National 800 Number- Telephone Number Employer Verification (TNEV) Call Flow 4/9/09

Project Assumptions:

> The National 800 Telephone Number Employer Verification (TNEV) project has the same registration, authorization, authentication and verification processes as the Internet's Business Services Online (BSO) and Social Security Number Verification Service (SSNVS) applications. Only callers who have successfully registered and activated the SSNVS role through Integrated Registration Service (IRES) are able to use the automated TNEV telephone application. The TNEV application only verifies information that a caller provides. Verizon Business deletes all transmitted data at the completion of the call. Callers are able to request up to 10 SSN verifications per TNEV session. Therefore, the application does not prohibit callers from re-entering TNEV by either re-dialing the National 800 Number Network (N8NN) or returning to the automated Main Menu and requesting the TNEV application again.

Overview of Proposed TNEV Business Process:

During the onset of a N8NN call, callers hear the prompt "please tell me briefly the reason for your call." If callers say, "I want to verify an employee's SSN" (or similar statement), the automated telephone system routes callers to the TNEV application. The TNEV application process includes the following:

1. The automation will say:

    This service is offered to employers to verify the social security numbers of current and former employees for the purpose of completing W-2 forms. If you are calling for this purpose from an employment office or a human resources department, say "employee verification." If you are calling to verify your own personal SSN or that of a friend or family member, please say "personal." If you're calling for something else, please say "other."

    You can return to the Main Menu at any time by saying "Main Menu."

    > If caller says "employee verification" go to step 2.
    >
    > If caller says "personal" caller will hear:
    >
    > You are calling about your own, a friend's or a family member's social security number. You cannot use this service to verify a personal SSN since we offer it to assist an employer with information for the purpose of completing W-2 forms. To verify your *own* social security number, you must visit your local Social Security Field Office.
    >
    > If you would like to find the location of the Field Office closest to you, say 'Location.'
    >
    > Otherwise, if you would like to return to the main menu, say "Main Menu." To speak to an Agent, say "Agent." Or if you're done, you can just hang up."
    >
    > If the caller says "other" they will return to the Main Menu.

2. The automation will say:

Under O.M.B. number zero nine six zero, zero six six zero, Social Security is allowed to collect this information. We estimate that it will take about nine minutes to complete this call. Also note the following:

Employers may only use the employee verification service ("service") to ensure that records of current or former employees are correct.

Employers may only use this service after the employee and employer relationship is established. It is illegal to use this service for potential new hires.

If Social Security responds that a name and SSN do not match SSA records, it does not mean an employee intentionally provided wrong information. A no match response does not justify taking any adverse action against an employee including suspension or firing. Doing so may be against the law.

SSA's verification response does not make any statement about immigration status.

Third-party use of this service is strictly limited to organizations that contract with employers and are authorized by those employers to handle wage reporting responsibilities. You cannot use this service for non-wage reporting purposes.

Third-party users must advise all clients that this verification service is a free service, it is not a unique arrangement, and does not give direct access to SSA's systems.

If you or your company uses this service to fraudulently obtain any information, you may be banned from this service or be subject to a fine, imprisonment, or both.

If you say "yes" when asked "Do you understand and agree to these terms?" question, it means you agree with all of the terms and conditions you just heard.

Do you understand and agree to these terms? If you agree to these terms, say 'yes' or press 1. If you do *not* wish to continue, please say 'no' or simply hang up. If you'd like to hear these terms again, you can say 'repeat that' or press 3.

> If callers **agree with the attestation statement**, they can proceed to step 3.
> If callers **disagree with the attestation statement**, they will be provided the option to hear the message again, return to the Main Menu or terminate the call. STOP.

3. Callers will hear:

   Please say your Social Security Number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. Go to step 4.

4. Callers will hear:

   Please say your User ID one number or letter at a time.

   > If the caller does not have a User ID, the automation will say:
   > If you don't have a User ID, or if you had any trouble registering or logging into our website, say "Login problem."
   > If the caller provides a User ID, the automation will say:
   > Now, please say your password, one number or letter at a time. Go to step 5.

   > If the caller doesn't have a password, they will hear:
   > You'll need your password in order to use this service. If you've *forgotten* your password, here's what you should do:
   > Go to our website, at w-w-w-dot-Social Security dot –g-o-v slash b s o. I'll repeat that. The address is w-w-w-dot-Social Security-dot- g-o-v slash b as in bravo, s as in sam, o.   This will take you to the Business Services Online welcome page.

Follow the directions and BSO Help to obtain a new password.

To hear that again, say "Repeat." If there's anything else I can help you with, please say Main Menu. Otherwise just hang up.

If the caller says **"**Login Problem", they will hear**:**
If you had trouble registering through our website, say "website." If you haven't registered yet for a User ID and Password, say "I haven't registered." If you HAVE a User ID but you don't have access to this service for verifying social security numbers, say "access problem." Or you can say "It's another issue."

o   If the caller says "website" the automation will say:

I'll transfer you to an agent who can help you. For your convenience, information about on-line registration may be found on the internet at w w w dot socialsecurity dot gov slash b s o. That's w w w dot socialsecurity dot gov slash b s o.

o   If the caller says, "I haven't registered yet." The automation will say:

In order to use the Social Security Number verification service, known as "SSNVS", you'll need to visit our website to register for a User ID and request access to SSNVS. This is required, whether you want to use the service by phone, on the web, or both. If you haven't yet done this, here's what you'll need to do.

