

## Letters Center for Employers

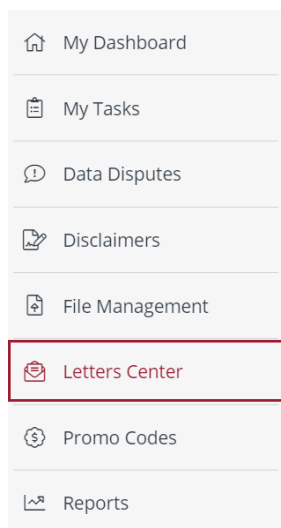
Based on your organization's set up, you may have access to one or more of the following letters:

- *Immigration Letter* - Can be used to show the U.S. Citizenship and Immigration Services or government embassies proof of employment and income for an employee
- *Employment Letter* - Shows an employee's current employment status and employment history to provide to a third-party outside of requests from credentialed verifiers
- *Employment & Income Letter* - Shows an employee's current income and employment status to provide proof to a third-party outside of requests from credentialed verifiers
- *Remote Work Letter* - Employers can generate this letter to provide to eligible employees who need to provide proof of remote work status
- *Public Service Loan Forgiveness Form* - Employees can show Public Service Loan Forgiveness (PSLF) eligibility with this form

Employment and Employment & Income letters are not verifications. The letters that are available may vary by organization.

**Please note:** 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 who are determining 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. Please ask those vendors to visit [www.theworknumber.com](http://www.theworknumber.com).

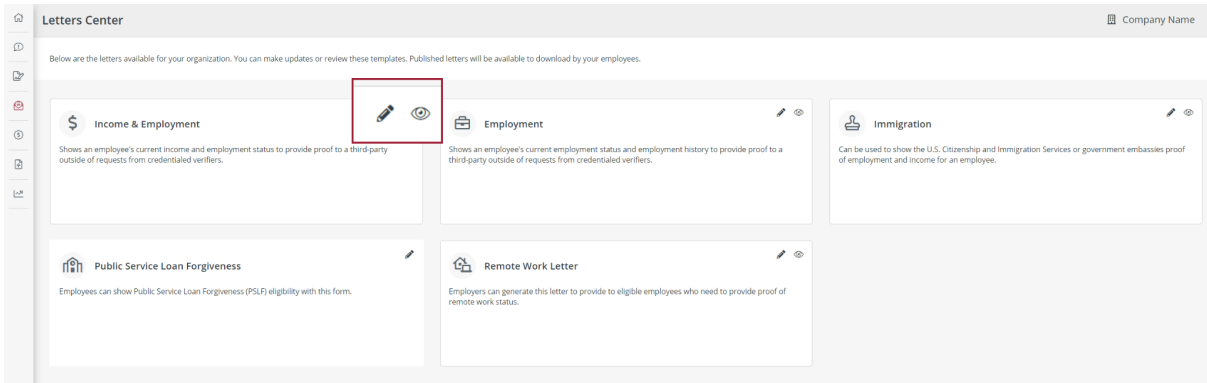
However, there are some instances outside of employment and income verification requests from credentialed verifiers where your employees may need to provide proof of employment and/or income to a third-party. Some examples may include overseas proof of employment requests, volunteer work, foreign investments, parental leave of absence, and adoption proceedings.



### Features of the Letters Center

- Log into [The Work Number® as part of PeopleHQ™](#).
- Go to the **Letters Center** from the menu.

Through the Letters Center in the Employer Portal, Admins and Users are able to manage the configurations of the letters that are activated for your organization.

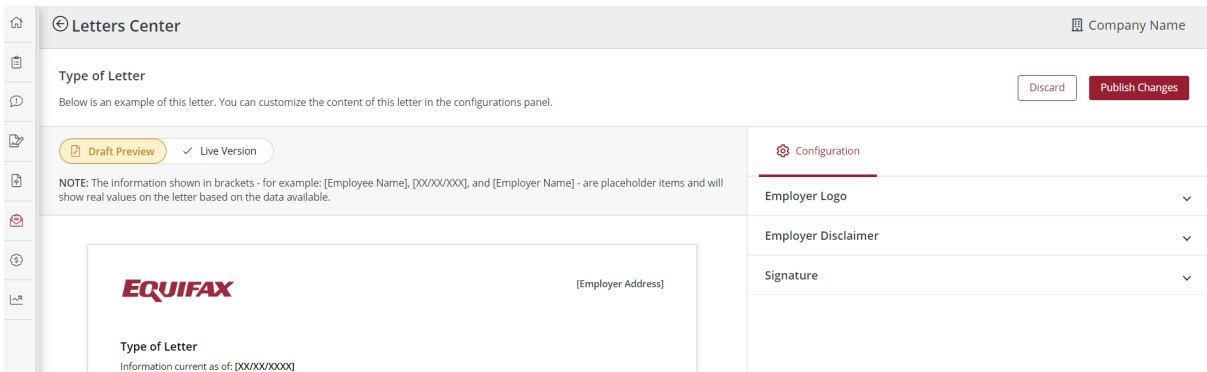


To configure the options for a letter, click on the **pencil icon** next to that letter. Configuring options include viewing your logo, viewing or adding a disclaimer, and adding a signature.

