

## > Verifications of Employment (VOE): Frequently Asked Questions

With Clear Verify, employees have the convenience of securely sharing their employment and income information for various purposes, such as purchasing a new vehicle, applying for a mortgage, or verifying their employment status with government agencies.

### Q: What is Clear Verify?

A: Clear Verify is an easy-to-use platform for employment and income verifications, designed to empower employees with direct access to their data and streamline the verification process.

### Q: How can employees complete a verification?

A: When an employee needs a verification, they have several options, which are available 24 hours a day / 7 days a week:

- Take advantage of Clear Verify's "My Verify" feature by sending verifications directly to verifiers themselves. This feature enables them to initiate verification requests directly with verifiers as well as download lighter employment forms.
- The verifier can submit a request to pull their data from Clear Verify's platform for the relevant verification.
- Scan the QR Code below or use the [G&A Partners Account Sign Up Link](#) to create an account.



Hours: Mon - Fri | 8 am - 5 pm CT



Phone: (888) 990-7071  
 Portal Support Email: [support@clearverify.com](mailto:support@clearverify.com)

- VOE Email: [verifications@clearverify.com](mailto:verifications@clearverify.com) (Please encrypt emails.)
- Fax: (888) 570-4028 (Messages will automatically be encrypted.)

Please ensure the employee's SSN and full name are included in all printed verification requests before sending. We recommend sending any requests with sensitive information to their fax line to ensure secure transmission.

- Mail: ATTN: Clear Verify

2121 1st Ave N Suite 100  
 Birmingham, AL 35203

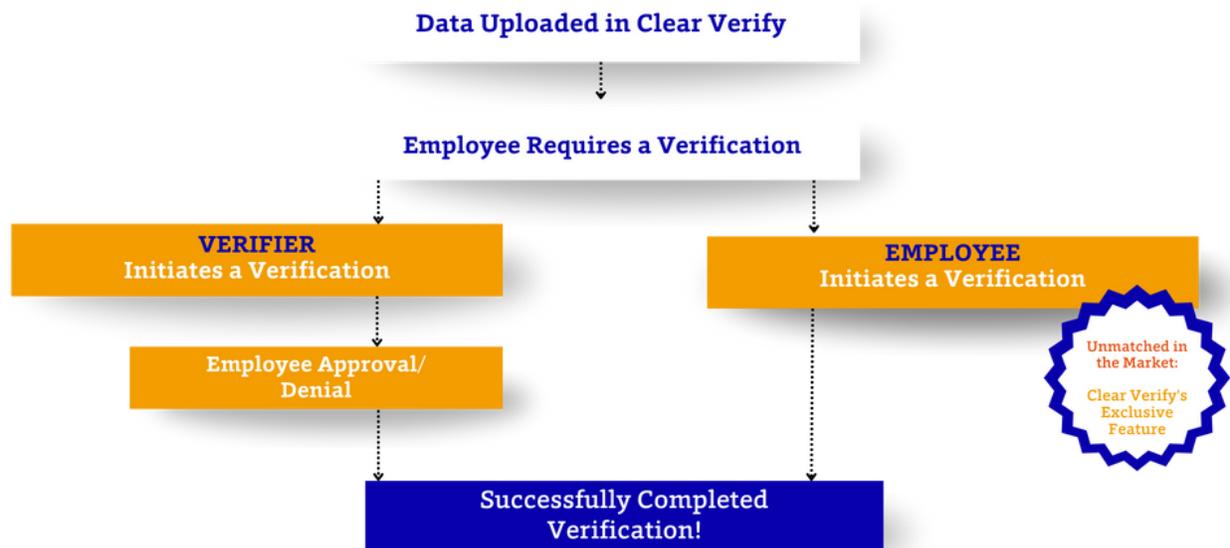


Figure 01: VOE Workflow

**Q: Does an employee have to sign up for Clear Verify?**

A: They do not have to set up an account for verifications to be completed. However, the benefit of creating a Clear Verify account is the visibility into their employment data and the ability to skip HR & send their verifications straight to verifiers.



