

Client Training HQ

The Work Number

Employment Letter or Employment and Income Letter FAQ

The Work Number[®] from Equifax[®] enables your active and inactive employees to generate an Employment Letter, or an Employment and Income Letter, through our employee portal on The Work Number. This feature can help save your Human Resources (HR) team valuable time while helping your employees in situations where a standard verification of employment and income is not required.

Do I need to do anything to enable this feature for my employees?

No. This feature is available for your employees in The Work Number employee portal.

Is this feature available to inactive employees as well?

Yes. The Letter of Employment or the Letter of Employment and Income are available for inactive employees.

What are the fields available on an Employment Letter and an Employment and Income Letter?

The *Employment Letter* contains the employer company name and address, employee name, current employment status, job title, most recent start date, and total time with employer.

The *Employment and Income Letter* contains the same information as the Employment Letter and additionally includes an employee's year to date gross total income and rate of pay.

Note: All data fields for each letter are included if they are provided by the employer.

How do my employees access their Employment Letter or Employment and Income Letter?

Employees can access their Employment Letter or Employment and Income Letter through the employee portal on employees.theworknumber.com. Once logged in, they select the Letters Center tile on the homepage or in the main menu at the top of the page. From there, they will be able to choose which type of letter to download as a PDF file.

What costs will I incur for each Employment Letter or Employment and Income Letter my employees download?

There is currently no cost for this functionality.

Can my employee provide these letters to a verifier for a home, auto loan, or similar?

No. These documents are not suitable for use by lending institutions, credit agencies, pre-employment firms, property managers, or other private industry or social service agency entities which determine an individual's eligibility for any employment, credit, governmental benefit, or other purposes authorized under the Fair Credit Reporting Act (FCRA). These letters do not comply with the underwriting requirements of Fannie Mae or Freddie Mac, nor do they satisfy other standards typically required for private industry and social service agency verifications.

Note: Please remind employees to send verifiers to theworknumber.com.

Will I see how many employees are accessing their Employment Letter or Employment and Income Letter on my transaction reports for The Work Number?

Please reach out to your Account Executive for any reporting requests.

When would my employees need to generate an Employment Letter or Employment and Income Letter?

These letters are to be used in cases where employees would typically approach the HR department to have them generate an Employment Letter or Employment and Income Letter, and where a verifier does not need and cannot acquire a verification from The Work Number. Some examples may include overseas proof of employment requests, volunteer work, foreign investments, parental leave of absence, and adoption proceedings.

Note: There is also an Immigration Letter available for employees and accessed through theworknumber.com for Department of Immigration requests.

Will employees see any Employment Letters or Employment and Income Letter downloads on their Employment Data Report (EDR)?

No. Any letters generated by the employee on employees.theworknumber.com (Letter of Employment, Letter of Employment and Income, or Immigration Letter) will not appear on an Employment Data Report. These letters are only available to the employees themselves.

Am I able to create an Employment Letter or Employment and Income Letter for my employees through the employer portal?

Yes. Employers are able to generate these letters for employees.

- **webManager:** Navigate to the Employee Management tab with the employee's Social Security Number. Select the link *Letters* and follow the prompts.
- **PeopleHQ™:** Navigate to the Employee Profile screen with the employee's Social Security Number, and select *The Work Number* tab. Select the PDF icon correlating to the letter the employee is requesting or select the *Letter Center* and follow the prompts.

What customization options are there for these letters?

Employers can customize these letters for their employees by adding their company's logo and a signature.

- **webManager:** Please contact workforcesolutionssupport@equifax.com to have these images added to your account.
- **PeopleHQ:** Navigate to *Organization Settings* to upload a logo. To add a signature, navigate to the *Letter Center - Configuration* screen and upload a signature using the drop-down menu on the right side.

Can I add an employer disclaimer to these letters?

Yes. Employers can update their employer disclaimer(s).

- **webManager:** Start in the *Letters* tab. Select *Customize the employer disclaimer* and follow the prompts.
- **PeopleHQ:** Add, edit, or remove a disclaimer in the *Disclaimer* tab or in the *Letter Center - Configuration* screen.

Who should my employees contact if they have any questions?

Employees with questions on how to access these letters can call: 1.800.367.2884. (Hearing impaired clients may call 1.800.424.0253).

For employers needing more information, please contact:

The Work Number Solutions Support for Employers at 877.664.8778 or workforcesolutionssupport@equifax.com.

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.