Employee’s Guide to Employment Verification
New Option for Employment Verification at Emory University

Employment and income verifications may be required when applying for a mortgage or loan, for reference checking, leasing an apartment, establishing credit or any other instance where proof of employment or income is needed. The individual employee is responsible for authorizing the release of this information to the verifying organization.

It is the policy of Emory University to protect the privacy of each employee. Organizations who wish to verify the employment of a former Emory University employee are required to use an automated external employment verification service designated by Emory University called The Work Number®.

Current employees of Emory University are urged to use this convenient, secure, and automated service.

Use of this service will be mandatory for both current and former employees of Emory Healthcare.

TALX The Work Number Employment Verification Service is used by 2/3 of Fortune 500 companies, the Federal Government, and many universities. As of November 1, 2004, TALX The Work Number services will be used by Emory University for employment verification. Emory Healthcare will also be using TALX The Work Number effective November 1, 2004.
Current Emory University employees have the option of either using The Work Number® or of having the third party requiring the verification fax a request (with a signature authorizing release of income data) to Human Resources Data Services at (404) 727-4008.

TALK THE WORK NUMBER SUMMARY DATA

Information for Employees:
Emory University Employer Code: 11332
The Work Number Access Information: verify.theworknumber.com
1-800-367-2884
The Work Number Customer Service: 1-800-996-7566
1-800-424-0253 (TTY-Deaf)

Information for Verifiers:
Emory University Employer Code: 11332
The Work Number Access Information: verify.theworknumber.com
1-800-367-5690
The Work Number Customer Service: 1-800-996-7566
1-800-424-0253 (TTY-Deaf)

Information for Social Services Agencies:
Emory University Employer Code: 11332
The Work Number Access Information: verify.theworknumber.com
1-800-660-3399
The Work Number Customer Service: 1-800-996-7566
1-800-424-0253 (TTY-Deaf)

As an employee of Emory University, you may handle a variety of confidential matters regarding other employees, clients, and other information. When doing so, it is your responsibility to respect the highest level of privacy for your fellow employees. **Departmental employees are prohibited from releasing employment or income verification information for other**
employees. This policy is designed to protect the Emory University and employees from any potential liability.

**Employment Verification with TALX: How it Works**

Current and former Emory University employees may use the TALX Work Number services to:

1. verify employment
2. verify employment plus income
3. verify eligibility for social services such as food stamps or public housing

Employees or verifiers needing assistance in using the TALX The Work Number services should direct all questions to TALX Customer Service:

   Monday – Friday, 8:00am – 9:00pm (Eastern Standard Time)
   1-800-996-7566
   1-800-424-0253 (TTY – Deaf)

**Employment Verification**

In order to have employment verified an employee can provide the third party (typically an employer or lending officer) with either the 800 number for TALX The Work Number (1-800-367-5690) or the web address (http://www.theworknumber.com). To complete the transaction, the verifier will also need the employee’s name, social security number and the Emory University employer code (11332).

**Employment Plus Income Verification**

In order to have employment plus income verified, an employee can provide the third party (typically an employer or lending officer) with either the 800 number for TALX The Work
Number (1-800-367-5690) or the web address (http://www.theworknumber.com). To complete the transaction, the verifier will also need the employee’s name, social security number, and the Emory University employer code (11332). There is one additional piece of information that the verifier will need from the employee in order to process the transaction, a salary key.

The salary key is a numerical code generated by TALX for the employee to give to verifiers. A verifier cannot access income information without this code. To get a salary key, the employee needs to call TALX The Work Number at 1-800-367-5690, or go to the TALX The Work Number web site (http://www.theworknumber.com). Once the salary key is generated, the code needs to be supplied to the verifier. The salary key “unlocks” the salary data for that verifier. A salary key may be used only once. This secure system enables the employee to control who can/cannot access salary data.

To obtain a Salary Key via the TALX web site, employees need to enter the employees section of the main homepage:

Next, enter the employer code for Emory University (11332) and click the “Go” button:
Enter your social security number and your PIN. The first time you use the system, enter the default for PIN numbers (the last four digits of your Social Security number and the month and year of your date of birth), and then click on the “Continue” button.

Understanding the default PIN: if the last four digits of your SSN were 9999, and your birth date is July 4, 1976, your default PIN = 99990776.

Employees have the option of changing the PIN to another 8 digit code on the next page:
After you have changed your PIN, you will be directed back to the page for Salary Key creation:

**Proof of Employment**

Prove your employment and income to anyone
...more.

- Prove your employment AND income
- Prove your employment ONLY
- Create a Salary Key
- Print

**Proof of Employment & Income: Create Salary Key**

*To provide someone with proof of your employment and income:*

- Give them a Salary Key (shown below)
- Your Social Security Number
- Your employer’s name
- Ask them to go to the verifier section of
  www.theworknumber.com

<table>
<thead>
<tr>
<th>Salary Key</th>
<th>Date &amp; Time Created</th>
<th>Expiration Date</th>
<th>Status</th>
<th>Options</th>
<th>Instructions</th>
</tr>
</thead>
</table>

NOTE: The salary key is good for six months. For security reasons, you must create a separate salary key for each person who needs proof of your employment plus income. Each time you log into the TALX web site, you can check the status of your salary keys.
Social Services Verification

Employees needing proof of employment, income, or benefits to determine eligibility for social services such as public housing or food stamps, should provide the agency with the 800 # for TALX The Work Number (1-800-367-5690) or the TALX The Work Number web site address (http://www.theworknumber.com).

Special Instructions for Social Service Agencies

Registered Agencies

- Get verifications at verify.theworknumber.com or 1-800-660-3399.
- Enter their registered fax number and, if applicable, other identifying codes.
- Verifications will be faxed directly to this pre-registered fax number.

Non-Registered Agencies

- Call 1-800-996-7566 to register to use The Work Number.
- Registration is a one-time process and takes approximately 5 minutes.
- Enter their registered fax number and, if applicable, other identifying codes.
- Verifications will be faxed directly to this pre-registered fax number.

Critical Security/Privacy Step!!!

ALWAYS, ALWAYS, ALWAYS, log out of a web site and close the browser software (Internet Explorer, Netscape) whenever you use, access, or input confidential information.
Human Resources Verifications

If any current employee prefers to have an employment verification completed by Human Resources Data Services, they must be provided with that option. Employees should instruct the verifier to fax the request to (404) 727-4008. The request must include an employee signature allowing for release of income data.

If a current employee comes directly to Human Resources and prefers to have Human Resources complete the employment verification, he/she needs to see a Data Services staff member. Employees will need to show a valid form of picture ID and sign a release form.

All former employees requesting verifications will be provided with a TALX The Work Number Procedure Card.

Questions, Complaints, Concerns
All questions, complaints and concerns about Emory University use of TALX The Work Number should be directed to Susan Newborn, Manager of Human Resources Data Services at 404-727-7563 (phone) 404-727-4008 (fax) or sjacks2@emory.edu

All issues with use of the TALX Web Site or 1 800 number need to be directed to TALX Customer Service 1-800-996-7566.