

**EMPLOYMENT APPEALS BOARD DECISION**  
**2025-EAB-0612**

*Affirmed*  
*Ineligible Week 27-25*

**PROCEDURAL HISTORY:** On July 8, 2025, the Oregon Employment Department (the Department) served notice of an administrative decision concluding that claimant failed to provide identity verification information in accordance with the Department's rules and was ineligible for benefits for the week of June 29, 2025 through July 5, 2025 (week 27-25), and until the reason for the denial ended (decision # L0011670270). Claimant filed a timely request for hearing. On October 6, 2025, ALJ Contreras conducted a hearing. The Department provided a written statement called an Attestation instead of having a witness attend the hearing. On October 8, 2025, ALJ Contreras issued Order No. 25-UI-306492, modifying decision # L0011670270 by concluding that claimant was ineligible for benefits for week 27-25 but limiting the period of ineligibility to that week. On October 14, 2025, claimant filed an application for review with the Employment Appeals Board.

**WRITTEN ARGUMENT:** EAB considered claimant's argument in reaching this decision.

**FINDINGS OF FACT:** (1) On June 4, 2025, claimant filed an initial claim for unemployment insurance benefits. The Department determined that claimant had a valid claim for benefits.

(2) When claimant set up her Frances Online account, she requested electronic notifications from the Department.

(3) On June 9, 2025, the Department uploaded a letter to claimant's Frances Online account informing her that she was required to complete a checklist of tasks to verify her identity. The deadline to complete the identity verification was June 23, 2025.

(4) Claimant viewed the letter in her Frances Online account on the evening of June 9, 2025, but did not notice the requirement to complete a checklist of tasks to verify her identity.

(5) After filing her initial claim, claimant visited her local WorkSource office several times and received help with registering for work and other matters. During one of her visits, claimant clicked a link on her Frances Online account and received a message stating that she was not eligible to verify her identity in-

person or at a post office until she entered a Frances Online access code into her account. Claimant mentioned this message to the WorkSource representatives, who told her she would receive a letter in the mail with the access code. The next day, claimant received the letter with the code, and entered it into her Frances Online account. However, claimant failed to complete the identity verification tasks after entering the code into her Frances Online account.

(6) On June 23, 2025, the deadline passed without claimant completing the identity verification tasks.

(7) Claimant claimed benefits for the week of June 28, 2025 through July 5, 2025 (week 27-25). This is the week at issue. The Department did not pay claimant benefits for the week at issue. On July 8, 2025, the Department issued decision # L0011670270 concluding that claimant was ineligible for benefits because she had failed to provide identity verification information. Claimant received the administrative decision shortly after it was issued.

(8) On July 11, 2025, claimant returned to the WorkSource office and completed the identity verification tasks with the help of the WorkSource representatives.

**CONCLUSIONS AND REASONS:** Claimant failed to provide identity verification information in accordance with the Department's rules and therefore was ineligible for benefits for week 27-25.

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 for week 27-25 because she failed to complete identity verification by the June 23, 2025 deadline. This deadline was set forth in the June 9, 2025 letter, which was uploaded to claimant's Frances Online account and viewed by her that same evening. Claimant did not notice the requirement to complete a checklist of tasks to verify her identity when she viewed the letter. Also, claimant was required to enter a Frances Online access code into her account before she could complete the identity verification tasks. While the access code task may have delayed or confused claimant, she received the letter with the code the next day, and entered it into her account. However, claimant failed to complete the identity verification tasks after entering the code into her Frances Online account.

It is regrettable that claimant did not notice the requirement to complete identity verification tasks when she viewed the June 9, 2025 letter and that, for a short time, she was prevented from completing the

tasks until she entered the Frances Online access code. Nevertheless, the record shows that the Department notified claimant of the identity verification requirement and the deadline by which it must be completed. Further, any delay caused by the access code requirement was minimal, as claimant received and entered the code into her Frances Online account the day after raising the matter with the WorkSource representatives. 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 week at issue, she is not eligible for benefits for week 27-25.

**DECISION:** Order No. 25-UI-306492 is affirmed.

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

**DATE of Service:** November 14, 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 دستورالعمل موجود در پایان آن، از دادگاه تجدید نظر اورگان درخواست تجدید نظر کنید.

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