**Section 2830.310 Check, Debit Card Or Direct Deposit Authorization Investigation**

a) When an investigation is to be conducted because the claimant claims nonreceipt of a benefits check or the proceeds of a payment, the claimant must file a completed Affidavit of Non-Endorsement, in the case of a paper check, or a Payment Tracer and Affidavit of Non-Receipt of UI Benefits Form, in the case of an electronic payment, in accordance with the filing instructions stated on the appropriate form. Each of these forms will be provided by the Department, and the claimant may request these forms by calling Claimant Services. The telephone number for Claimant Services is 800-244-5631 and is available on the Department’s website (ides.illinois.gov). When submitting the appropriate completed Affidavit, the claimant must also submit proof of identification by including photocopies of requested documents. The documents required to prove the claimant's identity are a copy of both sides of the claimant's current and valid driver's license or State identification card and a copy of both sides of the claimant's valid Social Security card. When an Affidavit has been filed at a local office, all materials relevant to the investigation shall be forwarded to the Department's Benefit Payment Control Subdivision.

b) The Department's Benefit Payment Control Subdivision will conduct an investigation, including an interview of the claimant as provided in Section 2830.325, and will issue a decision either allowing or denying the request for reissuance of payment as provided in Section 2830.335.

c) Prior to the interview required by Section 2830.325, the Department employee who conducted the initial investigation shall record the results of the following in chronological order:

1) Any contact with the second endorser or payor financial institution. Any relevant information or evidence, such as check cashing registration cards or direct deposit information, should be noted and included in the file;

2) Contact with additional witnesses as might be deemed necessary by the Department employee who conducted the investigation; and

3) Any contact with the claimant, including any background information that might have been discovered.

(Source: Amended at 46 Ill. Reg. 5671, effective March 24, 2022)