



human resources

the work number

frequently asked questions

The following provides answers to questions frequently asked by employees about The Work Number.

What is The Work Number?

The Work Number is an automated service providing employees control over their employment and salary/income verifications. This service is used by lenders, property managers, pre-employment screeners and others who need to verify employment status and sometimes, his or her salary as well. Typically, verifications are required when a person applies for a loan or public aid, leases an apartment or applies for a job.

What is a verifier?

A Verifier is a person or organization that is trying to verify a person's employment or income information. Verifiers include such organizations as:

- Mortgage companies
- Pre-employment screeners
- Banks

Can just anyone get my income information from The Work Number?

No. You have to give someone permission to get your income information from the service. Giving permission is an easy process. Go to hr2.chevron.com and choose the **Employment Income Verification** link. Instructions for using The Work Number are posted on that page.

My mortgage company is requesting a verification of salary/income, but they require my authorization. How do I grant them authorization?

Verifiers must first obtain employee authorization before obtaining income information. You (the employee) must go into TheWorkNumber.com to request a six-digit, randomly selected authorization code called a *salary key*. Provide the salary key to your mortgage company, which they will use to request a Verification of salary/income from The Work Number. Go to hr2.chevron.com and choose the **Employment Income Verification** link. Instructions for requesting verification of employment and salary through The Work Number are posted on that page.

What is a salary key?

A salary key is a six-digit number that allows a verifier to view a person's income information. A verifier does not need a salary key if they only need to view your employment information. There are some things you should keep in mind when it comes to salary keys:

- A verifier cannot create a salary key. Instead, they must obtain a salary key from the person whose employment and income information they are trying to verify.
- A salary key only provides one-time access to a person's income data. If a verifier needs to verify a person's income information for a second time (for example, at a later date) then they will need a new salary key.

- If a verifier is trying to view a person's income information for the time they spent with different employers, then the verifier will need a salary key for each of those employers.
- You can only create a total of 3 active salary keys at one time.
- Salary keys expire 60 days after creation.

Whose data is included in The Work Number's verification service?

All current and any former employees with a separation date of 2001 or later. Employment information for former employees that separated in 2000 or earlier, is not available.

How do I gain access to the The Work Number website?

When you go to the TheWorkNumber.com, your initial Personal Identification Number (PIN) has been set with an eight-digit temporary code:

- **The first two digits** of your temporary PIN are equal to your birth month. Enter a leading zero for January through September. For example, if you were born in August, you would enter 08.
- **The next four digits** of your temporary PIN are equal to the last four digits of your social security number.
- **The last two digits** of your temporary PIN are equal to your birth date. Enter a leading zero if your actual birth date was between 1 and 9. For example, if you were born on 5/4/70, you would enter 04.

When will my temporary PIN expire?

Your temporary eight-digit PIN will expire after the first time you use it. You will have to create another, personalized PIN for use thereafter.

How far back can a verifier request employment or income information?

Income can be verified 3 years back and employment from 2001. Prior to 2001, no data will be provided. Chevron only provides information that is in our current payroll system.

Why is my job title incorrect on the verification provided?

In the payroll system, job titles may be generic and may not match your actual title. For example, if you are on a career ladder your job title assigned in the system may be FINANCIAL ANALYST CL #29, when your actual job title is Payroll Analyst. This information is included as a disclaimer on each verification provided to the requestor.

Do I have an option to block my data from being released to my requestors by The Work Number?

Yes, if you would like your data to be blocked and not provided to anyone requesting it through The Work Number, you will need to complete form GO-1875 and send it to Payroll Operations. This form can be obtained on the Forms Management website on the Chevron intranet. The request to block your data will remain in place until you release it in writing.

Please keep in mind that if you do not have access to the Employment Verification option in the Chevron HR system on the Chevron intranet, and you have blocked your data from The Work Number, verifiers will not be able to receive any employment or income information on you. This may impact your ability to secure financial assistance or may impact the timely processing of your loan.

Will my verification be provided with a company logo?

Currently the verifications provided via the Chevron HR system on the Chevron intranet do not include a logo. The Work Number verifications do include the Chevron logo.

What if I lose my PIN to log on to The Work Number website?

Please contact The Work Number at 1-800-367-2884 to obtain a new PIN.

Will I be charged to create a salary key?

No, there are no costs to the employee for this service.