THOMAS &COMPANY

ENABLING SUCCESS

ttec®

EMPLOYMENT AND WAGE VERIFICATION INTRODUCTORY PACKET

FOR EMPLOYEES

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EMPLOYMENT AND WAGE VERIFICATION PROCEDURES

HOW IT WORKS

To request an employment and/or wage verification, a verifier can access Thomas & Company's website at tncverify.com, where they will select Get Started, identify themselves as a Verifier, and create or log in to their account. They will agree to the FCRA terms, conditions, and permissible purposes, and follow the detailed instructions provided by the site to guide them through the process.

INQUIRIES FOR WAGE VERIFICATION (Bank/Mortgage, Apartment Complex, etc.)

The verifier will need an employee's company code (**TTEC**), verifier PIN*, and social security number.

*The verifier PIN is obtained by the current or former employee in need of verification. The employee can create a PIN by accessing Thomas & Company's Employee Access Portal via tncverify.com. Once there, they will select **Get Started**, followed by **Employee Access**. This will direct them to the *Employee Login* page, where they will enter their name, email address, social security number, company code (**TTEC**), and authentication ID.

Upon logging in, an authentication email will be set to the email address provided to verify the employee's email and through which they can gain access to the Employee Access Portal. Within the portal, employees should select **Get Started** beside *Generate Verifier PIN*. They will be asked to agree to the terms and conditions, after which the verifier PIN will be displayed. This can be sent to the verifier to use for gathering immediate verification through the Thomas & Company website.

The verifier will be provided with the following information: employee name, employee address, first day of work, last day of work (if applicable), pay rate, pay rate type (hourly or salary), average hours worked per week (if hourly), position(s), and up to three years of pay detail.

INQUIRIES FOR EMPLOYMENT ONLY VERIFICATION (Non-Wage Requests)

The verifier will need the employee's social security number and company code (**TTEC**). The site will provide the following information: company name, employee name, first day of work, last day of work (if applicable), position, and position type (hourly or salary) immediately.

ADDITIONAL SUPPORT THROUGH THE EMPLOYEE ACCESS PORTAL

In addition to obtaining verifier PINs, the Employee Access Portal also grants employees access to block and unblock their data, view historic PINs and verifier requests, delete PINs, dispute dates of employment and/or wages, and request immigration and adoption letters.

And, on occasions when it may be necessary for an employee to have a verification completed for a personal reason not involving a commercial verifier, employees may obtain this verification report through the Employee Access Portal as well. Under the Fair Credit Reporting Act (FCRA), an individual is entitled to one free personal verification per year.

CONTACT INFORMATION

For answers to many frequently asked questions related to employment and wage verification, visit Thomas & Company's onlinesupport center at support.thomas-and-company.com.

The Employment & Wage Verification Department at Thomas & Company can also be reached through any of the below methods during normal business hours, unless otherwise noted:

- **Email:** verifications@thomas-and-company.com
- **Telephone:** (615) 620-0569
- **Toll Free:** (800) 791-8943
- **Online Chat:** tncverify.com
  Available Monday through Friday 7AM - 4PM CT
- **FAQ Chatbot:** tncverify.com
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GOVERNMENT AGENCY REQUESTS

Government agency requests can be mailed, faxed, or emailed to Thomas & Company. Requests will be completed and returned to the appropriate government agency.

Agency representatives can also choose to utilize Thomas & Company's Government Portal, which provides instantaneous verification options for many common requests.

EMPLOYMENT AND WAGE VERIFICATION FLYER

There are many reasons you may need employment and/or wage verification. Some of the most common reasons include applying for a home or car loan, credit applications, and renting an apartment. Creditors will often verify the employment and wages of potential customers prior to approving loans of any kind.

NEED EMPLOYMENT AND WAGE VERIFICATION

STEP 1 Log in to the Employee Access Portal.

- Access Thomas & Company's verification website at tncverify.com.
- Choose **Get Started** at the bottom of the page.
- On the following page, select the green **Employee Access** button located under the *Employees* box.
- You will then be asked to input the following data to confirm your identity:
  - Your first and last name
  - Your social security number
  - Your company code (**TTEC**)
  - Your Authentication ID (Your Authentication ID is the Employee ID that is assigned to you by your employer)
  - Your email address
- Once you have confirmed your email address, a *Thank You* screen will populate. At this time, the web browser can be closed out. An email will be sent to the provided email address, including a link allowing access to the Employee Access Portal.
- Click the emailed link to gain access to the Employee Access Portal homepage.

STEP 2 Generate a verifier PIN.

- On the Employee Access Portal homepage, select **Get Started** located on the right side of the page beside *Generate Verifier PIN.*
- To generate the verifier PIN, review the information included on the confirmation page and terms and conditions. If correct, select **Agree & Finish**.
- At this time, your verifier PIN will be provided. You will have the option to email, print, or copy/paste the PIN.

STEP 3 Provide the following details to the verifier, which will allow them to receive an instantaneous verification from Thomas & Company.

- Your verifier PIN
- Your social security number
- Your company code (**TTEC**)

STEP 4 Direct verifier to Thomas & Company's verification website at tncverify.com. They will begin by selecting the **Get Started** button and follow the steps outlined on the website to receive an instantaneous verification.

NEED EMPLOYMENT ONLY VERIFICATION

STEP 1 Provide the following details to the verifier, which will allow them to receive an instantaneous verification from Thomas & Company.

- Your social security number
- Your company code (**TTEC**)

STEP 2 Direct verifier to Thomas & Company's verification website at tncverify.com. They will begin by selecting the **Get Started** button and follow the steps outlined on the website to receive an instantaneous verification.

ADDITIONAL SUPPORT THROUGH THE EMPLOYEE ACCESS PORTAL

In addition to obtaining verifier PINs, the Employee Access Portal also grants employees access to block and unblock their data, view historic PINs and verifier requests, delete PINs, dispute dates of employment and/or wages, and request immigration and adoption letters.

