



Security Awareness



Dear MTA Employees,

As you know, criminals around the world are always trying new ways to snare innocent people into frauds and scams. You must remain alert to protect your personal and MTA information, including name, social security number, date of birth, and email addresses.

Attacking the Innocent Workforce!

The Federal government has found evidence that a sophisticated international group may be siphoning hundreds of millions of dollars that were intended for unemployed Americans. These attackers have used information about U.S. citizens, such as social security numbers, which may have been obtained from cyber hacks of years past, to file claims on behalf of people who have not been laid off. These attacks have exploited state unemployment systems at a time when they are straining to process legitimate claims.

Many states are diligently rushing to pay valid claims, making sure payments go straight to direct-deposit accounts. In Washington State, the agency tasked with managing unemployment claims realized the extent of the problem in recent days when still-employed people called to question why they had received confirmation paperwork in the mail.

How does this affect You and the MTA?

This is a serious concern for employees of the MTA. We already have seen reports that a small number of fraudulent claims have been filed by criminals using MTA employee data.

What can MTA Employees do?

If you receive a phone call, email, or letter in the mail requesting verification of an unemployment insurance claim that you did not file, IMMEDIATELY:

- Report the fraud to your state Unemployment Benefits Agency (New York State Department of Labor <https://www.labor.ny.gov/agencyinfo/uifraud.shtm> or 24 hour Hotline 888-598-2077
- Report suspected fraud to the FTC by going to IdentityTheft.gov
- Review your credit card and bank account statements carefully - immediately and regularly thereafter
- Review your credit reports regularly
- If you receive benefits you never applied for, report it to your state unemployment agency and ask for instructions by calling the New York State Hotline 888-364-3065
- Never respond in any way to any calls, emails, letters or text messages telling you to wire money, send cash, or put money on gift cards
- No state agency will ever direct you to repay money via wire transfer, gift cards or to send cash

Be safe, and be well,



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