

## Employment and Income Verification

### Overview

Income and key employment dates for current employees, or those separated January 1, 2022, and after, can be verified through services provided by Equifax, Inc. Equifax utilizes a verification solution called The Work Number. Auto, home or personal loan agents, apartment leasing agents, prospective employers, etc., can access employee information (only after becoming a credentialed verifier by Equifax) by calling 800-367-5690, visiting <https://theworknumber.com>, or emailing [member@equifax.com](mailto:member@equifax.com).

**Effective August 19, 2024, verification of employee income and key employment dates is no longer provided through the People First Service Center.**

### Definitions

*The following are definitions regarding the employment and income verification process:*

- Current Employees – Employees that are presently employed by the State of Florida or have been separated less than 30 days from employment.
- Former Employees – Employees that separated January 1, 2022, and after.
- Employer Code – This code identifies the State of Florida with The Work Number. **The employer code for the State of Florida is 944328.**
- Employment Status – Active (current employees) or Inactive (former employees).
- Most Recent Start Date – For salaried employees, represents the Continuous Service Date from the employee's key service dates record. For OPS employees, represents the most recent Appointment Date for OPS employment.
- Original Hire Date – For salaried employees, represents the State Hire Date from the employee's key service dates record. For OPS employees, represents the first Appointment Date for OPS employment.
- Rate of Pay – Includes base salary plus pay additives.
- Salary Key – A single use, one-time code created by the employee via The Work Number website and provided to the verifier, granting permission to obtain the employee's information.
- Total Time with Employer – For salaried employees, represents the Adjusted Leave Accrual Date from the employee's key service dates record in number of years and number of months format. For OPS employees, represents the first Appointment Date for OPS employment in number of years and number of months format.
- Verifier – Credentialed lending institutions, property management entities, government agencies or other organizations with a permissible purpose to verify employment or income of an employee.
- YTD Total – Includes base salary, pay additives, overtime, and bonuses, etc.

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## Authorization

Employees provide authorization to a verifier to obtain their employment and/or income information. This authorization is provided by the employee signing a loan application, lease agreement, borrower's authorization form, or similar document when requesting a service, or by creating a salary key (a onetime access code).

## Process Steps

### Current Employees and those separated after January 1, 2022:

1. Provide authorization to the verifier to obtain the verification of employment and/or income.
2. Provide the following options to the verifier to obtain the information:
  - a. <https://theworknumber.com>;
  - b. 800-367-5690, Monday – Friday, 8 a.m. to 8 p.m. (ET);
  - c. [member@equifax.com](mailto:member@equifax.com); or
  - d. Provide a salary key to the verifier, only if they request one (a salary key is not normally needed – these are requested less than 1% of the time).
    - i. Log in to <https://employees.theworknumber.com> to learn more.
    - ii. The salary key can be printed or emailed with instructions for the verifier on how to use it through The Work Number.
    - iii. Salary keys expire after 90 days.
3. Review their own employee data via the Employment Data Report by signing up for access at <https://theworknumber.com> (reference section titled “I’m an Employee Looking for My Data”). The Employment Data Report provides:
  - a. Current and historical employment and income information.
  - b. A listing of verifier requests for the past two years.
  - c. Information on how to dispute any inaccurate data.
4. Contact The Work Number for assistance at 800-367-2884, Monday – Friday, 8 a.m. to 9 p.m., Saturday 9:30 a.m. – 6 p.m.

### Former Employees:

Former employees separated before January 1, 2022, must contact their previous agency human resource office and speak to a representative to obtain their employment and/or income information.

### Verifiers:

1. Complete the online verifier registration process at <https://theworknumber.com>.
2. Receive verifier credentials from Equifax (normal processing time is one to two business days).
3. Log in to <https://theworknumber.com> to begin verifying employment and/or income.
4. Contact the work number for assistance at 800-367-5690, Monday – Friday, 8 a.m. to 8 p.m. (ET)

## Resource Materials

The following resource materials are available to explain the process and assist with obtaining verification information:

1. [Introductory Email to Employees](#) – informs employees that the State of Florida has partnered with The Work Number to provide verification of employment and/or income.

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2. [The Work Number Employee Guide and FAQs](#) – provides employees with an overview of The Work Number and frequently asked questions and answers.
3. [Employment Data Report Sample](#) – provides employee's current and historical employment and income information and a listing of verifier requests for the past two years.
4. [Message to the Verifier](#) – provides sample verbiage that can be shared with verifiers.
5. [The Work Number Flyer](#) – provides a high-level overview of The Work Number in a flyer format.
6. [The Work Number Poster](#) – provides a high-level overview of The Work Number in a poster format.
7. [The Work Number Reference Guide](#) – provides an overview of The Work Number.