

# EMPLOYMENT & WAGE VERIFICATION PROCEDURES

## HOW IT WORKS

To request an employment and/or wage verification, the verifier can access our website at [www.Thomas-and-Company.com](http://www.Thomas-and-Company.com). They then should click the green 'Request Employment & Wage Verification' button on the home page. Next, they will create or log-in to their account. They then will agree to the FCRA terms, conditions, and permissible purposes.

### INQUIRIES FOR WAGE VERIFICATION

(Bank/Mortgage, Apartment Complex, Other Lending Agencies, etc.)

Employee will need to provide the verifier with their company code (**GATES**), verifier PIN\*, and social security number.

\*The Verifier PIN is obtained by the former/current employee in need of the verification. The employee can create a pin by accessing the Employee Access Portal through Thomas & Company's website. On the Thomas & Company homepage, they will click through a series of green buttons: 'Request Employment & Wage Verification,' 'Get Started,' and 'Employee Access.' This will take them to the Employee Login page, where they will enter their name, email address, social security number, company code (**GATES**), and **Authentication ID**. Upon logging in, an authentication email with link will be sent to the email address provided in order to verify the employee's email. They will gain access to the Employee Access Portal from this email. Once inside the Employee Access Portal, they can choose 'Get Started' beside 'Generate Verifier PIN.' They then will be asked to agree to the terms and conditions at which time the verifier PIN will be displayed. This can be sent to the verifier to use for gathering immediate verification data 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, salary)
- Average hours worked per week (if hourly)
- Position(s)
- Three years of pay details

### INQUIRIES FOR EMPLOYMENT ONLY VERIFICATION

(Non-Wage Requests)

Verifier will need the employee's social security number and company code (**GATES**). The site will provide the employee's first day of work, last day of work (if applicable), position, and position type (full or part-time) immediately.

### ADDITIONAL SUPPORT THROUGH 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 adoptions forms.

And, on rare occasions when it is necessary for an employee to have a verification completed for a personal reason not involving a commercial verifier, employees may obtain this verification 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. Employees may obtain this one verification by logging in to the Employee Access Portal.

### GOVERNMENT AGENCY REQUESTS

All government agency requests for employment or wage information should be mailed, faxed, emailed or uploaded through our secure employee portal. Please refer to the contact information for Thomas & Company below. Requests will be completed and returned to the appropriate government agency.

### IF THE VERIFIER NEEDS FURTHER ASSISTANCE, WHO DO THEY CONTACT?

Email the Thomas & Company Verifications Department at [Verifications@Thomas-and-Company.com](mailto:Verifications@Thomas-and-Company.com) or dial (615) 620-0569.

### IF I HAVE ADDITIONAL QUESTIONS, WHO DO I CONTACT?

For answers to many of our frequently asked questions, please visit [Support.Thomas-and-Company.com](http://Support.Thomas-and-Company.com)

The Thomas & Company Verifications Department can be contacted by any of the following methods:

Email: [Verifications@Thomas-and-Company.com](mailto:Verifications@Thomas-and-Company.com)

Phone: (615) 620-0569

EWV Toll Free: (800) 791-8943

EMPLOYMENT & WAGE VERIFICATION  
Mailing Address

Thomas & Company Verifications Department  
Post Office Box 280100, Nashville, TN 37228