

Client Training HQ

The Work Number®

Employer Data Dispute Process

The Fair Credit Reporting Act (FCRA) and the rules promulgated under this Act require that employers accept data disputes from their employees. Employers should take great care to ensure they are meeting furnisher dispute requirements. Given that employers send data to The Work Number® from the Equifax® verification service, the employer making the change in the payroll file can help remedy many instances of data issues. When an employee of your company contacts you with a concern about the accuracy of data that was provided by The Work Number, please follow the process below to report the issue to Equifax Workforce Solutions in accordance with applicable requirements:

1. Go to theworknumber.com.
2. Click **Login** and select **Manage Your Workforce**.
3. Click **webManager Login**, which requires Multifactor Authentication (MFA)
4. Enter Employee SSN in the employee search box on the home tab.
5. Click the **Employee Verification Data** link in the top right corner of the *Employee Management* tab.
6. Click the **View/Print** button on the pop-up screen.
7. Complete and Submit to notify Equifax of the employee's dispute.

Alternatively, you may email employerdisputes@equifax.com and request an Employer Data Dispute Investigation Request form to be sent to you via email. If you have the ability to send email securely (e.g., encrypting the email prior to sending across the public internet), complete the Data Dispute Investigation Request form found within the "Data Dispute Assistance" link in its entirety and return via secure email to employerdisputes@equifax.com. A Data Investigation Team analyst will contact you within five (5) business days of receiving your request form.

During the investigation process, verifications of income and/or employment for the employee will show a message: "A field(s) within this record is currently being disputed. Disputes are required to be reinvestigated and closed within 30 days. Please note changes to this record may occur based on the result of this dispute reinvestigation." Also note that this message may vary.

General questions regarding the dispute process should be emailed employerdisputes@equifax.com. Sensitive information must not be sent via email, without encrypting the email first. All sensitive information should be entered and submitted in webManager per the steps at the top of this document.

Steps to Consider:

- Review the data field in question by your employee.
- Determine the correct value for that data field.
- Confirm and/or correct that value in your HR/Payroll system.
- Confirm the correct value is being displayed on The Work Number in the Employee Profile on the Employer Portal screen.

Please consult your legal department on data furnisher obligations to ensure you are meeting applicable requirements.

More Training Available!

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

The information provided is intended as general information 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.