

Client Training HQ

The Work Number

Employer Processes for Verification Requests Received

This employer-facing document gives helpful use cases for frequently received requests for Social Service Verifications (SSVs), Immigration Letters, Commercial Verifications, Employment Data Reports (EDRs), and more.

We're Here to Help

Equifax® processes hundreds of millions of verifications of employment and income requests on behalf of our employer clients every year¹. However, in instances where a hard copy employment or income verification comes to the employer client first, we may still be able to help!

Please see the below use case information on when a request might be categorized as a Social Service Verification (SSV), Commercial Verification, or fall under one of the employee self-service categories of needing an Immigration Letter or Employment Data Report (EDR).

Social Service Verifications (SSVs) and Hard Copy Social Service Requests

Social Service Verifications are available to our government customers and are typically fulfilled instantly through The Work Number®. There may be some instances where you will still receive verification requests via mail or email from social service agencies. For social service agencies who may be unwilling to submit inquiries through theworknumber.com and who still send them to you directly, employer clients can forward the received forms to Equifax via mail, fax, secure FTP, or via the forms upload feature in webManager (please reach out to your Account Executive for access), and where possible, Equifax will process the request on behalf of the employer as an agent of the employer.

¹ Equifax, Inc., 2025

Across either federal or state level programs, we help millions of applicants demonstrate eligibility for social service programs:

	SNAP Supplemental Nutrition Assistance Program	TANF Temporary Assistance to Needy Families	Medicaid	Child Care	Housing	Work Force
	Food	Assistance	Healthcare	Children	Shelter	Employment
Objective	Supplemental food for those with low income	Temporary assistance for those with low income	Healthcare to low income and elderly	Assistance and care for children	Housing assistance to those with low income	Assistance in job training and placement
Primary funding	Department of Agriculture (USDA)	Department of Health and Human Services	Department of Health and Human Services	Department of Health and Human Services - Administration for Children and Families (ACF)	Department of Housing and Urban Development	Workforce Commission
Data request	Employment and Income	Employment and Income	Employment, Income, and Benefits	Employment and Income	Employment and Income	Employment and Income
Specific program examples	Child Nutrition Programs Emergency Food Assistance Food Stamps Women, Infants, and Children (WIC)	Energy Assistance Supplemental Security Income General Cash Assistance	Mental Health Programs State Children's Health Insurance Program Veterans Benefits	Child Care Daycare Assistance	Public Housing Programs Section 42 Low Income Housing Tax Credit Section 8 Housing Choice Voucher	Job Corps Work Release Programs Work-Related Assistance Workforce Investment Act

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Commercial Verifications

Equifax may also receive requests for information for other permissible purposes. Below are some of the common terms used by employees or verifiers, as well as some use cases, for commercial verification purposes. If you receive this type of request, please respond to the verifier using the "Message to Verifiers" found on our Welcome Page.

Term	Example
Collections/Recovery	Collecting on the account of a consumer
Financial, mortgage loans	Using information in connection with a credit transaction involving the consumer
Market-rate/Traditional tenant screening (not low-income)	Potential non-subsidy renter
Pre-employment screening	Requesting information for employment purposes, such as hiring

Immigration Verifications

The Immigration Verification letter from Equifax is only valid for use by the U.S. Department of Homeland Security, U.S. Citizenship and Immigration Services, and Foreign Government Agencies and Embassies. It is not suitable for use by lending institutions, credit agencies, pre-employment firms, property managers, or other “private sector” entities.

Immigration Verification letters are available to employees, if the employer is contracted for this service, via employees.theworknumber.com. Please provide your employees the Employee Guide and/or Employee Flyer available on theworknumber.com/communications/direct for information on how to access. Here are some common terms associated with Immigration Verification requests:

Term	Example
Affidavit of Support	Also called Form I-864, a document an individual signs to accept financial responsibility for the applicant who is coming to live in the U.S.
Ambassador	A high ranking official who travels to another country, or to the United Nations, in order to provide representation. Examples include the Ambassador to Australia/New Zealand, Canada, or the United Nations.
Citizenship	Meeting the legal requirements of a national, state, or local government.
Consulate	A smaller version or branch of an embassy to provide extra diplomatic representation with the main function to undertake administrative duties.
Embassy	Helps to preserve and protect the relationship between the host country and the country represented by the particular embassy office. The embassy can be a point of contact or base of communication between two countries. Some activities include issuing passports and visas.
Family or Military travel outside of the U.S.	Active duty U.S. military members and their family are subject to the foreign country's laws while residing overseas.
Green card	Also known as a Permanent Resident card, which allows a person to live and work permanently in the U.S.
International Adoption	A legal process where a person assumes the parenting of another, usually a child.
Sponsor letter	Written by the sponsor who explains the relationship with the applicant and the costs that the sponsor is going to cover.
Visa	<i>Non immigrant visa</i> - for travel to the U.S. on a temporary basis; there are more than 20 types including student, temporary worker. <i>Immigrant visa</i> - for travel to live permanently in the U.S.

Employment Data Report (EDR)

An Employment Data Report (EDR) is a consumer disclosure from The Work Number that the employee can access to see their current and historical employment and income information that is on The Work Number database, as well as a list of the verifiers that have requested their information in the past two years. This report is free to employees and can be accessed via employees.theworknumber.com.

Here are some of the common terms and use cases associated with an employee needing an Employment Data Report:

Term	Example
Completing their own applications	Filling out an application (for employment, school, financial loan, apartment rental, etc.).
Attorney/Client	An attorney has a Power of Attorney for the employee in order to request one.
Confirm employment, income history	Finding out specific employment and income information (confirm dates, salary, etc. are correct).
Information	Anytime the employee asks how they can get their own information.
Inquiries or verifications pulled on consumer data	When a consumer would like to see the verifiers that have received his or her data. EDRs show 24 months of inquiries.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.