

Notice of Mismatch with Social Security Administration (SSA) Records

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Bring this notice with you when you visit SSA.

For SSA Field Office Staff: Do not use EV-STAR; See POMS RM 10250.000ff

Name of the Employee (Last Name, First Name)

Date of Mismatch

Employee's Social Security Number (SSN)

Case Verification Number

Reason for this Notice:

- SSN does not match.** The Social Security Number (SSN) entered in Self Check is valid, but the name and/or date of birth entered do not match SSA records.
- SSN is invalid.** The SSN entered in Self Check is not a valid number.
- SSA unable to confirm U.S. Citizenship.** Cannot confirm that the employee is eligible to work because SSA records do not show that the SSN holder is a U.S. citizen.
- SSA record does not verify, Other Reason.** SSA found a discrepancy in the record
- SSA unable to process data.** SSA found a discrepancy in other data in the record.

Instructions

Why You Have This Notice

Self Check just compared the information you provided against the Social Security Administration (SSA) databases as part of the process to assess your work authorization status.

You received this Notice because there is a mismatch between the data you entered and the data in your SSA record. It does not mean that you gave wrong information or that you are not authorized to work in the United States.

A Self Check mismatch with SSA records can occur for various reasons, including:

- You may not have reported a name change to SSA;
- Your citizenship or immigration status may have changed and you did not report this to SSA;
- SSA has not received updated information for your record;
- Your name, SSN, or date of birth may be recorded incorrectly in SSA records; or
- Your SSA record may contain another type of error.

==== IMPORTANT ====

You are not required to take any further action after receiving a mismatch through your use of Self Check. If you choose to inquire into why you have received a mismatch, you would need to visit an SSA office. This Notice does not mean that you are not eligible to work or that the information that you provided as part of your Self Check is fake.

1. **What You Must Do If You Choose to Take Action** Look at your name, SSN, and date of birth shown at the top of this letter. If any information is incorrect please run Self Check again before visiting SSA.
2. Please visit SSA to resolve the mismatch. You can locate a field office online at this website: <http://www.socialsecurity.gov/locator/>
3. Bring this notice with you when you visit SSA.
4. Bring the following **original** documents with you when you visit the SSA office. SSA will need to see:
 - a. Proof of your **age**, such as a birth certificate or passport;
 - b. Proof of your **identity**, such as a U.S. State-issued driver's license;
 - c. Proof of a **legal name change**, such as a marriage certificate, if you changed your name since you first received your SSN card; and
 - d. Proof of your **work-authorized status**:
 - i. If you are a U.S. citizen, proof of your **U.S. citizenship**, such as a Naturalization Certificate, U.S. public birth certificate, or U.S. passport; or
 - ii. If you are not a U.S. citizen, proof of your **work-authorized legal alien status**, such as a Permanent Resident Card ("green card," INS or USCIS Form I-551), Employment Authorization Document (USCIS Form I-766), or DHS Form

I-94 Arrival-Departure Record showing work-authorized status.

==== IMPORTANT ====

Note: Self Check is an informational service that provides users information about their work authorization status as of the date and time of the request. A favorable determination on work authorization through Self Check or any subsequent interaction with the SSA does not mean that you have been issued a work authorized credential OR will be work authorized when run through E-Verify by your employer. Please also note that a non-citizen user of Self Check who has received an E-Verify mismatch should re-run a Self Check query in order to determine if there are any issues with their DHS records.

Know Your Rights: Quick List

- Your employer or any organization may **NOT** require you to run a Self Check query as a condition of employment, membership or receipt of any benefit.
- Your employer may not use Self Check to re-verify your employment eligibility if you are an existing employee.
- If you believe that you have been subjected to discrimination based upon your national origin or citizenship or immigration status with respect to hiring, firing, recruitment or referral for a fee, through your employer's use of E-Verify, or when completing the Form I-9, contact the Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration Related Unfair Employment Practices at 1-800-255-7688 (TDD: 1-800-237-2515) for assistance.

Additional Information

Self Check is committed to protecting your privacy and has a privacy official responsible for ensuring that your information is collected, used, and disclosed in an authorized manner.

For more information on Self Check, including our privacy practices and program rules, visit our Web site at www.uscis.gov/everifyselfcheck. If you believe that you have any questions about Self Check or its use, call E-Verify Customer Support at (888) 897-7781, TTY at (877) 875-6028, or e-mail everifyselfcheck@dhs.gov.

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