And, on occasions when it may be necessary for an employee to have a verification completed for a personal reason not involving a commercial verifier, employees may obtain this verification report through the Employee Access Portal as well. Under the Fair Credit Reporting Act (FCRA), an individual is entitled to one free personal verification per year.

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FREQUENTLY ASKED QUESTIONS (FAQ)

WHEN WOULD SOMEONE NEED TO USE A VERIFICATION SERVICE?

When applying for a personal loan or mortgage, renting an apartment, or buying a vehicle, an individual may be asked to provide proof of employment and/or wages. TTEC Holdings, Inc. has partnered with Thomas & Company, a national employment and wage verification firm, to provide this service.

WHAT PARTY IS IDENTIFIED BY THE TERM VERIFIER?

A verifier refers to a business or organization that is in need of proof of employment and/or wage information on a current or former employee.

HOW DOES A VERIFIER REQUEST A VERIFICATION?

The verifier should be directed to tncverify.com, where they will select **Get Started**, identify themselves as a *Verifier*, and create or log in to their account. They will agree to the FCRA terms, conditions, and permissible purposes, and follow the detailed instructions provided by the site to guide them through the process.

If the verifier is requesting employment only details, they will need the company code (TTEC) and social security number of the employee for whom they are verifying information. If the verifier is requesting employment and wage details, they will need the company code (TTEC), social security number, and verifier PIN.

HOW DOES A VERIFIER OBTAIN A VERIFIER PIN?

Created and provided by the employee, the verifier PIN grants 30 day access to an employee's wage data and can be distributed to multiple verifiers to obtain needed verifications on the same individual.

HOW DOES AN EMPLOYEE ACQUIRE A VERIFIER PIN?

A current or former employee can create a PIN by accessing Thomas & Company's Employee Access Portal. The employee will access the portal through tncverify.com, where they will select **Get Started**, then **Employee Access**. This will direct them to the *Employee Login* page, where they will enter their name, email address, social security number, company code (TTEC), and authentication ID. Upon logging in, an authentication email will be set to the email address provided to verify the employee's email and through which they can gain access to the Employee Access Portal. Within they portal, employees should select **Get Started** beside *Generate Verifier PIN*. Review the information included on the confirmation page and terms and conditions. If correct, select **Agree & Finish**, at which time the verifier PIN will be displayed.

WHAT IS THE EMPLOYEE ACCESS PORTAL?

Instead of logging in for each individual employment verification service Thomas & Company offers, employees can now log in once to access their account and complete multiple employment and wage related actions.

WHAT CAN AN EMPLOYEE DO THROUGH THE EMPLOYEE ACCESS PORTAL?

In addition to obtaining verifier PINs, the Employee Access Portal also provides employees with the following options:

BLOCK/UNBLOCK THEIR DATA

Legislation in several states requires that employees have the right to block their wages/data. Once an employee has blocked their data, Thomas & Company cannot discuss this employee with anyone, including the employee's own company, third party verifiers, and all government agencies. Wages/data can only be unblocked by the employee.

DISPUTE DATES OF EMPLOYMENT AND/OR WAGES

The portal also provides employees with an alternative method to dispute incorrect dates of employment or wages that were reported on a verification. All employees can still reach out to Thomas & Company's Employment and Wage Verification Department should this online option be unavailable or less convenient.

REQUEST A VERIFICATION FOR A GOVERNMENT AGENCY

An employee can submit a government/social service form from an agency under the **Government Form Requests** tab.

OBTAIN A ONE TIME, FREE PERSONAL REPORT

On occasions, it may be necessary for an employee to have a verification completed for a personal reason not involving a commercial verifier. Under the Fair Credit Reporting Act (FCRA), an individual is entitled to one free personal verification report per year.

VIEW HISTORIC PINS AND VERIFIER REQUESTS

An employee can view every PIN that has been generated and its expiration date. They can also view all employment and wage requests pulled by a verifier, including what verifier pulled the information.

DELETE PINS

Verifier PINs can be deleted if an employee has created too many or no longer wants a verifier to have future access to the PIN. *Please note, if a PIN has already been utilized, deleting it will not impact the completed verification.*

REQUEST IMMIGRATION AND ADOPTION FORMS

An employee can also request a letter regarding immigration and/or adoption via the portal.

WHAT INFORMATION IS PROVIDED ON A VERIFICATION REQUEST?

EMPLOYMENT ONLY VERIFICATIONS

The verifier will be provided with the following information: company name, employee name, first day of work, last day of work (if applicable), position, and position type (hourly or salary).

EMPLOYMENT AND WAGE VERIFICATIONS

The verifier will be provided with the following information: employee name, employee address, first day of work, last day of work (if applicable), pay rate, pay rate type (hourly or salary), average hours per week (if hourly), position(s), and up to three years of pay detail.

PERSONAL VERIFICATION REPORTS

The employee will be provided with the following information: employee name, first day of work, last day of work (if applicable), pay rate, pay rate type (hourly or salary), and position.

HOW QUICKLY WILL THOMAS & COMPANY RESPOND TO THE VERIFICATION REQUEST?

Through the website, Thomas & Company provides instantaneous verifications for all requests.

IS THERE A COST ASSOCIATED WITH A VERIFICATION?

There is no cost to you, as the employee. However, commercial verifiers are charged a nominal fee.

CONTACT INFORMATION

For answers to many frequently asked questions related to employment and wage verification, visit Thomas & Company's online support center at support.thomas-and-company.com.

The Employment and Wage Verification Department at Thomas & Company can also be reached through any of the below methods during normal business hours, unless otherwise noted:

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EMPLOYEE DOCUMENT GUIDE

At times, you may be asked to provide proof of employment and/or wages. TTEC Holdings, Inc. has partnered with Thomas & Company, a national employment and wage verification firm, to provide this service. Beyond common commercial verifications for loans, applications, additional financing, etc., Thomas & Company also completes a number of government/social service forms to assist you. Below are examples of common documents that we are able to complete for you on your employer's behalf.