**Q: Can an employee confirm their employment and income through Clear Verify?**

A: Yes! Employees can confirm their employment data by using the “My Data” feature within Clear Verify's portal. They have access to download other verification forms, like an immigration work letter.

**Q: Is employee data secure?**

A: Safeguarding data is our top priority. The Clear Verify platform holds a SOC II certification and adheres to all state and federal regulations. Emphasizing their commitment to security, Clear Verify's platform promotes the use of multi-factor authentication, providing extra layers of security to empower employees and ensure the protection of sensitive data.

**Q: Is employee data being sold?**

A: Clear Verify does not use its verification services as a way to obtain and sell employee data. Instead, they treat their services as an Employee Relations Exercise. When sharing information, they only do so when authorized access has been granted.

**Q: What happens if the employment data is incorrect?**

A: Employees can dispute their data through the Clear Verify portal. The vendor will contact G&A Partners, who will work with your employer to correct the data.

**Q: Can an employee freeze their data?**

A: Yes, employees can freeze and unfreeze their data at any time. This can be done through their account settings.



## How to use Clear Verify

### Home: Verification Inbox

The verification inbox works just like an email inbox (Figure 02).

Here you can:

- View all verifications and track the status of any data disputes
- Search and filter verifications by status, verifier type, and date created
- Click on a verification for an in-depth view of the activity of your verification

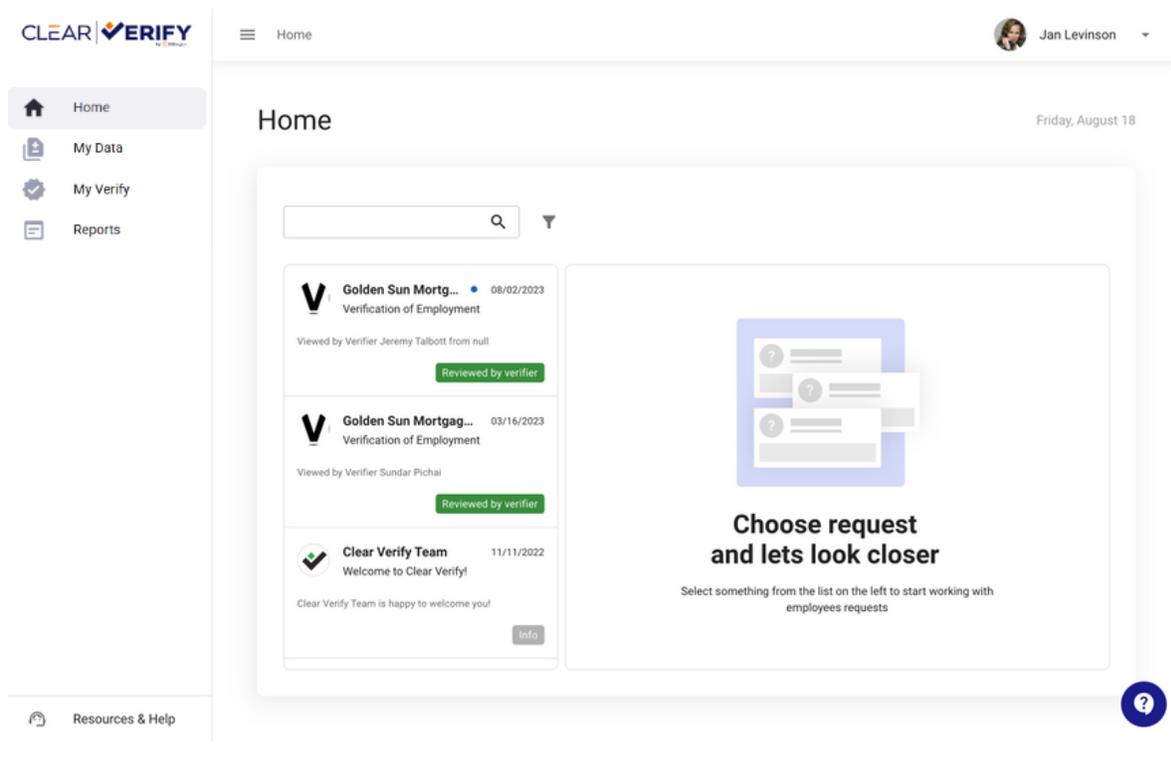


Figure 02: Home



## My Data: Employee Records

The My Data menu displays your employment data (Figure 03).

