

## Frequently Asked Questions

### **What is Experian Verify?**

Experian Verify provides employment and income verification. The platform is designed to help private and government verifiers obtain access to employment and wage information in response to your request for some type of service or benefit. For questions regarding access or registration, follow the steps online or call the support line at (404) 382-5400.

### **Why should I use this service?**

Using the online verification service helps ensure that verifications are the most accurate and timely information available.

### **Who are Verifiers?**

A Verifier is a person or organization that is trying to verify your employment or income information. Examples of verifiers include Mortgage Companies, Government Agencies, Property Managers and Leasing Agencies.

### **Is my data secure? Who can access my data?**

Yes. Your wage data can be accessed only by a person or organization that has your full social security number, employee authorization for accessing income information, and has been credentialed and authenticated by Experian Verify. Only a few government agencies may access your data without granting permission.

### **What is the source of the information and how often is it updated?**

Daily data files and bi-weekly payroll files come directly from Charleston County School District through a secure file transfer. Daily files confirm day-of employment status, and payroll files are sent after each pay period with payroll data current on the Monday following each pay date.

### **What is a Government Agency?**

An agency that provides state or federal aid to qualified applicants, for example, Social Services, Human Services, Social Security Administration, Family Services, Housing Authorities, Work Programs and Medicaid.

### **What do I have to do?**

Nothing. You only need to access the system if you want to. Otherwise, your data is protected by Experian Verify and given only to authorized and credentialed verifiers.

### **What do I need to do to set up my own access?**

Active employees access the Employee portal through [www.experianverify.com](http://www.experianverify.com) under "I am an Employee".

### **Are there costs associated with a verification?**

Experian Verify sends the necessary employment and/or income information on your behalf. Experian Verify provides this service because verifiers want to get this information directly from the Employer or in our case our provider, Experian Verify. As a service provider of this information, there is a cost associated with getting a secure verification. The cost for this secure employment verification is incurred by the Private Verifier as they are requesting the verification. There is no cost for Government verifications associated with government assistance.

### **What if I do not believe the information provided is correct?**

Please contact the Experian Verify customer support line at (402) 382-5400 to facilitate the resolution process.