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Subject: News release: DEW unveils mobile app to boost customer service, fraud prevention
Attachments: NRiClaim_42314Final.pdf

Please see the SC Department of Employment and Workforce's latest news release below and attached.

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For Immediate Release

April 23, 2014

DEW unveils mobile app to boost customer service, fraud prevention

COLUMBIA—A new mobile application will improve customer service to S.C. unemployment claimants and enhance fraud detection and prevention, the S.C. Department of Employment and Workforce (DEW) announced today.

The first of its kind offered by a state employment agency in the nation, DEW's free iClaim app allows claimants who have already applied for benefits to file subsequent weekly claims via smart phone or mobile device with the click of a few buttons. iClaim is available on Apple iOS7 or higher.

"We are excited about this tool because it not only improves customer service and efficiency, but it also enhances DEW's robust integrity and fraud prevention efforts," said DEW Executive Director Cheryl M. Stanton. A 2013 survey of S.C. unemployment claimants showed that 70 percent used a mobile phone to access the Internet at least once a day.

In addition to filing weekly claims on-the-go, push notifications will provide important, timely reminders about individuals' unemployment claims, allowing users to manage benefits efficiently. Claimants can also receive customized job fair and hiring event alerts directly to their mobile devices.

Other features include an SC Works center locator that pinpoints the nearest site to receive reemployment services as well as a help function that allows keyword searches.

The app can be downloaded [here](#), or you can search for "SC Weekly iClaim" in the Apple store.

For more information, visit dew.sc.gov/iClaim.

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