Employer Communication Templates

The Work Number

Successful utilization of The Work Number® service requires a solid communication strategy. Below are a few tips to assist with your strategy. The templates can be used to help educate your employees in the overall value of the service, how to use it, and how employees can ultimately benefit as consumers. Ideally, these improved communications will also help to decrease the number of questions your team receives from your employees about The Work Number. Templates highlighted in bold will need to be up-dated with your company information prior to distributing to team members.

Employee Facing Templates: (available in English & Spanish)

Please use our templates to help inform your employees of The Work Number service and its benefits to them. We recommend you help your employees understand when and what information may be disclosed to verifiers/requestors (Verifiers).

To this end you can integrate the information contained within the **Introductory Email to Employees, Creating Salary Keys, Accessing Your Employment Data Report (EDR)** and **Obtaining an Immigration Verification** templates into email messages, your corporate intranet, pay stub messages, inter-office mail, newsletters or other internal communications.

The Work Number Poster can be used in break rooms and near time clocks as a continual reminder for employees. Communicate on or shortly after you're "live" date and on an ongoing basis using existing processes such as new hire orientation, new location openings, HR meetings, employee benefits fairs and exit interviews.

Templates Available:

- Introductory Email to Employees (Announcing the service)
- Creating Salary Keys
- Accessing Your Employment Data Report (EDR)
- Obtaining an Immigration Verification (additional contracted service)
- The Work Number Poster (inclusive of Social Service Verification (SSV) benefits)
- The Work Number Poster – No SSV (Government benefit Icon omitted)

Human Resource / B2B Templates:

"Close the door" to verifications done internally. You can use **The Work Number - Information for HR** template to communicate important information in reference to your employment and income verification policy to anyone in your organization who may receive a verification request. It's important for all employees who receive inbound inquiries—receptionists, line managers, regional offices, etc.—to refer all verification requests to The Work Number to help mitigate risk, increase security and consistency around verification processes, and avoid spending time on non-core activities.

The **Message to Verifiers** template can assist your staff in responding and directing inquiries to The Work Number. Additionally, we have provided your team with a sample **Voicemail Script** as you may want to establish a dedicated voicemail box, which does not accept messages, to provide information about The Work Number service for Verifiers calling your organization.

Templates Available:

- The Work Number - Information for HR (service overview)
- Message to Verifiers
- Sample Outgoing Voicemail Script (for Verifiers)

How can my team access the Communication Templates?

The link to download the Communication Templates can be found on the Home tab within The Work Number webManager application.

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