



2021 ITRC Consumer Aftermath Responses: Pandemic-Related

N=63 Comments - (Null or N/A responses deleted for clarity and space)

You contacted the ITRC in 2020 or 2021 about a COVID-19 related identity issue. Please select one or more of the following topics: *	
I was denied Unemployment Benefits because someone applied using my information	24%
I received Unemployment Benefits, but I did not apply for them	14%
I received one or more unsolicited Unemployment Benefits payment cards at my home address	5%
I received a Form 1099-G saying I owed taxes on Unemployment Benefits I did not apply for or receive	3%
My stimulus payment was stolen	21%
My stimulus payment did not arrive, and I could not get assistance elsewhere	21%
Someone applied for a Paycheck Protection Program (PPP), Small Business Administration Loan, or other credit in your name	5%
I fell for a COVID-related scam where I gave someone my personal information like a login or password	2%
I fell for a COVID-related scam where I gave someone my bank account or payment card information	3%
Verbatim Comments	
Someone provided false earnings and applied for unemployment using my information. I was trying to research for information on the subject and stumbled into strange irregularities.	
Someone claimed unemployment on my account, and I was ordered to pay it back after I reported the fraud	
I got a letter from the state stating I was eligible for unemployment benefits even though I had not applied for them.	
my employer notified me of an unemployment claim that was started in my name. I did not start the claim	
My identity was stolen and sold to someone in another state	
If you were denied Unemployment Benefits how long did it take to resolve the issue? If this question does not apply to you, skip to the next question.	
Less than 7 days	21%
One to four weeks	8%
Three to six months	8%
Six to nine months	15%
It is not resolved	69%



If someone applied for COVID-related loans/credit lines (Examples: a PPP Loan or Small Business Administration EID Loan) with your identity information; or, if you gave a criminal your personal information or payment card information as part of a phishing or other scam, how long did it take to resolve the issue? If this question does not apply to you, skip to the next question.	
Less than 7 days	38%
One to four weeks	8%
Three to six months	13%
6 - 9 mo.	4%
It is not resolved	75%
If you gave a criminal your personal information or payment card information, how long did it take to resolve the issue? If this question does not apply to you, skip to the next question.	
Less than 7 days	27%
One to four weeks	6%
Three to six months	12%
It is not resolved	82%
What financial impact did these COVID-19 related identity issues have on you? * (Check all that apply)	
I was unable to pay my routine monthly bills	40%
I was evicted for failing to pay rent or mortgage	14%
I did not have enough money to buy food or pay utilities	33%
I could not make my car payment	14%
I could no longer afford child or elder care	8%
No impact	22%
Verbatim Comments	
I couldn't pay bills, created significant debt, didn't have enough money to meet our needs and STILL am struggling since I got in debt so badly and can't get any of the stimulus payments to help!	
I am homeless and it devastated my life	
I owe the IRS money now	



I was unable to sign up for an unemployment account	
My credit is screwed up and it was very stressful.	
What non-financial impacts did these COVID-19 related identity issues have on you? *	
I argue more often with my friends and/or family than usual	19%
I feel more stressed than usual	54%
I feel more frustrated or annoyed than usual	41%
I feel violated as a result of my identity being misused	54%
I feel helpless or powerless as a result of my identity being misused	43%
I trust people less as a result of my identity being misused	37%
I have thoughts of suicide that I did not have before	8%
I have been unable to get a temporary or permanent job as a result of my identity being compromised	13%
No impact	8%
Verbatim Comments	
I am ready to give up all together	
I've always been poor, but this entire year long problem has made my life a living nightmare!	