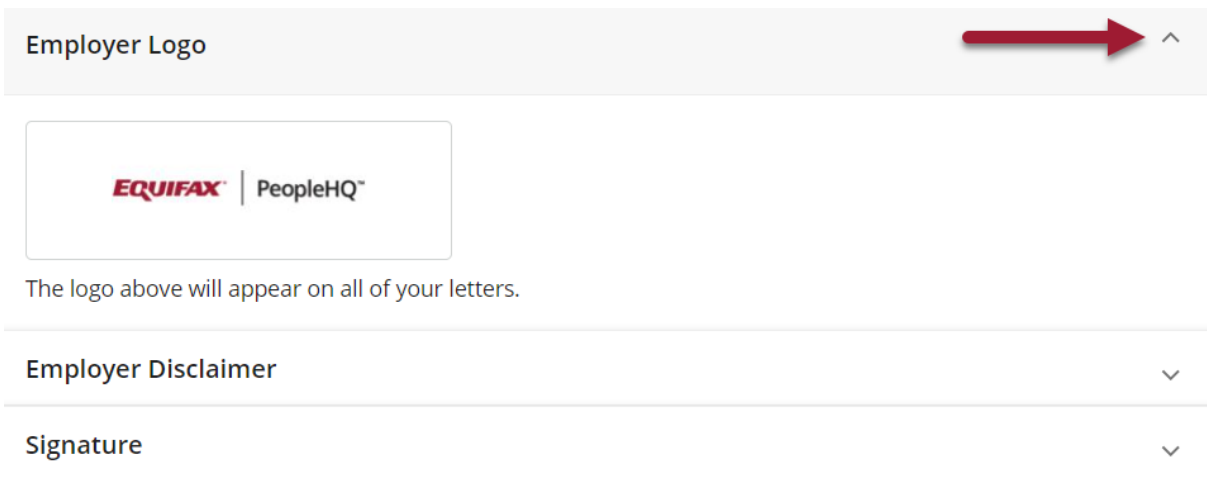


To preview a letter, click on the **eye icon** next to that letter.

When the **pencil** is clicked, the configuration screen will appear:




Click on the caret next to **Employer Logo** to see the logo that is currently loaded for your organization. This can be modified through the Organization Settings.



Click on the caret next to the **Employer Disclaimer** to see any additional messages that are set up for that letter.

- Employer Logo ∨
- Employer Disclaimer** → ∧

 The Disclaimer below appears on all your letters. Updating the Disclaimer here will also reflect on all your other letters.

Last Updated: 05/02/2023

Disclaimer Message: 34/1500

Message to include on this letter.

[Delete Disclaimer](#)

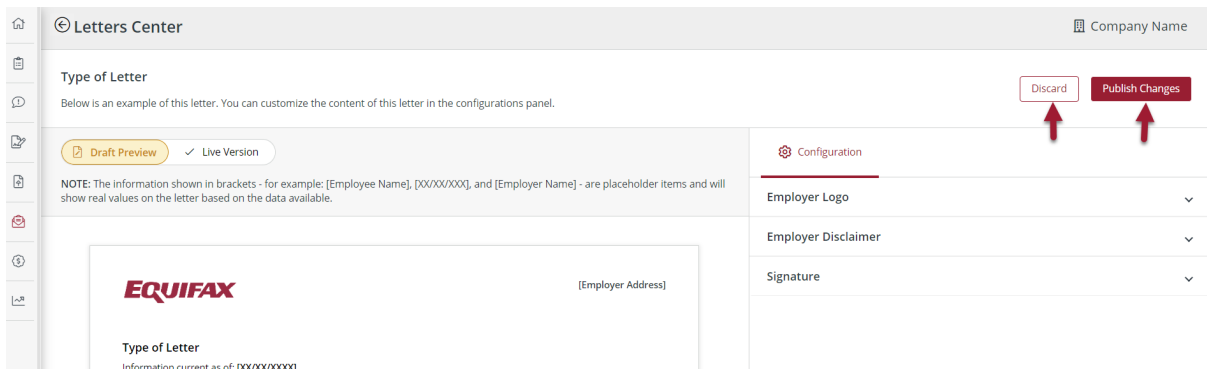
- Signature ∨

Click on the caret next to **Signature** to view, add, or modify the signature that will appear on that letter. Click on the **pencil icon** to edit the signature.