COMMON VERIFICATIONS COMPLETED BY THOMAS & COMPANY

COMMERCIAL VERIFICATIONS

- ✓ Mortgage loans
- ✓ Mortgage audits
- ✓ Car loans
- ✓ Employment verifications
- ✓ Credit applications
- ✓ Private apartment complex applications

SOCIAL SERVICE FORMS

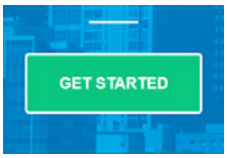
- ✓ Food Stamps
- ✓ Employment verifications for government or non-profit agencies
- ✓ Eligibility audits
- ✓ Eligibility fraud
- ✓ Utility assistance
- ✓ Government housing documents
  - *Includes HUD, Habitat for Humanity, Section 8, and Section 42 funded properties*
- ✓ Social Security Administration forms
  - *Not SSA retirement/disability*
- ✓ Child support forms
- ✓ Medical insurance eligibility
- ✓ Board of Nursing requests
- ✓ Federal loan cancellation forms
- ✓ Collection company forms for educational loans
- ✓ Pre-garnishments
  - *Not actual garnishments*
- ✓ Adoption letters
- ✓ Immigration letters

Should you have questions or need additional assistance at any time, Thomas & Company's Employment and Wage Verification Department can be reached via chat on our website at tncverify.com, via e-mail at verifications@thomas-and-company.com or toll-free (800) 791-8943.

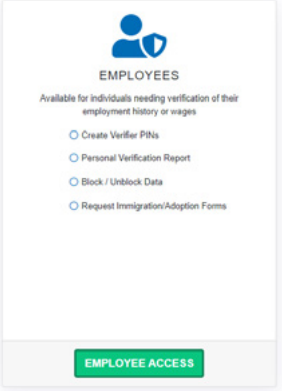
OBTAINING A VERIFIER PIN

It is important to keep your data safe and secure. In order to ensure that your information is only being shared with authorized verifiers, you will need to create and share a verifier PIN, which acts in lieu of a physical signature authorization, with any approved verifiers.

1. Access Thomas & Company's verification website at tncverify.com.
2. Choose **Get Started** at the bottom of the page.

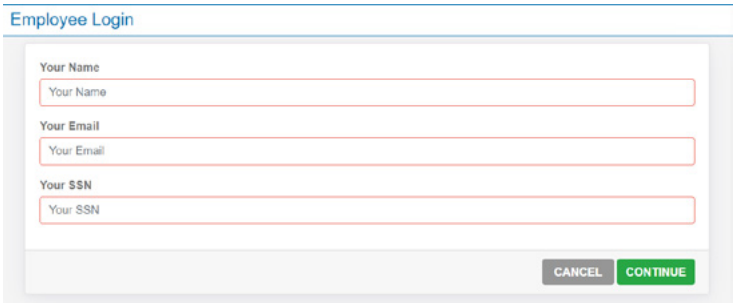


3. On the following page, select the green **Employee Access** button located under the *Employees* option.

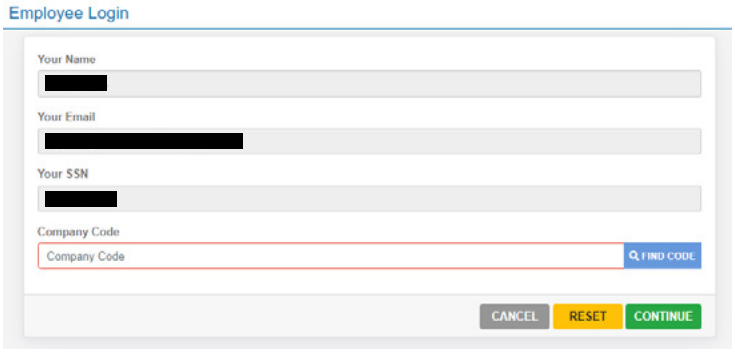


4. You will then be asked to input data to confirm your identity, including name, email address, and social security number. Enter the requested information and select **Continue**.

Please Note: It is common to have a work email address block the required verification email. Therefore, we recommend that you utilize a personal email address to avoid this issue.



5 Once you have entered your personal information, you will need to enter your company code, *TTEC*, then select **Continue**.

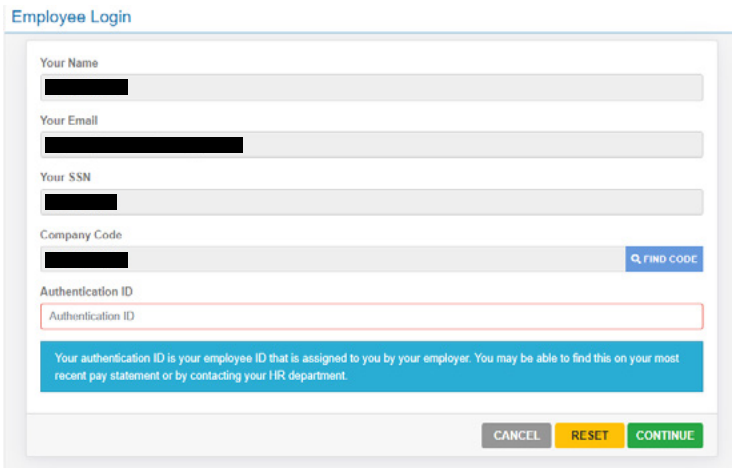


6 You will then enter your *Authentication ID*. The *Authentication ID* is unique to each employee but includes simple, easy to remember personal data points.

