

Referral Letter to the Social Security Administration (SSA)

For SSA Field Office Staff: Use EV-STAR and See POMS RM 10245.005ff

Employee's Last Name		Employee's First Name	
Employee's Social Security Number		Employee's Month/Year of Birth	
Date Referred to SSA		Case Verification Number	
Reason for this Referral Letter:			
<input type="checkbox"/> SSN does not match: The name and/or date of birth entered for this employee do not match Social Security Administration records.			
<input type="checkbox"/> SSN is invalid: The Social Security number entered in E-Verify is not valid according to Social Security Administration records.			
<input type="checkbox"/> SSA is unable to confirm U.S citizenship: The citizenship status selected for this employee does not match Social Security Administration records.			
<input type="checkbox"/> SSN record does not verify, other reason: The Social Security Administration found a discrepancy in this employee's record.			
<input type="checkbox"/> SSA unable to process data: The Social Security Administration found a discrepancy in this employee's record.			

Instructions for the Employer

IMPORTANT

The employee must sign and date below.

- Review this Referral Letter (in private) with the employee as soon as possible.
- Ensure the name, Social Security number and month/year of birth at the top of this Referral Letter are correct. If this information is incorrect, you must close this case in E-Verify and create a new case with the correct information.
IMPORTANT: If the employee cannot read, you must read this Referral Letter to the employee. If the employee does not fully understand English, and speaks Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with this Referral Letter in one of these languages, found in 'View Essential Resources.'
- You and the employee must sign and date this letter in the space provided below.
- Give a copy of this signed Referral Letter in English to the employee and attach a copy to the employee's Form I-9. Inform the employee that he or she must bring this Referral Letter when he or she visits an SSA field office.

Complete all blank fields below.

Employer's Name	
Employer Representative's Name	
Employer Representative's Phone Number	
Employer Representative's Signature	Date
Employee's Signature	Date

Instructions for the Employee

Why You Received this Referral Letter to the Social Security Administration (SSA)

Your employer participates in E-Verify, a program managed by the U.S. Department of Homeland Security (DHS) and the Social Security Administration (SSA). E-Verify compares the information you gave on Form I-9, Employment Eligibility Verification, with the government's records to verify that you are permitted to work in the United States.

You received this Referral Letter from your employer because E-Verify indicated that the information entered into E-Verify from your Form I-9 does not match SSA's records. You received an 'SSA Notice to Employee of Tentative Nonconfirmation' and you decided to contest. This does not mean that you gave incorrect information to your employer or that you are not permitted to work in the United States.

An SSA Tentative Nonconfirmation may occur if:

- Your citizenship or immigration status changed since you received your Social Security number.
- You did not report a name change to SSA.
- Your name, Social Security number, or date of birth was recorded incorrectly in SSA records.
- There is another type of mismatch with your SSA record.
- Your employer did not enter your information correctly in E-Verify.

What You Must Do

1. Ensure that the name, Social Security number and month/year of birth on the first page of this Referral Letter are correct. Tell your employer immediately if there is incorrect information.
2. You must visit an SSA field office within **8 federal government workdays** from the date of this Referral Letter, by / / (**MM/DD/YYYY**), to resolve your case.

To locate an SSA field office, visit www.socialsecurity.gov/locator or call SSA at 800-772-1213 (TTY: 800-325-0778). If you live in an area where there is a Social Security Card Center, you may be required to visit the Card Center.

Your employer cannot take any adverse action against you based on your decision to contest a TNC or while your case is still pending with SSA. Adverse actions include: terminating or suspending employment, withholding pay or training, delaying a start date or otherwise limiting your employment.

3. **Bring this Referral Letter with you when you visit the SSA field office.**
4. Bring the following **original** documents to the SSA field office, if you have them. SSA must see:
 - a. Proof of your **age**; for example, a birth certificate or passport
 - b. Proof of your **identity**; for example, a driver's license from a U.S. state
 - c. Proof of a **legal name change**; for example, a marriage certificate, if you changed your name since you received your Social Security number and
 - d. Proof of your **work-authorized status**:
 - If you are a U.S. citizen: proof of your **U.S. citizenship**, for example, a Naturalization Certificate, U.S. public birth certificate, or U.S. passport, or
 - If you are not a U.S. citizen: proof of your **work-authorized legal alien status**, for example, a Permanent Resident Card (Form I-551 or "green card"), Employment Authorization Document (Form I-766), or Arrival-Departure Record (Form I-94) showing work-authorized status.
5. **This Referral Letter is important** – save a copy for your records.
6. Tell your employer immediately if any of the information you gave changes as a result of your visit to the SSA field office so your employer can update its records.

For More Information

To contact SSA, call 800-772-1213 (TTY: 800-325-0778) or visit SSA's website at www.socialsecurity.gov. To find an SSA field office near you, visit www.socialsecurity.gov/locator.

For more information on E-Verify, including our privacy practices and program rules, visit the E-Verify website at www.dhs.gov/E-Verify.

Report Violations

If you believe your employer has violated E-Verify rules, or treated you in a discriminatory or unfair manner, we encourage you to report it. To report employer misuse, privacy violations, and general E-Verify complaints, contact the E-Verify Employee Hotline at 888-897-7781 (TTY: 877-875-6028) or e-mail E-Verify@dhs.gov.

To report employment discrimination based upon your citizenship, immigration status, or national origin, or other misuse of E-Verify, contact the Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration Related Unfair Employment Practices at 800-255-7688 (TTY: 800-237-2515). For more information, visit the Office of Special Counsel's website at www.justice.gov/crt/osc.