Dartmouth College FAQ

What is The Work Number?

THE WORK NUMBER® is a service of TALX Corporation that provides employees and ex-employees with an automated process to handle employment verifications. It allows them to have their employment and salary verified within a matter of minutes. This fast, secure service is used for mortgage applications, reference checks, loan applications, and apartment leases; anything that requires proof of employment. It is quick, accurate, and best of all, it's easy.

Requested information is printed directly from their Web site at www.theworknumber.com or voiced and/or faxed to verifiers who access the system through an 800 number.

What information is provided?

Employers contract with TALX to handle employment verifications for all employees paid by that employer, using data from their payroll files that are sent to TALX after each payroll run. The information allows TALX to provide:

- Name
- Most recent hire date
- Termination date (if no longer employed)
- Total time with Dartmouth College
- Job title
- Rate of Pay
- Gross earnings for current year to date, including base pay, overtime, bonuses, and commissions.
- Gross earnings for last year and two years past, including base pay, overtime, bonuses, and commissions.

How does it work?

The process of obtaining employment and salary information through **The Work Number®** is easy.

1. Dartmouth's payroll department provides updated employment and salary information files to The Work Number® after each payroll cycle.

2. The employee provides the verifier his/her social security number, our employer code (13187 for Dartmouth College), and a Salary Key (if the employee wants to allow the verifier obtain salary information).

3. The verifier contacts **THE WORK NUMBER®** and enters the employer code, the employee's SSN, and the **Salary Key** (if requesting salary information). The verifier can contact **THE WORK NUMBER®** via the Internet or 800 number.

4. The Internet displays the information and the 800 number voices the information. If the verifier accesses the data via the Web site, he/she is able to print a copy of the verification from his/her desktop. If the verifier accesses data via the 800 number, the caller has the option to enter a fax number when prompted, and the system automatically sends a fax with all the information.

How does an Employee get a Salary Key to allow access to their income data?	When employees provide verifiers with a Salary Key, they are giving the verifier permission to access their salary information.

A Salary Key is not required if the verifier does not need salary information. Salary Keys are not required for employment verifications from **THE WORK NUMBER®**. The Verification of Employment includes job title, total time with company, and start or termination date. The majority of our verifications will be Verifications of Employment, requiring no Salary Key.

To generate a Salary Key, the employee goes to the web site at www.theworknumber.com or dials 1-800-367-2884. The employee will be prompted to enter the employer code (13187 for Dartmouth College), their username which is their employee number (that will be printed on their payslip) and password. For Dartmouth the initial password is the last four digits of their social security number and their four digit birth year. Once logged in, the employee will select the option to create a salary key and the system will generate a 6-digit random number. The salary key is displayed or voiced to the employee. A Salary Key is valid for **one salary verification by one verifier**. The employee must create a new Salary Key for each verifier as needed, and may have up to three codes active at one time. |
| **Why did we decide to outsource employment verifications?** | Currently, the payroll department bears the cost of processing employment verifications, including time, labor, fax, and postage charges. Using **THE WORK NUMBER®** virtually eliminates this processing cost for Dartmouth.

Verifiers pay a fee to obtain employment and income verifications from The Work Number. The practice of paying a fee for employment verification is widely accepted and generally taken from the loan-processing fee that most lending institutions or property managers charge for loan or rental applications. Our employees are not charged any additional fees for this service.

If you receive any questions regarding the fees or services of **THE WORK NUMBER®**, you should direct callers to **THE WORK NUMBER®** Client Service Center at 1-800-996-7566. It is not your responsibility to explain the Work Number service to verifiers. |
| **Why use TALX for this service?** | TALX is the market leader in this field. Over half of the Fortune 500 outsources routine employment and income verifications to The Work Number, as do many major public sector employers. A partial list of employers who use The Work Number is available here.

TALX is experienced at handling sensitive payroll data from its clients. Client data is protected by state-of-the-art data center technology.

TALX is the go-to choice for organizations that need fast, accurate, fraud-proof verifications. Over 50,000 different verifiers use The Work Number to perform verifications each year. These users include major mortgage lenders such as Bank of America, Cedant, Chase Manhattan, Citigroup, Countrywide Financial, and National City. Approximately 6,000 social service agencies are users of The Work Number, including HUD, Social Service Administration, and public agencies in all 50 states. |
| **How will this new service be communicated to Employees?** | We will be showcasing this service to employees at the Fall Employee Services Fair on Tuesday, October 28, 2008. Additionally we will have information on the Payroll/EIS website, the EIS BlitzMail Bulletin, and in a D2U announcement. |

We will be meeting with local banks in early November to make them aware of this service and the benefits it offers.

Can State Agencies use this service?	States and agencies may contact **THE WORK NUMBER®** at www.theworknumber.com or 800-660-3399 to receive automated access to Social Service verifications. These verifications are not voiced but are faxed directly to a registered fax in the agency office. **Examples of State Social Service Programs:** ♦ Food Stamps ♦ Aid to Families with Dependent Children (AFDC) ♦ Temporary Aid to Needy Families (TANF) ♦ Medicaid ♦ Women, Infants and Children (WIC) ♦ Housing Program State agencies and agency names may vary.
Do you have any questions?	If you have questions about this service, please contact Employee Information Services at 603-646-2697 or Employee.Information.Services@Dartmouth.edu. If you have questions about this system, please call **THE WORK NUMBER®** client service team at 800-996-7566.