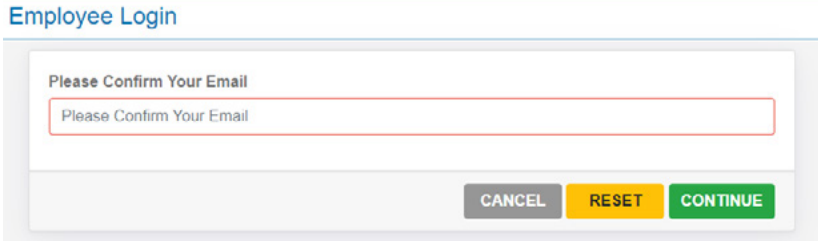
Your Authentication ID is the Employee ID that is assigned to you by your employer.

You will also be provided a detailed explanation of the Authentication ID on the web page, contained within a blue bar.

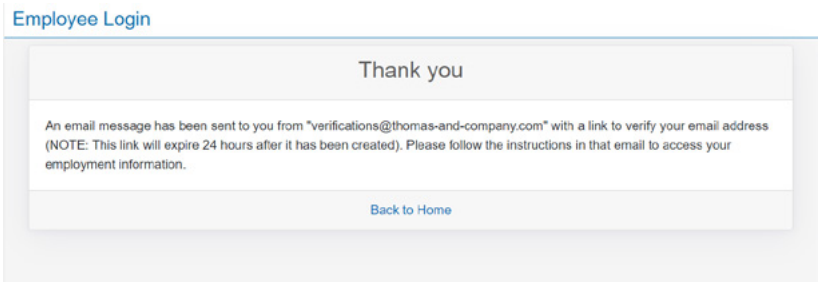
After entering your *Authentication ID*, select **Continue** to move forward.



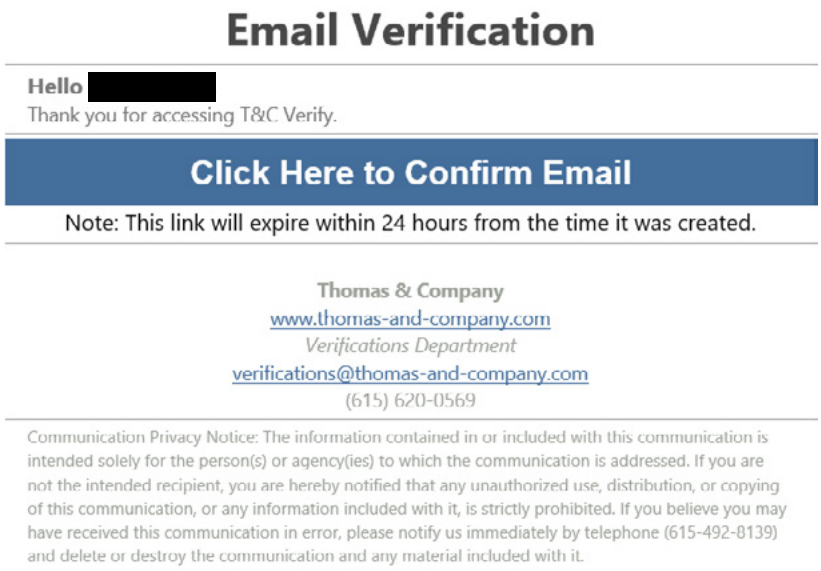
7 Next, you will need to re-enter the email address you provided in *Step 5*, followed by selecting **Continue** to initiate next step(s).



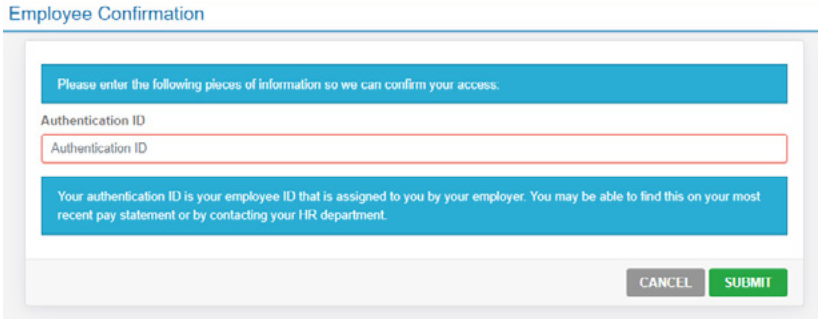
Once you have confirmed your email address, a *Thank You* screen will populate. At this time, the web browser can be closed out. An email will be sent to the provided email address, including a link allowing access to the Employee Access Portal.



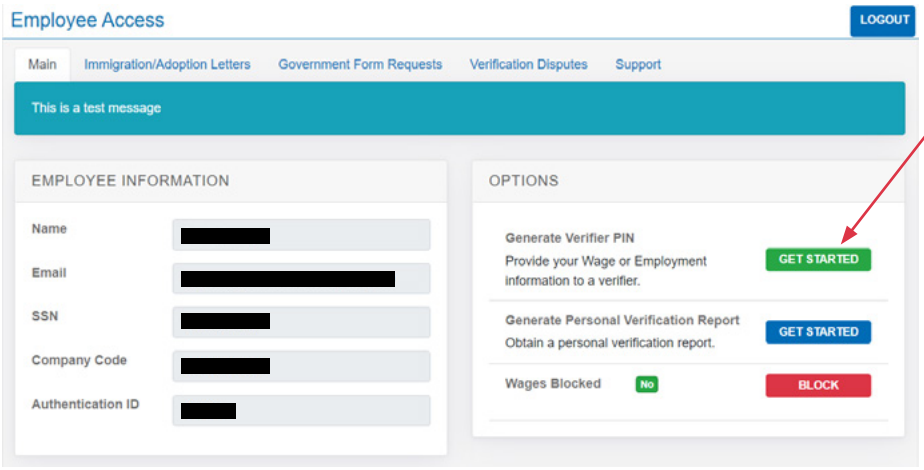
8 You will receive the below email, containing a link to **Click Here to Confirm Email**. This will assist in verifying your email address and direct you back to the Thomas & Company website for final confirmation and verification.



