

Employment & Wage Verification Frequently Asked Questions

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 wages. Mohawk 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 verification?

- The verifier should be directed to www.Thomas-and-Company.com and have them select the GREEN BUTTON ‘Request Employment & Wage Verification’ on the home page, select verifier, and then create or login to their account. They then will agree to the FCRA terms, conditions, and permissible purposes. The site will then provide detailed instructions to guide them through the rest of the process.
- If the verifier is requesting employment verification only, they will need the Company Code (**MHK718**) and Social Security Number of employee they are verifying information on.
- If the verifier is requesting employment and wage details, they will need the Company Code (**MHK718**), Social Security Number, and Verifier Pin (see below).

How does a verifier obtain a Verifier Pin?

- 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. The Verifier Pin is obtained by the former/current employee and provided to the verifier who is attempting to complete the verification. See below for further details. If the Verifier Pin cannot be obtained, the process for verification can take up to 3 business days and a signed release will be required. The signed release must be uploaded in place of the Verifier Pin to provide authorization from the former/current employee to obtain the wage data.

How does an employee (former/current) acquire a Verifier Pin?

- The employee will access www.Thomas-and-Company.com and then click on the green ‘Request Employment & Wage Verification’ button. Select employee and instructions will be provided to guide them through the process. The ‘employee’ will first need the Company Code (**MHK718**). Next, the employee will be asked to enter their name, Social Security Number, and Employee Identification Number (EIN). They will then be asked to confirm and agree. The Verifier Pin will then be displayed on the screen and can be emailed or printed for the verifier.

Employment & Wage Verification Frequently Asked Questions Continued...

What information does Thomas and Company provide?

- For **Employment Verification only**, the verifier will be provided with the following information: first day of work, last day of work (if applicable), position type (full or part-time), and job title.
- For **Employment and Wage Verification**, the verifier will be provided with the following information: name, first day of work, last day of work (if applicable), position type (full or part-time), job title, rate of pay, and wage details.

How quickly will Thomas and Company respond to the verification request?

- Through the website Thomas and Company responds instantly for all employment only requests.
- If employment and wage detail is requested through the website, information will also be immediate unless the Verifier Pin is not provided and a signed release is uploaded.
- If the employee uses the signed release method, instead of the Verifier Pin method, the response time is up to 3 business days.

Is there a charge for this service?

- The verifier is charged a nominal fee for this service.

Is there a different process for government agency requests?

- Government agency requests for employment and/or wage information can be emailed, faxed or mailed to Thomas and Company's Verifications Department (information below). Thomas and Company will complete the request and return the information directly to the appropriate government agency.

Where do I send requests received at the location?

- Caller can be directed to use the website www.Thomas-and-Company.com or call the Thomas & Company Verifications Department at (615) 620-0569.
- Paper requests can be emailed to Verifications@Thomas-and-Company.com or faxed to 615-242-5826.

If I have additional questions, who do I contact?

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

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

www.Thomas-and-Company.com
Verifications@Thomas-and-Company.com

Direct: (615) 620-0569 Main: (615) 242-8246 Fax: (615) 242-5826