



Frequently Asked Questions About Name/Social Security Number No-Matches

1. *Why did I get a Social Security Administration (SSA) no-match letter?*

SSA no-match letters are sent when there is a difference between the information an employer gives SSA about an employee and the employee's information in SSA's records. Some common causes of SSA no-matches are spelling errors, name changes, employer mistakes when entering data, or misuse of Social Security numbers. A no-match letter alone IS NOT a statement about an employee's U.S. citizenship, immigration status or eligibility to work in the United States.

2. *I received a no-match letter from SSA—what do I do?*

If you are authorized to work and you received a no-match letter from SSA, you should compare your information in the letter to what is written on your Social Security card.

- If the information in the letter DOES NOT MATCH the information on your Social Security card, fill out the form included with the letter and mail it to SSA as soon as you can.
- If all of the information in the letter MATCHES what is shown on your Social Security card, visit your local Social Security office as soon as you can to see why the no-match occurred.

3. *Are all no-match letters from SSA?*

No. No-match letters may come from other government agencies or private businesses, such as health insurance companies and companies that perform background checks.

4. *My employer received a no-match from a source other than SSA—what do I do?*

If you are authorized to work and your employer received a no-match notice from another agency or a company, like a health insurance company, you should ask for a copy of the no-match notice and:

- Contact the agency/company to see if it submitted your correct information to SSA.
- If the agency/company submitted correct information, visit your local Social Security office to see why the no-match occurred.

5. *What rights do I have if I receive a no-match?*

Your employer should not take any action against you (such as firing, suspending or demoting you, or withholding pay, work hours or training) based on no-match information alone. Your employer also should not ask for more documents, or require you to fill out a new Form I-9, based on a no-match notice. If your employer does any of these things, you should contact our office toll free at 1-800-255-7688.

6. *Apart from giving me information about my no-match, what else should I expect from my employer?*

If you are authorized to work but have a no-match issue, you should expect from your employer:

- A reasonable period of time to resolve the no-match issue.
- Equal treatment in response to no-matches, regardless of your citizenship status or national origin.
- The ability to continue working while you resolve the no-match issue.
- Periodic discussions with your employer on whether you have resolved the no-match issue.

7. *Where can I get more information about no-matches?*

The Social Security Administration has answers to frequently asked questions about SSA no-match letters at http://ssa-custhelp.ssa.gov/app/answers/detail/a_id/1127 and http://ssa-custhelp.ssa.gov/app/answers/detail/a_id/2199/kw/2199. For questions or help on how to respond to no-match letters or similar notices, call our office toll-free at 1-800-255-7688 or visit <http://www.justice.gov/crt/about/osc/pdf/publications/SSA/FAQs.pdf>.



Office of Special Counsel for Immigration-Related Unfair Employment Practices

U.S. Department of Justice Civil Rights Division

Name and Social Security Number (SSN) “No-Matches”; Information for Employees

WHAT YOU SHOULD KNOW:

- Name/Social Security Number (SSN) no-matches can come from the Social Security Administration (SSA), other government agencies or private companies.
- If you or your employer receives a no-match letter from SSA, the letter will have instructions on what to do.
- If you or your employer receives a no-match notice from other government agencies or private companies, you should check the information that the agency or company gave to SSA. If the information is correct, contact SSA to see why the no-match occurred.
- Name/SSN no-matches can be caused by incorrect or outdated information.
- It is your responsibility to update your record with SSA as soon as possible after you become a U.S. citizen or after a name change because of marriage, divorce, or any other reason.
- Your employer may ask you what you have done to try to fix a no-match.

YOU SHOULD ASK YOUR EMPLOYER:

- For written information explaining the no-match.
- To check that your employer has your correct name and SSN in its records.
- To keep working while fixing your no-match.
- For enough time to gather documents and fix your no-match.
- To be treated the same as other employees, regardless of your citizenship status or national origin, when resolving your no-match.

YOU SHOULD CALL OSC’S HOTLINE AT 1-800-255-7688 IF YOUR EMPLOYER:

- Asks you to complete a new Form I-9 based only on the no-match notice before giving you a reasonable period of time to correct the no-match.
- Does not let you work or cuts your pay/hours based only on the no-match.
- Does not give you a reasonable time to fix the no-match.
- Follows different no-match procedures for employees based on their national origin or citizenship status.
- Requires you to produce an SSA or any other government document because of the no-match.

Office of Special Counsel for Immigration-Related Unfair Employment Practices
Toll free worker hotline: 1-800-255-7688 (Monday-Friday, 9am-5pm ET) Interpreters are available
<http://www.justice.gov/crt/about/osc/>

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