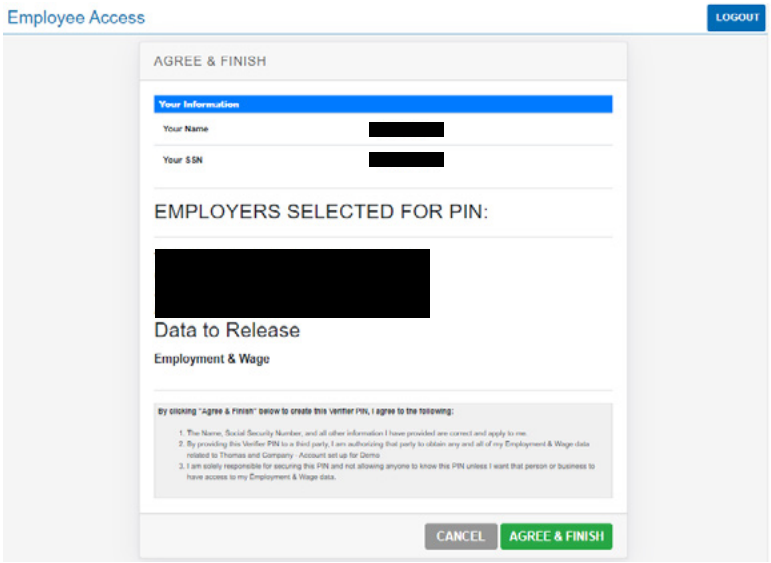
9 After accessing the website through the provided link, you will be asked to confirm your *Authentication ID* again. Enter your *Authentication ID*, then **Submit**.



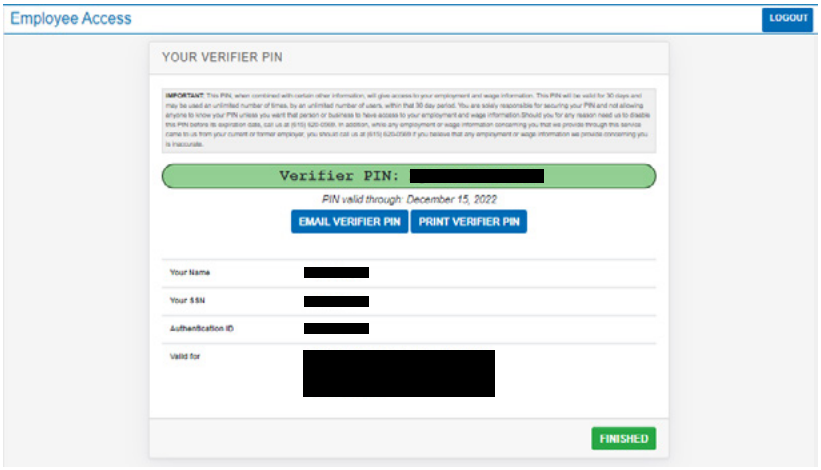
10 At this time, you will be directed to the homepage of the Employee Access Portal. To begin generation of your verifier PIN, you will need to select **Get Started** located on the right side of the page beside *Generate Verifier PIN.*



11 To finish generating the verifier PIN, review the information included on the confirmation page and terms and conditions. If correct, select **Agree & Finish**.



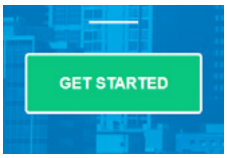
12 At this time, your verifier PIN will be provided. You will have the option to email, print, or copy/paste the PIN. Once you have completed the desired actions, select **Finished** to take you back to the homepage of the Employee Access Portal.



OBTAINING A PERSONAL VERIFICATION REPORT

On occasions, it may be necessary for an employee to have employment and/or wage information for a personal reason not involving a commercial verifier. Through the Employee Access Portal, employees can receive a free personal verification report.

1. Access Thomas & Company's verification website at tncverify.com.
2. Choose **Get Started** at the bottom of the page.



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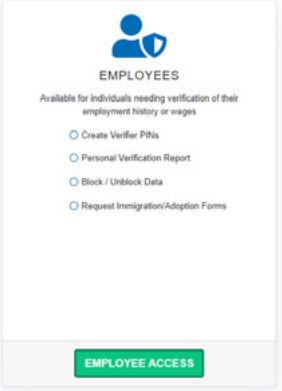

4. You will then be asked to input data to confirm your identity, including name, email address, and social security number. Enter the requested information and select **Continue**.

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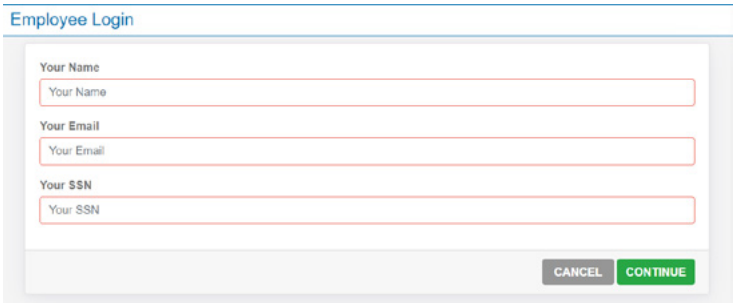

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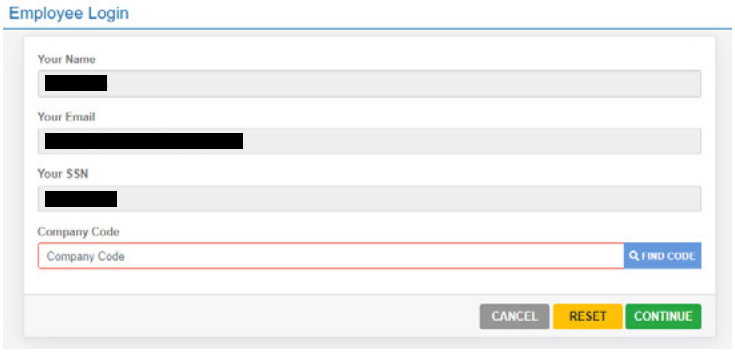