Go to our website, at w-w-w-dot-Social Security dot g-o-v slash b s o. I'll repeat that. The address is w-w-w-dot-Social Security dot g- o- v slash b as in bravo, s as in sam, o.

This will take you to the Business Services Online Welcome page.

Follow the directions and BSO Help to register for SSNVS. SSNVS can be found in the "Employer Services Suite" of services.

If you'd like to hear those instructions again, say "repeat that." If you're going to go online and register, you can hang up and call back when you're ready. If you'd like to do something else, say "Main Menu."

o   If the caller says, "Access Problem," they will hear:

In order to verify employee social security numbers, you'll need to visit our website to request access to the Social Security Number verification service, or "S S N V S." Even if you already have a User I.D. and password, you'll need to take this extra step to start using SSNVS.
If you haven't yet done this, here's what you'll need to do.

Go to our website, at w-w-w-Social Security-dot-g-o-v slash b s o. I'll repeat that. The address is w-w-w-dot-Social Security-dot, g- o- v slash b as in bravo, s as in Sam, o.

This will take you to the Business Services Online Welcome page.

Using your User ID and Password, follow the directions and BSO Help to request access to BSO services and SSNVS.

Would you like to hear those instructions again?

5. Depending on the systems outcome of the caller's User ID and Password, the caller may hear one of the following messages:

- o   OK, everything checks out. Go to step 6.
- o   Due to system problems, we are unable to process your request at this time.
- o   We're sorry, we are unable to process your request at this time.
- o   I'm sorry, according to our records, you're not yet authorized to use this service to verify social security numbers.

    If you've already *requested* access to the Social Security Number Verification Service, or SSNVS, your employer should receive a letter from us within two weeks, giving you the Activation Code for your access. Check with your employer to see if they've received your Activation Code from Social Security.

    On the other hand, if you have NOT yet requested access to SSNVS, here's what you'll need to do.

    Go to our website, at w-w-w-dot-Social Security-dot-g-o-v slash b s o. I'll repeat that. The address is w-w-w-dot-Social Security-dot- g- o- v, slash b as in bravo, s as in sam, o.

    This will take you to the Business Services Online welcome page.

    Using your User ID and Password, follow the directions and BSO Help to request access to BSO Services.

    Would you like to hear that again?

6. Callers will hear:

    I'll need to get the E.I.N. before we can verify any employees. It's ok to hang up and call back later when you have it. Otherwise, go ahead and say or enter the E.I.N. now. Go to step 7.

7. After caller provides EIN, the caller will hear:

    Please say or key in the employee's Social Security Number. Go to step 8.

8. After the caller provides the SSN, the automation will say:

    Now, please spell just the employee's FIRST name, for example J O H N. Go to step 9.

9. After the caller provides the First name, the automation will say:

    Next, please spell their LAST name, for example, "S M I T H." Go ahead. Go to step 10.

10. After the caller provides the Last name, the automation will say:

    Now please tell me the employee's date of birth. For example, you could say…May fifth, 1960. (OPTIONAL) Go to step 11.

11. After the caller provides the date of birth, the automation will say:

    And is the employee "Male" or "Female"? (OPTIONAL) Go to step 12.

4

12. The automation will say:

Just a moment while I look up that employee. Go to step 13.

13. Based on the system's processing, the caller will hear one of the following messages:

   o Due to system problems, we are unable to process your request at this time.
   o The number is verified. The data you provided matches Social Security Administration records.
   o That data matches Social Security records, and our records also indicate the person is deceased. If you need further assistance, please have the employee contact their local Social Security Field Office.
   o That Social Security Number is not in our records. If you need further assistance, please have the employee contact their local Social Security Field Office.
   o The employee's name and date of birth match our records, but the gender does not. If you need further assistance, please have the employee contact their local Social Security Field Office.
   o The employee's name and gender match our records, but the date of birth does not. If you need further assistance, please have the employee contact their local Social Security Field Office.
   o The employee's name matches our records, but the date of birth and gender do not. If you need further assistance, please have the employee contact their local Social Security Field Office.
   o That name does not match our records. If you need further assistance, please have the employee contact their local Social Security Field Office.
   o The information you provided was not verified. If you need further assistance, please have the employee contact their local Social Security Field Office.

14. A caller is allowed to request up to 10 SSNs per interaction. Therefore, when the caller has reached the limit, he/she will hear:

We have reached the limit of 10 employees per call. To hear the last result once more, say "Repeat that." If you want to verify more employees or reach another part of the Social Security Administration, say "main menu." And if you're finished, you can hang up now.

NOTE: In most instances, the automation will confirm what the caller has spoken, allow the caller to hear what they hear repeated, as well as allow the caller to speak with an agent if the caller is having difficulty using the speech software.

In addition, callers are offered various options for assistance. If a caller is having difficulty with SSNVS registration, login problems, password problems, or other issues, they are provided with the option of visiting the BSO website, returning to the main menu, or speaking to an agent. However, agents will only verify employee SSNs in certain scenarios.