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### What is The Work Number?

**THE WORK NUMBER®** is a service of TALX Corporation that provides associates with an automated process to handle employment verifications. It allows our associates to have their employment and salary verified within a matter of minutes. This fast, secure service is used for mortgage applications, reference checks, loan applications and apartment leases; anything that requires proof of employment. It is quick, accurate, and best of all it's easy.

Requested information is printed directly from their website at [www.theworknumber.com](http://www.theworknumber.com) or voiced and/or faxed to verifiers who would access the system through an 1-800 number.

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### What information is provided?

Employers contract with TALX to handle employment verifications for all associates paid by that employer, using data from their payroll files that will be sent to TALX after each payroll run. The information will allow TALX to provide:

- Name
- Most recent hire date
- Termination date (if no longer employed)
- Total time with Mesa Air Group
- Job title
- Rate of Pay
- Gross earnings for current year to date, including base pay, overtime, bonuses, and commissions.
- Gross earnings for last year and two years past, including base pay, overtime, bonuses, and commissions.

Data for associates who terminated in 1999 through present will be on the system.

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### How does it work?

The process of obtaining employment and salary information through **The Work Number®** is easy.

1. Mesa Air Group Payroll provides updated employment and salary information files to The Work Number® after each payroll cycle.
  2. The associate provides the verifier his/her social security number, our company code, and a Salary Key (if they want to allow the verifier obtain their salary).
  3. The verifier contacts **THE WORK NUMBER®** and enters the company code, the associate's SSN, and the **Salary Key** (if they are requesting salary information). The verifier can contact **THE WORK NUMBER®** via the Internet or 800 number.
  4. The Internet displays/service voices the information. If the verifier accesses the data via the web site, he/she is able to print a copy of the verification from his/her desktop. If the caller enters a fax number at the phone prompt, the system automatically sends a fax with all the information.
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**How does an Employee get a Salary Key to allow access to their income data?**

When associates provide verifiers with a Salary Key, they are giving the verifier permission to access their salary information.

A Salary Key is not required if the verifier does not need salary information. Employment only verifications do not require a Salary Key. Employment verifications include job title, total time with company, and start or termination date. 65% or more of our verifications will be Employment only, requiring no **Salary Key**.

For Employment and Income verifications, to generate a Salary Key, the associate goes to the web site at [www.theworknumber.com](http://www.theworknumber.com) or dials 1-800-EMP-AUTH (1-800-367-2884). He/she will be prompted to enter the company code and personal identification number (PIN). After passing through this security, the system will generate a 6-digit random number and communicate it to the associate. The Salary Key is valid for **one salary verification by one verifier**. The associate must establish a new Salary Key for each verifier as needed, and may have up to three codes active at one time.

**How does an Associate get a Personal Identification Number (PIN) that is required to obtain a Salary Key?**

**PIN = Date of Birth** For example, if the associate was born on February 1, 1965, the PIN is 02011965.

**Why did we decide to outsource employment verifications?**

Currently, Payroll bears the cost of processing employment verifications, including time, labor, fax and postage charges. Using **THE WORK NUMBER®** virtually eliminates this processing cost for Mesa Air Group.

The verifiers will pay a fee to receive employment and/or salary information. Typically, this charge will be less than \$10 per verification. The practice of paying a fee for employment verification is widely accepted and generally taken from the loan-processing fee that most lending institutions or property managers charge for loan or rental applications. Our associates are not charged any additional fees for this service.

If you receive any questions regarding the fees or services of **THE WORK NUMBER®**, you must immediately direct the inquirers to call **THE WORK NUMBER®** Customer Service Team at 1-800-996-7566. It is not your responsibility to explain how these procedures work to verifiers.

**What are our responsibilities?**

Even though we will communicate these new procedures to every associate, we know that most associates will still have questions about how to obtain employment verification when they need one. Here is what will make **THE WORK NUMBER®** a success.

1. You may begin to use **THE WORK NUMBER®** immediately. However, you will need to explain the program to associates who have not yet received word of the procedure.
2. Frequently remind associates of these new procedures through newsletter articles, new associates orientation, etc.
3. Direct associates to the service whenever employment verification is requested. We encourage you to utilize this service as much as possible. Our goal is to provide a confidential, high quality, fast service to our associates and verifiers. **THE WORK NUMBER®** does this for us.
4. When you receive an employment verification request, forward to Payroll as is current procedure. Payroll will return the request to the verifier along with instructions on how to use **THE WORK NUMBER®**. Remember that the verification can be completed instantly with the proper codes, so you are not delaying the process by returning the request.

5. Terminated associates will be maintained on this system for two years from their termination date.
6. If the verifier or the associate has any questions, or needs additional instructions on how to use the system, refer them to **THE WORK NUMBER**<sup>®</sup> Client Service Center at 1-800-996-7566. The Client Service Center is available Monday through Friday, 7:00 a.m. to 8 p.m. Central time.

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**What about  
Social Services  
Verifications?**

States and agencies may contact **THE WORK NUMBER**<sup>®</sup> at [www.theworknumber.com](http://www.theworknumber.com) or 800-660-3399 to receive automated access to Social Service verifications. These verifications are not voiced but are faxed directly to a registered fax in the agency office.

**Examples of State Social Service Programs:**

- ◆ Food Stamps
- ◆ Aid to Families with Dependent Children (AFDC)
- ◆ Temporary Aid to Needy Families (TANF)
- ◆ Medicaid
- ◆ Women, Infants and Children (WIC)
- ◆ Housing Program

State agencies and agency names may vary. State agencies will receive the following information; name, address, YTD earnings and two past year gross earnings *totals*, associate home address, Medical / Dental Insurance Status & Carrier, last 12 pay period dates, hours worked, and gross wages.

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**Would you like a  
demonstration of  
the system?**

To hear a demonstration of the system, call 800-748-3366 and follow the prompts. The necessary codes are provided on the Quick Reference Guide. You may also get more information off the web site at [www.theworknumber.com](http://www.theworknumber.com).

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If you have questions about this system, please call **THE WORK NUMBER**<sup>®</sup> Client Service Center at 800-996-7566.