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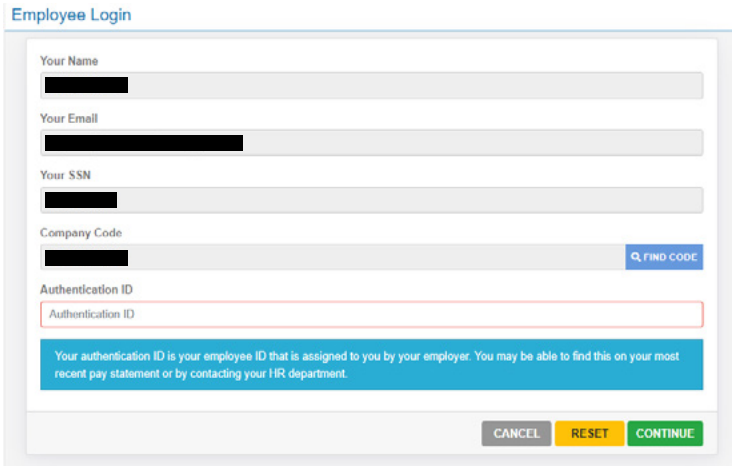

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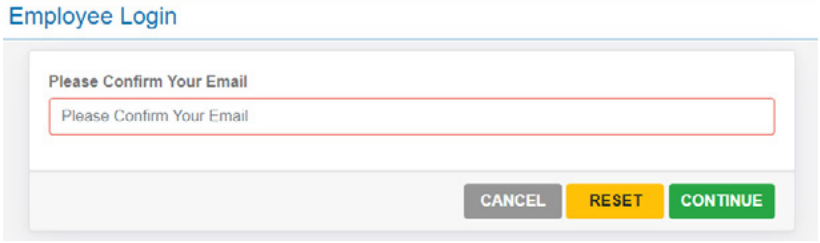

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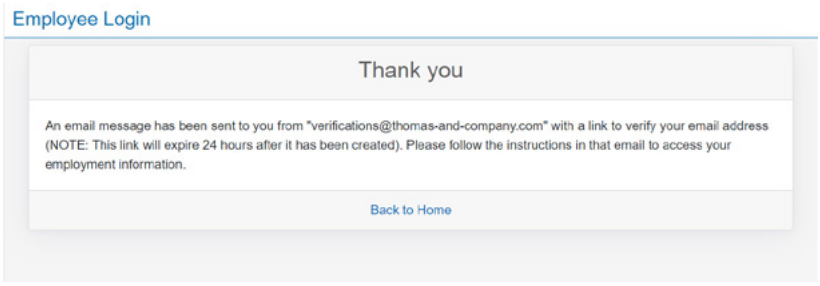

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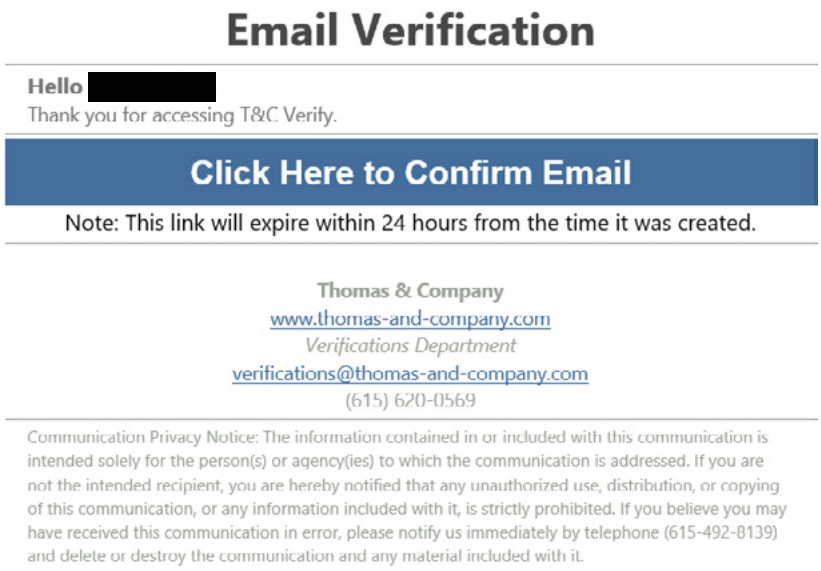

