

The Work Number: Income and Employment Verification

Guide and FAQs for Associates

FAQs

What is The Work Number Database?

The Work Number® from Equifax is a simpler and more discreet way to help get proof of your employment and income information to credentialed companies when needed. It's available 24/7 so that you can get the decisions you need when you need them.

Without The Work Number service, a lender, property manager or pre-employment screener could call your employer and ask to check on your employment or income. Also, many verifications happen after business hours or on weekends.

Who can ask for a verification?

Not just anyone can ask for your personal information. They have to be credentialed and have a permissible purpose to obtain the information. The Work Number service requires requestors to be credentialed verifiers, meaning they have to go through a credentialing process to prove they have a permissible purpose under the Fair Credit Reporting Act (FCRA) to make a request and receive information.

In addition, you have to give permission for a verifier to get your income information from The Work Number database. This is called consumer consent, and it's usually part of an application you complete for a job, for a lease or for credit.

How do I know my information is correct?

The Work Number database is governed by the FCRA, which requires that employees be able to see who has requested their information and that you can check your data and dispute anything that

may be wrong or inaccurate. You can also access your [Employment Data Report](#), a consumer report from The Work Number.



How do you help protect my data?

The Work Number service uses stringent security standards to help protect this data. These protocols include advanced data encryption, physical security controls in the data centers and user identity verification through multiple steps (often referred to as multi-factor authentication). There are also controls required under the FCRA to help protect your privacy.

Who needs to verify your employment and/or income? Typically, among other things, verifications are needed whenever someone:

- applies for a loan or public aid
- leases an apartment
- applies for a job
- updates their immigration status
- applies for a new credit card

What is the Employer Code?

This code identifies our organization with The Work Number. It can be searched by typing in our company name or you can use Health First's employer code **33162** to access The Work Number.

If someone needs proof of my employment, what do I do?

If the banker, the property manager, the car dealer or caseworker asks you how much money you make or to prove where you work, just tell them to go to [HF.org/verify](https://www.healthfirst.com/verify).

Why? Because Health First has picked The Work Number to provide this information so you can get the decisions you need 24 hours a day, seven days a week.

If someone needs help? (including mortgage lenders, property leasing, financial institutions, a government agency, etc.)

- [Employees.TheWorkNumber.com](https://www.healthfirst.com/employees)
- Call **1.866.222.5880** Monday through Friday, 8 a.m. – 8 p.m.
- Member@Equifax.com

What can The Work Number do for me?

Get Access to your Employment Data Report (EDR)

Your Employment Data Report (EDR), a consumer report from The Work Number, provides your current and historical employment and income information on The Work Number database, as well as a list of all verifiers who have requested your information in the previous two years. Because The Work Number database is governed by the Fair Credit Reporting Act, the EDR is available to you for free.

- [Employees.TheWorkNumber.com/employment-data-report](https://www.healthfirst.com/employees/employment-data-report)
- 1.866.604.6570 EDR Request Line

See something that doesn't look right? Ask for Data Dispute Assistance

If you notice something wrong or inaccurate on your Employment Data Report (EDR), call The Work Number Employee Service Center for assistance:

- Call **1.866.222.5880** Monday through Friday, 8 a.m. – 8 p.m.
- TTY for hearing impaired: 1.800.424.0253
- Health First's Employer Code is **33162**

Want to freeze your information available to verifiers? Ask for a Data Freeze

If you would like to put a freeze on your employment information available to verifiers, call The Work Number Employee Service Center for assistance:

- Call **1.866.222.5880** Monday through Friday, 8 a.m. – 8 p.m.
- TTY for hearing impaired: 1.800.424.0253
- Health First's Employer Code is **33162**

How do I log in to The Work Number?

Start by going to [Employees.TheWorkNumber.com](https://www.healthfirst.com/employees). Select "Log In" and follow the simple prompts.

Enter Health First's Employer Code (**33162**).

- If this is your first time—Pick "Register Now"
- If you're a returning user—Enter your username and password you set up.

The screens prompts will walk you through all the steps to help verify your identity and keep your account private while offering helpful messages if you have problems.

How to Get a Salary Key

A Salary Key is a single-use, six-digit code that you can provide to a verifier as consent to access your income information. Just so you know, your consent is generally provided at point-of-application (for example, when you sign a loan application), and a Salary Key is not normally needed—actually less than 1% of the time in most cases. But if a verifier asks you to provide one, The Work Number website makes it easy to get one.

- Log in to Employees.TheWorkNumber.com to learn more. Health First's Employer Code is **33162**.

The new Salary Key can be printed or emailed with instructions for the verifier on how to use it through The Work Number.

Note: At any point, select the "Salary Key Activity" link to view the status (used, unused, expired) of keys created. Salary Keys expire after 90 days.

Obtaining an Immigration Letter

The Work Number service offers a fast, private way to help provide proof of employment or income to certain governmental agencies, including the U.S. Department of Homeland Security, U.S. Citizen and Immigration Services, and

some foreign governmental agencies or embassies. (Note: This verification is for employment and income only, and does not provide other information that may be needed during the processing of your request or application.)

- Log in to Employees.TheWorkNumber.com and click on the "Employment Letters" tab.

We're Here to Help

Have questions? Or need to talk to someone? For assistance, contact The Work Number Employee Service Center at:

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- TTY for hearing impaired: 1.800.424.0253