

JB Pritzker
Governor



Thomas D. Chan
Acting Director

May 19, 2020

Honorable Members of the General Assembly:

The Illinois Department of Employment Security (“IDES”) is providing this notice in accordance with the Illinois Personal Information Protection Act, 815 ILCS 530/1 *et seq.* (“the Act”).

On May 15, 2020, at approximately 2:00 p.m., IDES received notice that an Illinois resident who was accessing their unemployment account on the Pandemic Unemployment Assistance (“PUA”) system was able to see other unemployment claimants’ information, including names, addresses, and Social Security numbers. This individual immediately reported the situation, and IDES was notified. Within the hour, the issue was corrected.

The computer logs confirm that this was the only unauthorized access to other individuals’ information. This was not the result of a “hack” on the PUA system because the individual who was inadvertently given access to confidential information was only in the PUA system to check on their own claim for benefits. Additionally, Deloitte, the outside vendor that maintains the system, has made the coding changes necessary to assure this will not occur again.

While IDES has no reason to expect malfeasance on anyone’s part, out of an abundance of caution the Department is currently preparing notices to individuals whose information may have been viewed by the single person. Because the system does not show the specific identity of individuals whose information was made available, notice will be sent to all claimants whose information could have been viewed, a total of 32,483. Pursuant to the Act, IDES will give notice to these individuals through the email addresses on file and will send notice by U.S. Mail to any individual for whom the agency does not have an email address.

The notices will provide toll-free numbers and addresses for consumer reporting agencies, a toll-free number and a mailing and website address for the Federal Trade Commission, a statement that the individual can obtain information about fraud alerts and security freezes from these sources, and information on the availability of consumer credit monitoring that Deloitte is providing. IDES is also evaluating its contract with Deloitte to determine its rights.

If you have any questions or concerns about this matter, please contact me at (312) 793-1224 or Kevin.Lovellette@illinois.gov.

Sincerely,

s: Kevin Lovellette

Kevin Lovellette
IDES Chief Legal Counsel