



# The Work Number Employment Letters FAQ for Employees

## What are Employment or Employment and Income Letters used for?

Our Employment Letter functionality allows you to self-generate an Employment Letter or an Employment and Income Letter on [theworknumber.com](https://theworknumber.com). Letters are used to prove employment and/or income to a third party outside of a credentialed verifier. Some examples may include overseas proof of employment requests, volunteer work, foreign investments, parental leave of absence, and adoption proceedings.

An Employment Letter or Employment and Income Letter is 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 your eligibility for any employment, credit, governmental benefit or other purposes authorized under the Fair Credit Reporting Act (FCRA).

## How can I get access to a letter if I need one?

Obtaining your own Employment Letter or Employment and Income Letter from The Work Number® can be completed through [employees.theworknumber.com](https://employees.theworknumber.com).

1. Start by going to [employees.theworknumber.com](https://employees.theworknumber.com).
2. Select "log in".
3. Enter the employer code:
4. If this is your first time logging into [employees.theworknumber.com](https://employees.theworknumber.com), pick "register now".
5. If a returning user, enter your username and password you previously created.
6. The screen's prompts will walk you through all the steps to help verify your identity and keep your account private while offering helpful messages if you experience challenges.
7. Once logged in, select the "Letters Center" tile on the homepage or in the main menu at the top of the page.
8. Choose which letter(s) you'd like to download by clicking the PDF icon to the right of the letter.

## What should I do if I feel the information included in the letter is inaccurate?

If you see information you feel is inaccurate in your letter, we recommend reaching out to your employer or filing a data dispute by visiting <https://employees.theworknumber.com/employee-data-dispute> and following dispute page instructions.

**Obtaining your own  
Employment Letter  
or Employment &  
Income Letter from  
The Work Number  
can be done quickly  
and easily.**



# FAQ for Employees

## **What if I receive an error message or have questions about what's showing on my letter?**

For any questions about errors or data that is being shown in your letter, please reach out to [workforcesolutionssupport@equifax.com](mailto:workforcesolutionssupport@equifax.com) or call 1-800-367-2884. (Hearing impaired clients may call 1-800-424-0253)

## **What if there is missing information on my letter?**

There are times when employers may not provide information that can be shown on a letter. In this case, you may see an unpopulated field or "data not provided." If you'd like your data to be shown in a specific field that it's not populating, you can contact your employer or file a dispute to have the information entered by our data dispute team. To file a dispute, please visit: <https://employees.theworknumber.com/employee-data-dispute> and follow the dispute page instructions.

## **What information do these letters contain?**

The Employment Letter contains your current employer's name and address, your name, your current employment status, title, most recent start date, and total time with your employer as provided.

The Employment and Income Letter contains the same information as the Employment Letter and additionally includes your year to date gross total income and rate of pay.

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

## **What additional details are being shared by my employer?**

Occasionally, your employer may choose to include a universal disclaimer on letters to notify third parties of anything they feel is worth sharing about employees. This disclaimer is not created for any individual employee. If your employer chooses to include a disclaimer on letters, this will appear on all employee letters within the organization.

## **Where can I receive additional support regarding my letter?**

Employees with questions on how to access these letters can contact [workforcesolutionssupport@equifax.com](mailto:workforcesolutionssupport@equifax.com) or call: 1-800-367-2884. (Hearing impaired clients may call 1-800-424-0253)



The Work Number®