



## The Work Number® – ADP Verification Services

The Work Number is an automated service that allows organizations to outsource their employment and income verification process. This method offers benefits to the employee, employer, and verifying community. The employee benefits from faster, less complicated employment and salary verifications. Benefits to the employer include reduced costs, better service to employees, increased security, opportunity to reallocate human resources staff, and potentially less corporate liability. For verifiers/requestors (Verifiers), The Work Number offers access to accurate and dependable data instantly, therefore reducing processing time. Verifiers can also use The Work Number to rapidly re-verify employment or income of an individual at various points throughout the life of a loan obligation, or when reassessing eligibility for a social service benefit—insight critical to account review and enforcement. Verifiers access the data via a highly secure website, in compliance with the federal Fair Credit Reporting Act (FCRA), and verification reports can be printed directly off the Internet.

### The Work Number – How does it work?

1. ADP provides updated employment and income information to The Work Number after each payroll cycle.
2. When an employee engages in a financial transaction such as applying for a credit card or mortgage refinancing, a Verifier will need to confirm the employee's current employment and/or income information. Similarly, after an employee has obtained credit or another benefit, the grantor may need employment and income data for monitoring the account or enforcing the employee's obligations. The employee typically consents to verification and ongoing account review when signing a credit application. The employee will provide the Verifier with The Work Number Information to complete the employment verification. To begin the process the employee would need to first create a personal PIN to access their account. Steps below to create an employee PIN:
  - a. The employee can create a PIN by accessing the Client Service Center at 1-866-604-6572.
  - b. The employee will enter their default PIN, which is the last 4 Digits of Employee Social Security Number + 4 Digit Year of Birth.
  - c. The employee will be asked personalized multiple-choice questions to create a new custom pin.

Once the employee has created a PIN then the employee would provide the Verifier with the following information:

- d. **The Work Number Contact Information:** 1.800.367.5690 OR [www.theworknumber.com](http://www.theworknumber.com)
  - e. **Employer Code:** 26785
  - f. **User ID:** Employee Social Security Number
  - g. **Default PIN:** Last 4 Digits of Employee Social Security Number + 4 Digit Year of Birth
3. For every income information request, the Verifier must provide a valid permissible purpose *and* certify to The Work Number that the **employee's consent** was previously obtained, typically in the original application. In the event that the Verifier did not previously receive consent, The Work Number directs the Verifier to contact the employee and request a salary key. A salary key is a single use, one-time code created by the employee via The Work Number website and provided to the Verifier, granting permission to obtain the employee's information. The vast majority of verifications do not require a salary key, as consent is gathered at the point of application. This is ideal, as using salary keys slows the decision making process and puts an added task/burden on the employee. **The Work Number does not permit third party debt collectors to access salary information even if they have the employee's consent.**

- a. If a salary key is required the employee will want to contact the Employee Support Center (information below).
4. The Work Number can provide verifications 24 hours a day, 7 days a week. A unique reference number is assigned to each verification request, which provides an audit trail and allows the Verifier to view the same information again for quality control purposes. This level of instant access and flexibility makes The Work Number highly useful to Verifiers, who readily use the system over trying to contact employers directly for the data.

## Social Service Verifications

Various social service agencies manage economic self-sufficiency programs that administer federal, state or local public assistance funds to low-income families and individuals. Eligibility for these programs is determined by an applicant's monthly income. Caseworkers must verify the applicant's employment and income before providing assistance. The Work Number Social Services Verification helps agency workers determine program eligibility, track program benefits, support quality control and investigate potential fraud.

### Social Service Verifications (Basic)

When an employee applies for social services benefits, the federal or state agency must verify employment and income to determine the employee's initial and ongoing eligibility for such benefits. The Work Number provides a solution for the employer that also benefits the employee and the agency. By providing automated verifications as well as manual bundle-and-mail services, The Work Number allows employers to hand over this entire function and give agencies instant access to be able to assist employees with benefits.

### Social Service Verifications – How it Works

As with commercial verifiers (mortgage, pre-employment, financial services, etc.), social service agencies should be directed to [www.theworknumber.com](http://www.theworknumber.com) to fulfill their verifications needs. The website will instruct them on how to register to use the service, and once they are credentialed, they can use the same automated process that commercial verifiers use to perform instant verifications of employment and income.

If an agency does not have internet access, their request for information should be forwarded to The Work Number for manual processing using the address below. Please note that only social service verification requests should be sent to the below address:

[The Work Number, P.O. Box 66901, St. Louis, MO, 63166, ATTN: Social Services](#)

If you are sending these documents via a carrier that requires a street address for delivery, please use the following address:

[The Work Number, 3470 Rider Trail South, Suite 778, Earth City, MO, 63045, ATTN: Social Services](#)

## Employee Support – Client Service Center Support

The Work Number staffs a team of Client Service Representatives (CSRs) dedicated to assisting employees and verifiers using The Work Number service. Employers should provide employees, verifiers, and government agencies with the Client Service Center 1-800 number (1-866-604-6572) anytime someone needs assistance using The Work Number. The Work Number CSRs are trained and monitored to ensure they offer the highest level of assistance to all callers. We are here to help and answer questions.

**Client Service Center**  
**Phone: 866-604-6572**  
**TTY for Hearing Impaired: 800-424-0253**  
**Monday – Friday**  
Eastern: 8:00 AM - 9:00 PM  
Central: 7:00 AM - 8:00 PM  
Mountain: 6:00 AM - 7:00 PM  
Pacific: 5:00 AM - 6:00 PM

Closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

## **Employer Support – The Work Number Solutions Support**

While your Work Number Client Relationship Manager is your primary contact for ADP Verification Services, The Work Number Solutions Support team is available to provide immediate attention to all service-related requests for The Work Number. Members of the Solution Support team will respond to service-related technical requests and, if needed, will escalate and follow-up internally until your question is answered or the issue is resolved.

### **The Work Number Solutions Support**

**Phone: 866-678-8748**

**Email: [adpvssupport@theworknumber.com](mailto:adpvssupport@theworknumber.com)**

#### **Monday – Friday**

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Central: 7:00 AM - 7:00 PM

Mountain: 6:00 AM - 6:00 PM

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