

## The Work Number Employee Guide and FAQ

### What is The Work Number Database?

The Work Number® from Equifax is a simpler and more discreet way to help get proof of your employment and income information to credentialed companies - 24 hours a day/7 days a week.

### Who can ask for a verification?

Not just anyone can ask for your personal information. They must be credentialed and have a permissible purpose to obtain the information. The Work Number complies with The Fair Credit Reporting Act (FCRA), which ensures that employees can see who is requesting their data and provides a mechanism to dispute data that they believe to be inaccurate. In addition, you must give permission for a verifier to get your income information from The Work Number database. This is called consumer consent, and its usually part of an application you complete, for a job, for a lease, or for credit.

Who needs to verify your employment and/or income? Typically, among other things, verifications are needed whenever someone:

- applies for a loan or public aid
- leases an apartment
- applies for a job
- updates their immigration status
- applies for a new credit card

### What is the Employer Code?

This code identifies our organization with The Work Number. It can be searched by typing in our company name or you can use the employer code **158414** to access The Work Number.

### If someone needs proof of my employment – what do I do?

If the banker, the property manager, the car dealer, or caseworker asks you how much money you make or to prove where you work, just tell them to go to [www.theworknumber.com](http://www.theworknumber.com). Why? Because your employer has picked The Work Number to provide this information so you can get the decisions you need 24/7. If someone needs help? (Including mortgage lenders, property leasing, financial institutions, a government agency, etc.)

- <https://employees.theworknumber.com>
- 800-367-5690 M-F 8:00 am to 8:00 pm (ET)
- [member@equifax.com](mailto:member@equifax.com)

### How do I login to The Work Number?

- Go to <https://employees.theworknumber.com>
- Select “Log In” and follow the simple prompts
- Enter the Employer code **158414**
- If this is your first time – pick “Register Now”  
If a returning user – enter your username and password you set up.
- The screens prompts will walk you through all the steps to help verify your identity and keep your account private while offering helpful messages if you have problems.
- Once logged in, select the "Letters Center" tile on the homepage, or in the main menu at the top of the page.
- Choose which letter(s) you'd like to download by clicking the PDF icon to the right of the letter.



**See something that doesn't look right? Ask for Data Dispute Assistance:**

If you notice something wrong or inaccurate on your Employment Data Report (EDR) call The Work Number Employee Service Center for assistance or select the Dispute Center tab once logged in:

- 866-222-5880 M-F 8:00 am - 8:00 pm (ET)
- TTY- hearing impaired: 800-424-0253

The Employer Code is **158414**

**What information is found on the different types of verifications?**

**Employment:**

The verification of employment is the most commonly requested type of verification. It is typically used to grant credit or to provide employment history for pre-employment screening. This type of verification provides basic information about an employee's job: employer name and headquarters address, title, employment status (active/inactive) and length of time with the employer.

**Income & Employment:**

This self-service letter can be used to provide proof of income and employment to a third-party outside of an income and employment verification requests from a credentialed verifier.

**Public Service Loan Forgiveness:**

Public Service Loan Forgiveness Form (PSLF): The PSLF program can forgive the remaining balance on direct loans after the borrower has made 120 qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer. Qualifying employers include governmental employers and many not-for-profit organizations. Further information about qualifying government and not-for-profit organizations can be found at <https://studentaid.gov/pslf/>.

The Public Service Loan Forgiveness (PSLF) Form Fulfillment feature in The Work Number Employee Portal can help you leverage the employment data your employer(s) contribute to help populate the PSLF form, which allows you to self service pull the form quicker, typically without the need to engage your employer, depending on what data elements are in your employer's data feed. Visit: [employees.theworknumber.com](https://employees.theworknumber.com), login and click on the Letter Center.

**Have questions? Or need to talk to someone? For assistance contact The Work Number Employee Service Center at:**

800-367-2884 M-F 8:00 am - 9:00 pm (ET)  
TTY- hearing impaired: 800-424-0253