



Employment verification

We use The Work Number, a third-party vendor, to provide employment verification. Use this service if you need verification of employment to buy a home or a car, apply for a loan, sign a lease, or provide the information to an authorized third party such as a social service agency or prospective employer.

How to use The Work Number

To use The Work Number, you'll need to provide the following information to the person or organization who is trying to verify your employment:

- Your Social Security Number
- The U.S. Bank company code: 10360
- The access information for The Work Number (theworknumber.com/verifiers or 800.996.7566)
- Salary key (necessary for verifications that require income)

If you also need to provide your income as part of your employment verification, you'll need to provide a "salary key," which you'll create on The Work Number website yourself.

To access The Work Number, follow these steps to obtain a PIN from The Work Number customer service. You'll need the PIN prior to accessing theworknumber.com website.

- Call 800.996.7566
- **Press or say 3** for needing help with The Work Number
- **Press or say 1** for help with The Work Number or verifications
- **Remain on the line** for help accessing The Work Number for verification of employment

Once you're authenticated, you'll receive a PIN; use it access theworknumber.com/employees to create a "salary key" to provide to the verifier.

Social service agencies also may need to verify your employment and likely know how to contact The Work Number, but if you need to provide them with the contact information, use the following:

- Registered: 800.660.3399 or theworknumber.com/socialservices
- Unregistered: 800.996.7566

Disputes

The Fair Credit Reporting Act (FCRA) provides employees with the right to request and obtain information about them that U.S. Bank, as an employer, provides to The Work Number (by Equifax Workforce Solutions). This information is available to employees through an Employment Data Report obtained from The Work Number.

To dispute the information contained in an Employment Data Report or any other employment or income verification obtained through The Work Number, it is recommended that this dispute be filed directly with The Work Number. Disputes on information provided to The Work Number by U.S. Bank may also be submitted to U.S. Bank Employee Services by phone, email or mail.

Method	Contact information	What to do
Phone	Call 800.806.7009	Follow the prompts for Human Resources
Email	Email hrcs@usbank.com	Include supporting documentation as an attachment (do not copy/paste into the body of the email): <ul style="list-style-type: none">• Your name, address and telephone number• The specific information that you are disputing and an explanation of the basis for the dispute including the date the information was obtained



		<ul style="list-style-type: none"> All supporting documentation or other reasonable information required to substantiate the basis of the dispute (e.g., a copy of the relevant portion of the Employment Data Report)
Mail	<p>Attn: U.S. Bank Employee Services U.S. Bank Plaza Minneapolis 200 S 6th St. / EP-MN-L18R Minneapolis, MN 55402</p>	<p>Include supporting documentation:</p> <ul style="list-style-type: none"> Your name, address and telephone number The specific information that you are disputing and an explanation of the basis for the dispute including the date the information was obtained All supporting documentation or other reasonable information required to substantiate the basis of the dispute (e.g., a copy of the relevant portion of the Employment Data Report)