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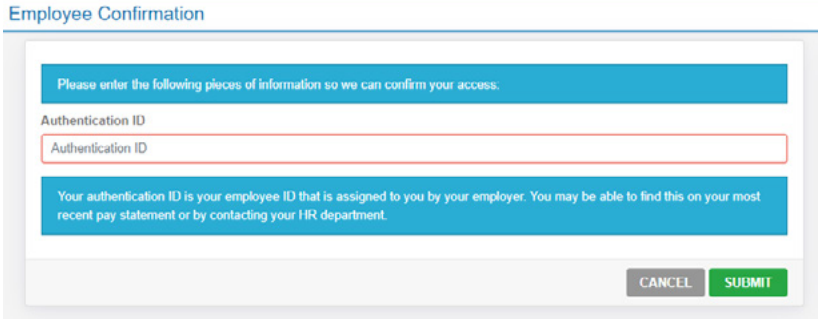
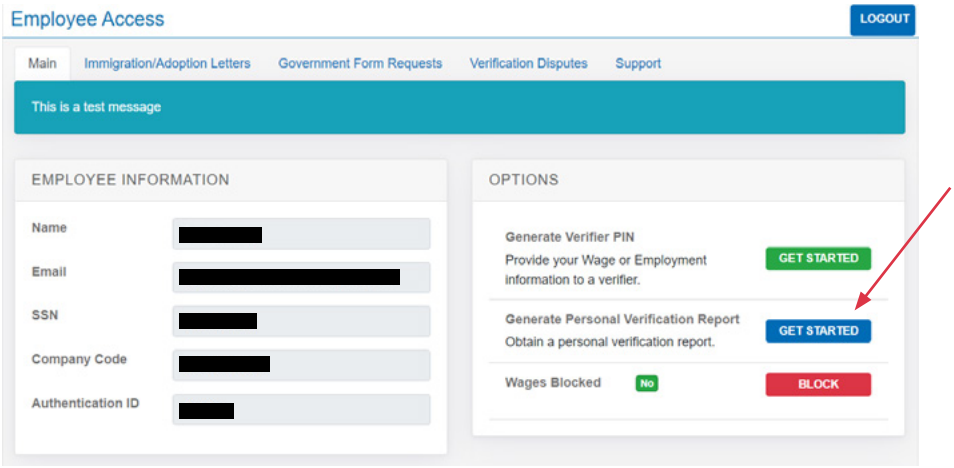
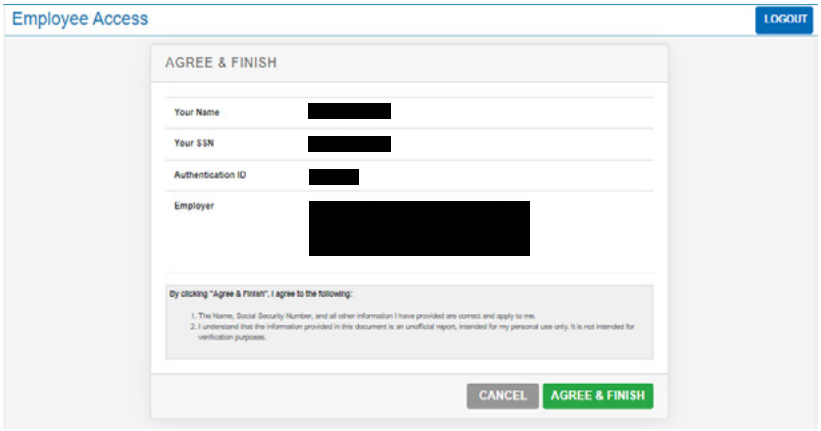


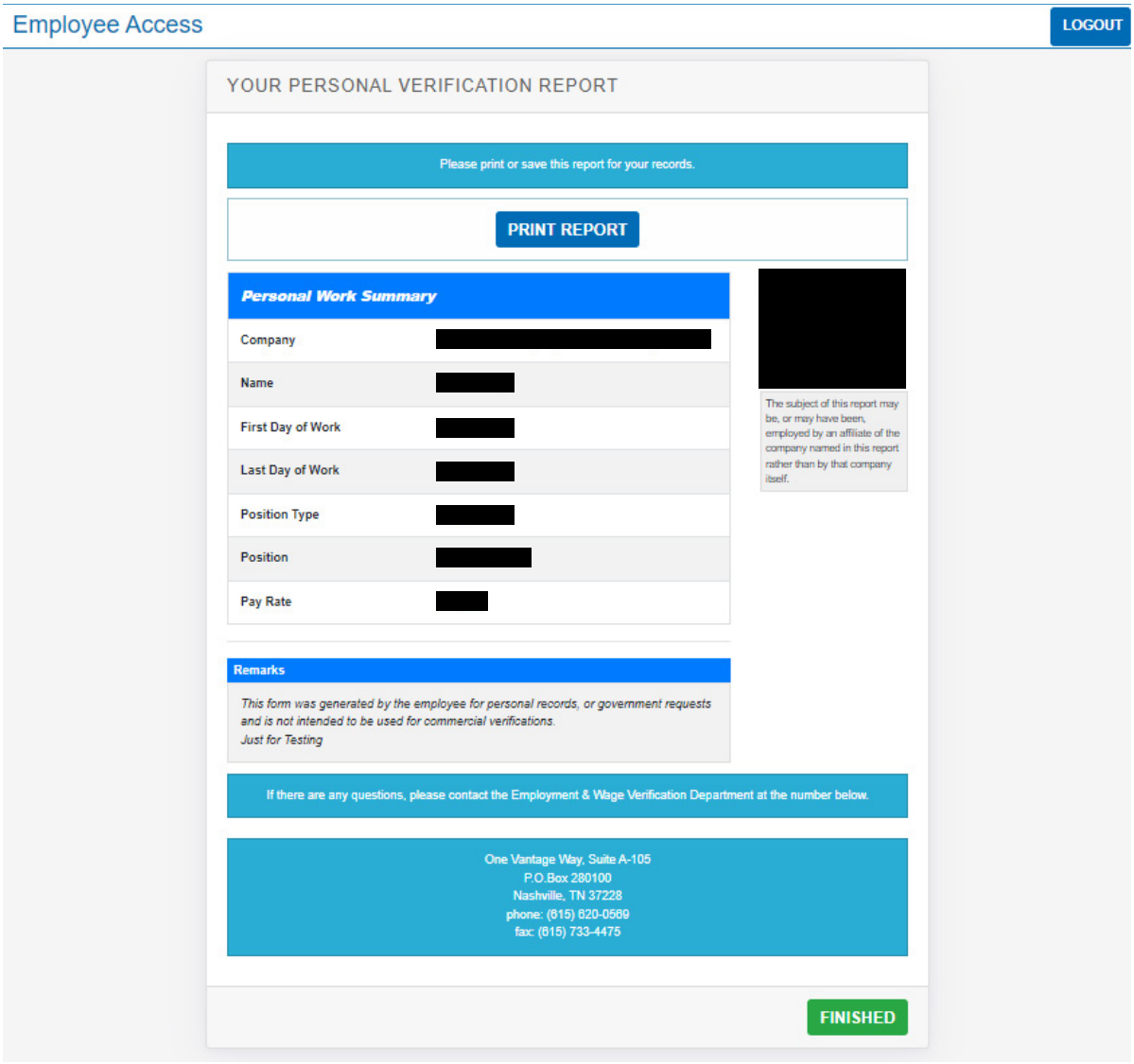
10 At this time, you will be directed to the homepage of the Employee Access Portal. To begin generation of your verifier PIN, you will need to select **Get Started** located on the right side of the page beside *Generate Personal Verification Report.*



11 To finish generating your personal verification report, review the information included on the confirmation page and terms and conditions. If correct, select **Agree & Finish**.



