

# Employee FAQ

## Who is TrueConfirm?

We partner with your employer to verify your employment and income information to *authorized* third parties. These "verifiers" include lenders, employment screeners, landlords, and government assistance agencies.

We securely and confidentially provide our verification reports *only to authorized and credentialed verifiers* that have a legally permissible purpose to obtain your information.



## What do I do if a verifier needs to confirm my information?

If a third party (such as a lender, prospective employer, or government agency) requests a verification of your employment or income, simply email us at [support@trueconfirm.com](mailto:support@trueconfirm.com) with the details of who is requesting your information, and we will promptly assist you.

## I want to view & manage my information. What do I do?

You also have access to the TrueConfirm Employee Dashboard. This dashboard is NOT used to provide a verification to a third party. However, there you can...

- Enable notifications and manage your privacy
- Access your employment details

Simply go to [www.trueconfirm.com](http://www.trueconfirm.com) and click on the "Get Started" button and follow the instructions for an "Employee". You will be prompted to create an account and to provide the following:

- Your full name (please provide the name your employer has on record)
- Your date of birth
- The last 4 digits of your SSN or Tax ID
- Your email address
  - If you are an active employee or district retiree, please provide your work email for instant id verification.
  - If you are an inactive employee or do not have a work email address, please reach out to [support@trueconfirm.com](mailto:support@trueconfirm.com) for assistance

## Other questions?

We are looking forward to serving you! If you need assistance or have any questions, please email [support@trueconfirm.com](mailto:support@trueconfirm.com).