

Client Training HQ

No Records Available Overview: Pay As You Go Clients

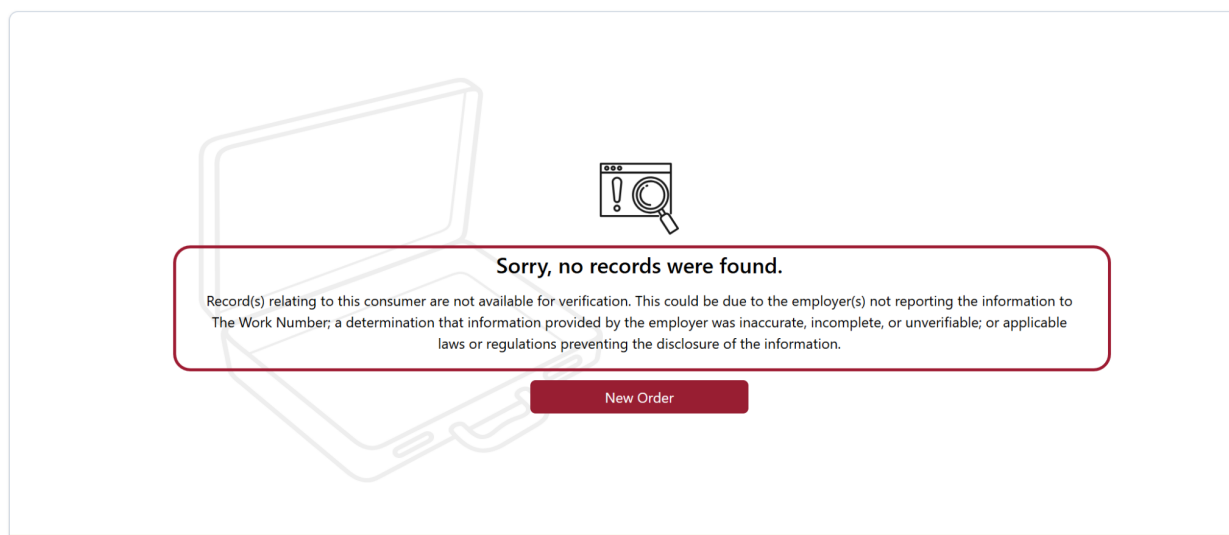
Overview

If no data for a consumer is available from The Work Number®, one of the following responses may be provided on the Report Output screen:

- “Sorry, no records were found”
- “This individual’s data is frozen on The Work Number”

“Sorry, no records were found” Result

Below is an example of the “Sorry, no records were found” result:



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The statement above is an official verification generated from The Work Number®. Because this verification is system-generated with data that originated directly from the employer's payroll system, it represents a higher level of authenticity than employee-furnished copies of paystubs or W2s. Certain fields within The Work Number verifications may be unavailable if the employer did not report the information; if the information provided by the employer was determined to be inaccurate, incomplete or unverifiable; or if applicable laws or regulations prevent the disclosure of the information.

Questions? Call 1-800-996-7566 (Hearing impaired clients may call 1-800-424-0253/TTY).

Images are examples and for information purposes only. They may vary across platforms and are subject to change.

The following are some examples of why no instant records for a consumer may be returned from The Work Number. **Note:** This is not an exhaustive list.

The employer(s) do not report information to The Work Number

- The employer(s) do not have a contract with Equifax® Workforce Solutions to contribute employee data.
- A consumer has asked their employer to block the data.

A determination that information provided by the employer was inaccurate, incomplete, or unverifiable

- A consumer filed a dispute related to the applicable information, and Equifax was unable to validate the accuracy of the record.
- Equifax has identified a data accuracy issue in the record.

Applicable laws or regulations prevent disclosure of the information

- A consumer's data has been blocked due to a case of identity theft.
- State law does not allow verification of the applicable consumer's record.

Employee Freeze Result

Below is an example of "This individual's data is frozen on The Work Number" result:



This individual's data is frozen on The Work Number®

This individual has placed a freeze on their employment and income data. In order to access their data, the freeze will need to be removed by the individual.

[Learn more about employee freezes](#)

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Clicking the blue hyperlinked **Learn more about employee freezes** will provide more information on freezes that a verifier can share with the individual, as well as how an employee can freeze and unfreeze their data.

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.

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