- Employer Logo ∨
- Employer Disclaimer ∨
- Signature** → ∧



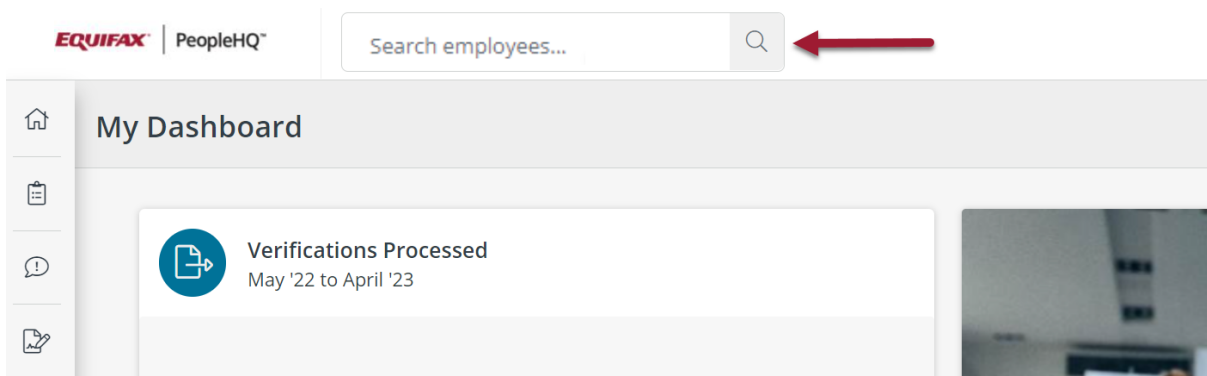
When you have completed your changes, either click on **Discard** or **Publish Changes**. Discard will not save the changes. Publish Changes will save your changes and those changes will then take effect. Your signature will be used on all enabled letters.



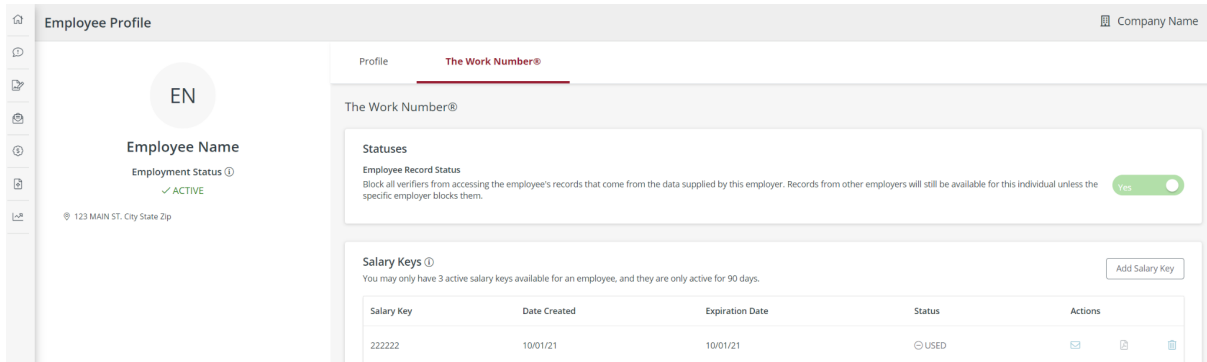
### Generating Letters for Employees

Employees are able to generate their own letters through the Letters Center in the employee portal, but employers also have the ability to generate letters if needed. The only type of letter that an employee is not able to generate for themselves is the Remote Work Letter. This can only be generated by the employer. Employers should provide a remote work letter, as appropriate, when requested directly by an employee.

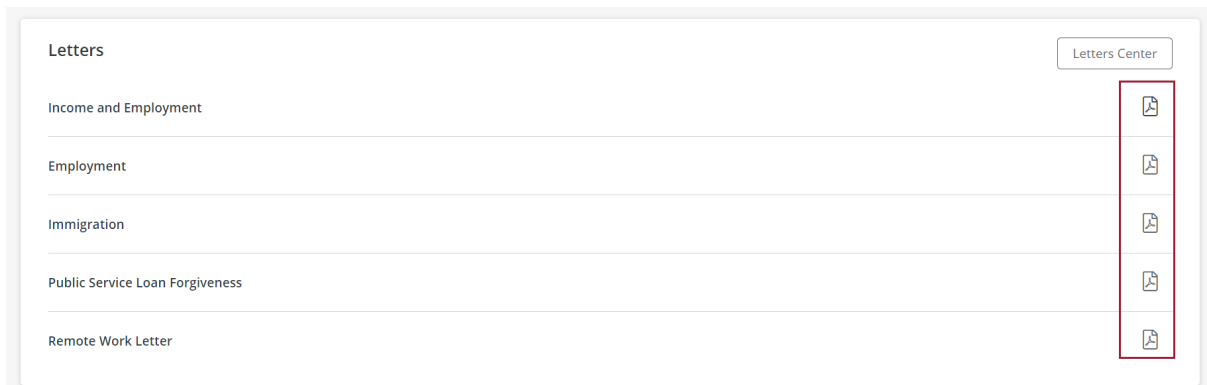
To generate a letter for an employee, search for the employee through the Search window from the Home screen.



Once in the **Employee Profile** screen, click on **The Work Number tab** and scroll down to the **Letters** section.



Click on the **PDF icon** for the type of letter you would like to generate for this particular employee. The letter will open in a separate tab to download or print.



**NOTE:** When you click on the PDF icon next to Public Service Loan Forgiveness, the system will walk you through a series of steps to complete and generate the form.

Additionally, Public Service Loan Forgiveness Forms require additional configuration. Please refer to the [Public Service Forgiveness Form Video](#) for details.