Here you can:

- View your employment and income history
- Download your data
- Dispute your data if any employment and income information is inaccurate (Figure 04).
  - Click "See More"
  - Select "Dispute Data"
  - In the text box, clearly communicate the data you are disputing
  - The vendor will contact G&A Partners, who will work with your employer to correct the data

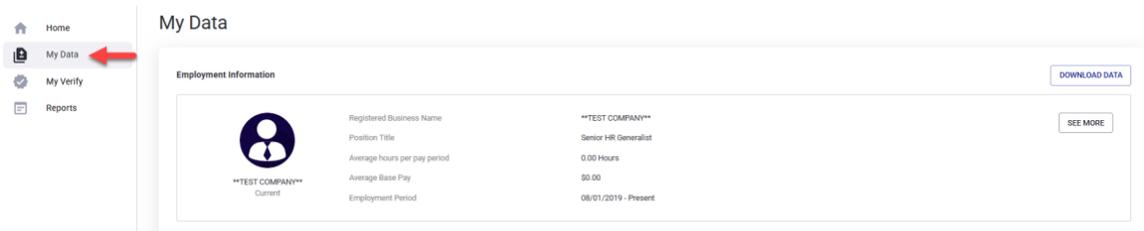


Figure 03: My Data



Figure 04: Dispute Data

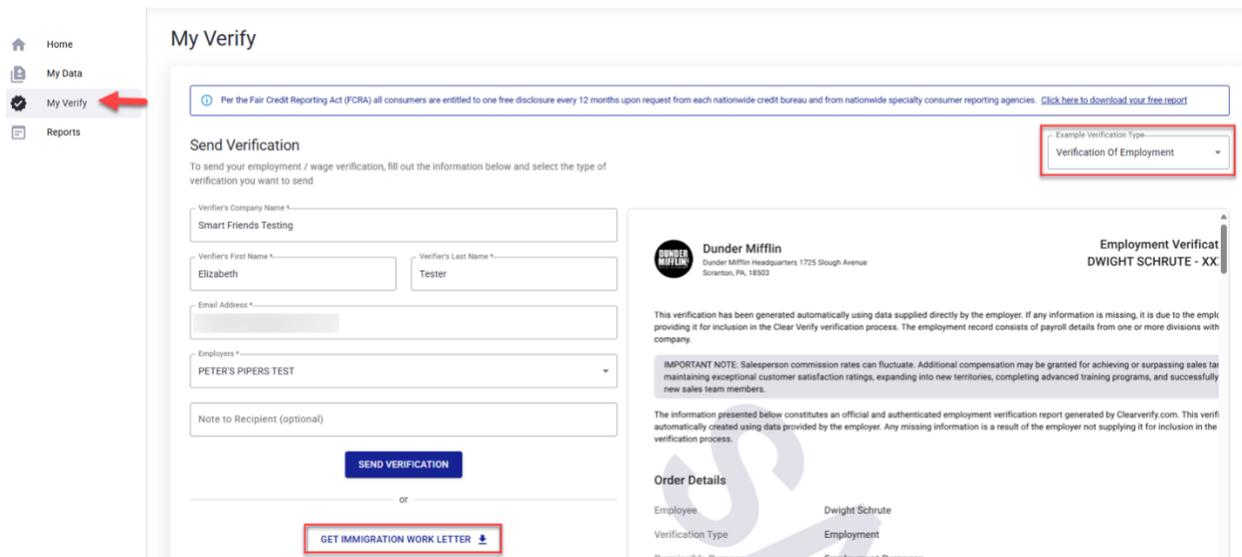


## My Verify

View example verification types, such as Verification of Employment or Verification of Income (Figure 05).

