если решение Вам непонятно – немедленно обратитесь в Апелляционный Комитет по Трудоустройству. Если Вы не согласны с принятым решением, вы можете подать Ходатайство о Пересмотре Судебного Решения в Апелляционный Суд штата Орегон, следуя инструкциям, описанным в конце решения.

Khmer

ចំណុចសំខាន់ – សេចក្តីសម្រេចនេះមានផលប៉ះពាល់ដល់អត្ថប្រយោជន៍គ្មានការងារធ្វើរបស់លោកអ្នក។ ប្រសិនបើលោកអ្នកមិនយល់អំពីសេចក្តីសម្រេចនេះ សូមទាក់ទងគណៈកម្មការឧទ្ធរណ៍ការងារភ្លាមៗ។ ប្រសិនបើលោកអ្នកមិនយល់ស្របចំពោះសេចក្តីសម្រេចនេះទេ លោកអ្នកអាចដាក់ពាក្យប្តឹងសុំឲ្យមានការពិនិត្យរឿងក្តីឡើងវិញជាមួយតុលាការឧទ្ធរណ៍រដ្ឋ Oregon ដោយអនុវត្តតាមសេចក្តីណែនាំដែលសរសេរនៅខាងចុងបញ្ចប់នៃសេចក្តីសម្រេចនេះ។

Laotian

ເອົາໃຈໃສ່ – ຄໍາຕັດສິນນີ້ມີຜົນກະທົບຕໍ່ກັບເງິນຊ່ວຍເຫຼືອການຫວ່າງງານຂອງທ່ານ. ຖ້າທ່ານບໍ່ເຂົ້າໃຈຄໍາຕັດສິນນີ້, ກະລຸນາຕິດຕໍ່ຫາຄະນະກຳມະການອຸທອນການຈ້າງງານໃນທັນທີ. ຖ້າທ່ານບໍ່ເຫັນດີນໍາຄໍາຕັດສິນນີ້, ທ່ານສາມາດຍື່ນຄໍາຮ້ອງຂໍການທົບທວນຄໍາຕັດສິນນໍາສານອຸທອນລັດ Oregon ໄດ້ໂດຍປະຕິບັດຕາມຄໍາແນະນໍາທີ່ບອກໄວ້ຢູ່ຕອນທ້າຍຂອງຄໍາຕັດສິນນີ້.

Arabic

هذا القرار قد يؤثر على منحة البطالة الخاصة بك، إذا لم تفهم هذا القرار، إتصل بمجلس منازعات العمل فوراً، و إذا كنت لا توافق على هذا القرار، يمكنك رفع شكوى للمراجعة القانونية بمحكمة الاستئناف بأوريغون و ذلك بإتباع الإرشادات المدرجة أسفل القرار.

Farsi

توجه - این حکم بر مزایای بیکاری شما تاثیر می گذارد. اگر با این تصمیم موافق نیستید، بلافاصله با هیأت فرجام خواهی استخدام تماس بگیرید. اگر از این حکم رضایت ندارید، می‌توانید با استفاده از دستور العمل موجود در پایان آن، از دادگاه تجدید نظر اورگان درخواست تجدید نظر کنید.

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