12 At this time, your personal report will populate. You can print and/or save this report for your personal records. Once you have completed the desired actions, select **Finished** to take you back to the homepage of the Employee Access Portal.



EMPLOYEE SOCIAL SERVICE REQUEST GUIDE

DO YOU NEED AN EMPLOYMENT AND/OR WAGE VERIFICATION COMPLETED FOR A GOVERNMENT AGENCY?

Thomas & Company can help! On behalf of your employer, Thomas & Company can complete government/social service requests at no charge to you or the agency.

There are two ways that a government/social service verification can be completed.

1. The agency can access Thomas & Company's Government Portal to pull a verification. This is the fastest way to obtain a verification as it is instantaneous and available 24/7.
2. You, as the employee, can upload the form to our website. The verification will be completed and returned to both you and the requester (whenever possible) within three (3) business days of receipt.

Additional information to assist with both options are included on the following pages. Should you need additional assistance, Thomas & Company's Employment and Wage Verification Department can be reached via telephone, email, or online chat.

GOVERNMENT OR SOCIAL SERVICE VERIFIERS

Should a government or social service requester wish to access a verification via Thomas & Company's website, you can share with them the following instructions:

- Visit Thomas & Company's verification website, tncverify.com.
- Choose **Get Started** at the bottom of the page.
- Then, select the applicable option below the *Government Agencies* option on the web page.
  - » If this is the first time using Thomas & Company's Government Portal, the requester will need to register for a new account. Registration is quick and easy and can be completed by following the detailed prompts.
  - » If they have used the Government Portal previously, they can immediately log in to their account.
- Upon log-in, the requester will need to enter the required information related to their inquiry on you (social security number and company code) and choose the type of request.
- Once all applicable steps are complete, the requester will immediately receive a copy of the requested verification.

Available 24/7 and free of charge with instant results, Thomas & Company's Government Portal access is limited to government and social service agencies and subject to verification.

Common government/ social service inquiries include:

Adoption/Immigration Letters

Housing Assistance Requests

Government/State Agency or Non-Profit Employment

Job Program

Public or Government Assistance

Social Security Administration Requests

EMPLOYEE

Government Form Requests

As an employee of a Thomas & Company client, you can upload forms directly to our website for completion by following the below steps:

- Visit Thomas & Company's verification website, tncverify.com.
- Choose **Get Started** at the bottom of the page.
- Select the green **Employee Access** button under the *Employees* option.
- Follow the on-screen prompts, providing the required information to access the website. For security purposes, a link will be sent to the email provided granting access to the Employee Access Portal.
- Within the portal, choose the **Government Form Requests** tab, located near the top of the web page.
- Enter the required information, attach the form, agree to the terms and conditions, and click **Submit**.

Please allow up to three (3) business days for Thomas & Company to complete your request. Once we have completed the verification, you will be notified by email that it is ready. At that time, you can log in to the Employee Access Portal (available 24/7) to pull the report. You can print or save the report.

Immigration and Adoption Letters

Requests for immigration and adoption letters can also be made through the Employee Access Portal.

- Within the portal, choose the **Immigration/Adoption Letters** tab, located at the top of the web page.
- Enter the required information, choose a delivery option, select any applicable additional options required, agree to the terms and conditions, and click **Submit**.
    - » Additional options for immigration and adoption letters are:
        1. Include rate of pay
        2. Notarization requested

CONTACT INFORMATION

Should you have any questions or concerns, we are here to help! For answers to many frequently asked questions related to employment and wage verification, visit Thomas & Company's online support center at support.thomas-and-company.com.

The Employment and Wage Verification Department at Thomas & Company can also be reached through any of the below methods during normal business hours, unless otherwise noted:

- **Email:** verifications@thomas-and-company.com
- **Telephone:** (615) 620-0569
- **Toll Free:** (800) 791-8943
- **Online Chat:** tncverify.com
  Available Monday through Friday 7AM - 4PM CT
- **FAQ Chatbot:** tncverify.com
  Available 24/7

Please include your name, last four digits of your social security number, company code, and any relevant form(s) with your inquiry.

EMPLOYEE ACCESS PORTAL TRAINING TUTORIAL

THE EMPLOYEE EXPERIENCE

In addition to written reference material, Thomas & Company also has a number of prerecorded tutorials to assist you with our employment and wage verification platform.

The following brief videos provide an overview of functionality within Thomas & Company's employment and wage verification Employee Access Portal.

Login and Verifier PIN Creation
Personal Verification Report
Blocking Wage Data
Viewing Verification History
Immigration and Adoption Letter Request
Government Form Request
Verification Dispute
Support Request

If you are in need of further assistance with a verifications request, Thomas & Company can be reached via chat on our website at tncverify.com, verifications@thomas-and-company.com, or toll-free at (800) 791-8943.

EMPLOYEE CONTACT INFORMATION

Thomas & Company is proud to have dedicated team members available to serve you throughout the employment and wage verification process. Whether you, your employer, or verifiers have questions or concerns, we are here to help!

For answers to many frequently asked questions related to employment and wage verification, visit Thomas & Company's online support center, located at support.thomas-and-company.com.

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