Here you can:

- Complete the form with your verifier's name and company
- Your verifier can obtain your verification by registering for an account on [ClearVerify.com](https://ClearVerify.com)



The screenshot shows the 'My Verify' web application interface. On the left is a navigation menu with 'Home', 'My Data', 'My Verify' (highlighted with a red arrow), and 'Reports'. The main content area is titled 'My Verify' and contains a 'Send Verification' form. The form includes fields for 'Verifier's Company Name' (Smart Friends Testing), 'Verifier's First Name' (Elizabeth), 'Verifier's Last Name' (Tester), 'Email Address', and 'Employers' (PETER'S PIPERS TEST). There is a 'SEND VERIFICATION' button and a 'GET IMMIGRATION WORK LETTER' link. To the right is a preview of the generated verification report for 'Dunder Mifflin' (Dunder Mifflin Headquarters 1725 Slough Avenue, Scanton, PA, 18503) for employee 'Dwight Schrute - XX'. The report includes a disclaimer and an 'Order Details' section listing the employee name and verification type.

Figure 05: My Verify

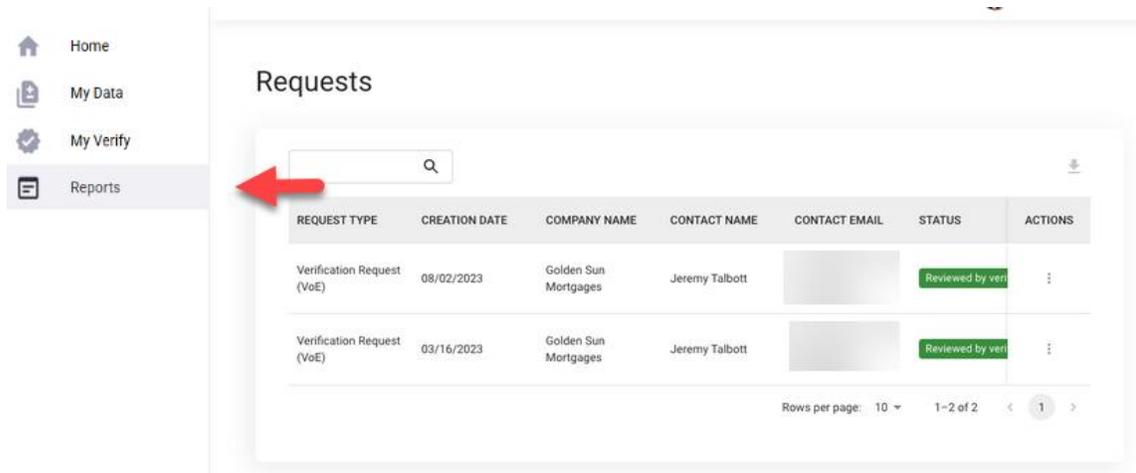


## Reports, Records & Data Disputes

Your reports tab contains all data disputes and verification requests (Figure 06).

Here you can:

- View a record of the date and status of each verification and dispute
- Click the "action" icon to view details of a dispute or verification



REQUEST TYPE	CREATION DATE	COMPANY NAME	CONTACT NAME	CONTACT EMAIL	STATUS	ACTIONS
Verification Request (VoE)	08/02/2023	Golden Sun Mortgages	Jeremy Talbott		Reviewed by ver	
Verification Request (VoE)	03/16/2023	Golden Sun Mortgages	Jeremy Talbott		Reviewed by ver	

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Figure 06: Reports, Records & Data Disputes

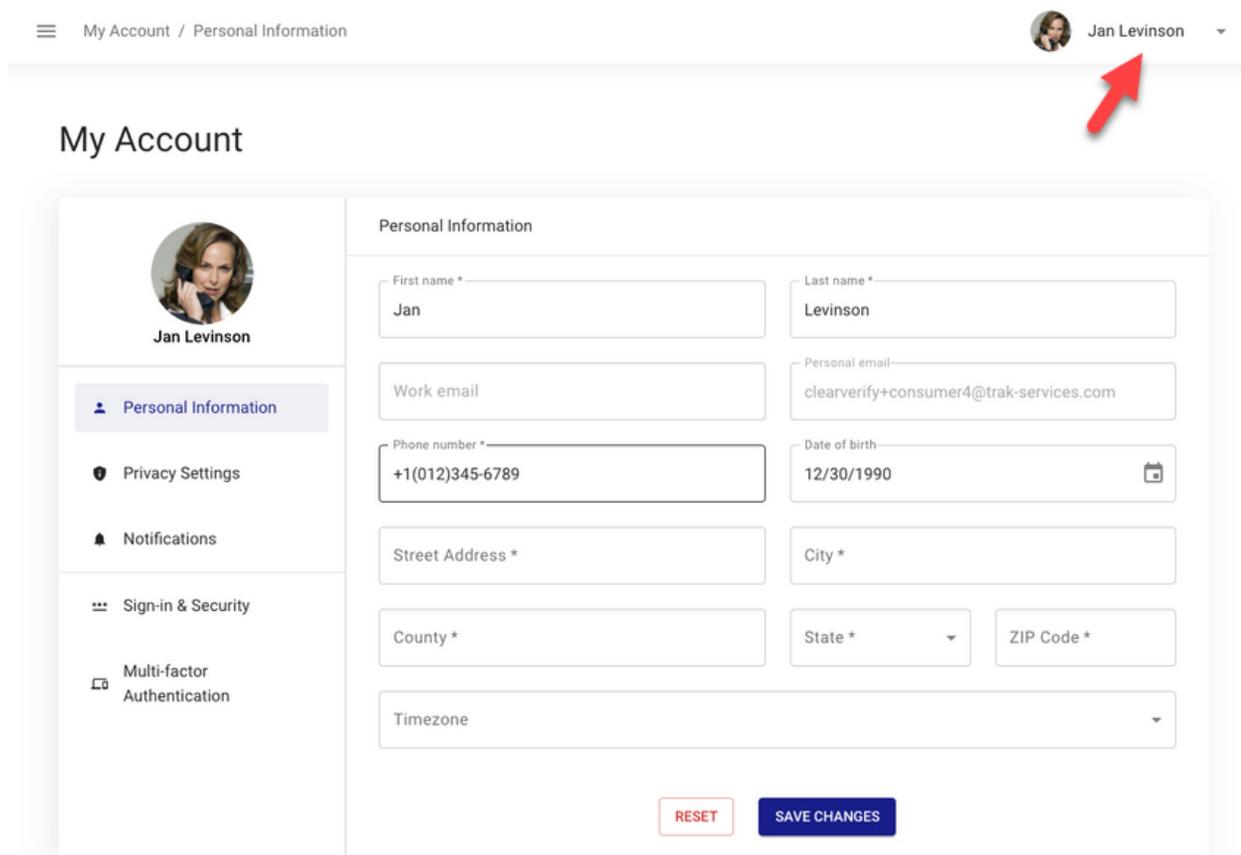


## Account Settings

Find your account settings by clicking on your name in the top right corner (Figure 07).

Here you can:

- Update personal information
- Freeze and unfreeze your account
- Modify notification preferences
- Update sign-in requirements, including multi-factor authentication



My Account / Personal Information

Jan Levinson

### My Account

**Jan Levinson**

- Personal Information
- Privacy Settings
- Notifications
- Sign-in & Security
- Multi-factor Authentication

**Personal Information**

First name \*  
Jan

Last name \*  
Levinson

Work email  
Personal email  
clearverify+consumer4@trak-services.com

Phone number \*  
+1(012)345-6789

Date of birth  
12/30/1990

Street Address \*  
City \*

County \*  
State \*  
ZIP Code \*

Timezone

RESET SAVE CHANGES

Figure 07: My Account

