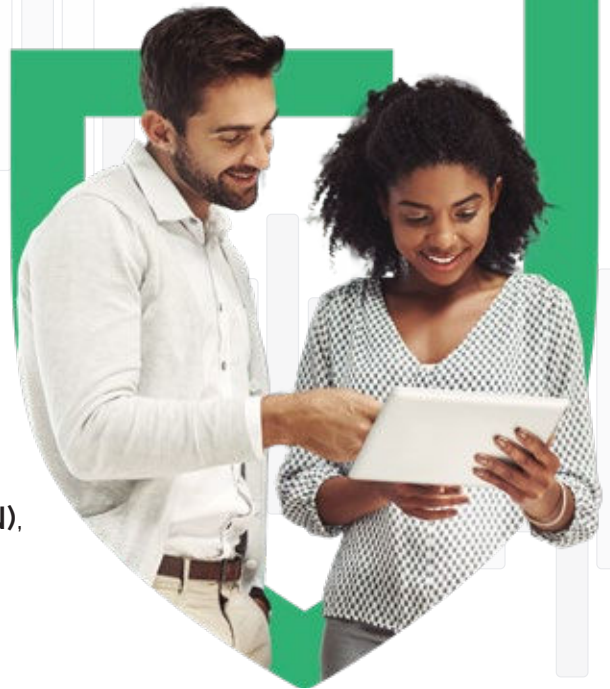




# When did outsourcing employment and income verifications (VOIE) become such a *problem*?

Despite outsourcing to Equifax/The Work Number (TWN), the dominant VOIE provider, your "solution" may have created new issues.



## Ask yourself these 6 questions:



Is it a hassle to maintain TWN's bulk data transfer schedule or deliver the required data files each pay period?



Is your staff constantly interrupted by inbound calls requesting report clarifications?



Are you comfortable with all your highly personal employee information being shared every pay period?



Do payroll updates break the process?



How would you grade your relationship with TWN?

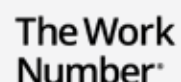


If you outsourced, why are you still doing all this work?

If you are experiencing issues after outsourcing VOIE, we want you to know there's a **Better Way**! Let's explore how



compares to



## ISSUE



The Work  
Number®



We get many follow-up requests to clarify earnings details and explain missing details.

TWN reports all earnings in **only 5 categories**. All non-standard income is bucketed into "Other."

The TWN system can't mirror a W-2 and is unable to accommodate unique or complex employment situations, such as an employee with multiple positions.

These weaknesses prompt a high volume of follow-up calls from lenders seeking clarifications.

Vault Verify provides **fully configurable** output reports with **unlimited pay categories**, to mirror any complex compensation model and unique report needs.

With **accurate and complete** reports, follow-up calls are virtually eliminated.

- Configure a report **one time** for your exact compensation model, and **never** worry about it again!
- When you have a change (new earnings code, etc.), Vault Verify adjusts quickly.

My reported data is often stale, incomplete, or inaccurate.

**File-based data** is only as fresh as the most recent file transmission. Bulk transfers become outdated quickly, often stale by days or even weeks.

File-based data leads to **inaccurate and out-of-date** VOIE reports, which drive constant interruptions requiring your staff's time and attention. Lending or hiring decisions based on inaccurate data may **negatively impact** your employees.

The **Vault EDGE Gateway** is a **real-time API** that provides real-time data with consent. All valid requests are compiled in real-time, to generate **up-to-the-second accurate** VOIE reports.

New clients **gain productivity**, which is probably why you outsourced in the first place!

Plus, Vault Verify's unique revenue-sharing model provides ongoing financial incentives to your organization.

- Eliminate **hundreds of hours** of wasted manual labor annually, replying to re-verification callbacks and answering compensation clarification requests.
- Reduce risk of **faulty decisions** based on outdated inaccurate, or incomplete data.
- Through revenue sharing, labor cost avoidance, and liability cost reduction, Vault Verify services provide **instant ROI** to our clients.

I'm very concerned about external mass data storage.

Antiquated delivery mechanisms require constant "**proactive mass exporting**" of your entire employee data set every pay period.

After each mass export, your employee data is then **stored offsite indefinitely**, outside your control. This sensitive PII is protected only to the extent that TWN protects its data. This approach adds **significant unnecessary risk** of data exposure.

An individual employee's record is retrieved from your HCM/payroll platform **on demand**, only after that employee sanctions our sharing of a report to an authorized verifier which we have pre-credentialed.

Once report delivery occurs, the PII is deleted from our systems permanently. **No data storage** means **no risk** of mass exposure.

- Why share ALL your data? **On-demand, real-time** data retrieval is the modern solution.
- Reduce unnecessary data exposure **99%**, mitigating **millions of dollars** in potential liability costs.

<p>When I give up data control, I worry about our employees' PII being overshared or overused.</p>	<p>TWN's fine print claims permission to disclose data to a <b>broad list</b> of acceptable third parties, including collection agencies, consumer data resellers, data brokers, marketing companies, advertising networks, retail merchants, parties to litigation, etc. TWN is a registered <b>data broker</b>, and shares employee data for a fee beyond the employer's intended use, often lacking recent, relevant employee consent.</p> <p>In an average year, only 1 in 5 active employees will require a verification. TWN verification volume logs often indicate data usage far beyond typical verification rates among an employee base (10x the expected volume). This is evidence of <b>extensive data usage for non-verification purposes</b> – an HR tech vendor grabbing more profit at the expense of your employees' privacy.</p>	<p>Vault Verify only accesses and releases employment and income data to a few credentialed categories of VOIE requestors (lenders/financial institutions and government agencies). Requests are fulfilled only when the verifier demonstrates permissible purpose, and we have recent, relevant employee consent.</p> <p>We follow a "<b>Least Privilege</b>" policy, limiting our data access and processing to what is necessary to complete the VOEI report.</p> <p>Self-regulated by our published Data Privacy Pledge, we are contractually committed to <b>never use, share, resell, or monetize your data</b> beyond the single employee-consented use.</p>
--	---	---

- A "Least Privilege" policy for personal data is increasingly important as new privacy legislation holds **employers accountable for protecting employee records**.
- Vault Verify will help you redesign and then maintain vendor compliance, which will **future-proof** your external data sharing methods. Peace of mind at last!

<p>When bundling Equifax services, I am stuck with poor-performing service options</p>	<p>Contracting with Equifax's broader portfolio of HR services may weaken your overall HR processes:</p> <ul style="list-style-type: none"> <li>• With Unemployment CaseBuilder, you have outsourced but are still doing all the work. An inefficient process still requires internal staffing.</li> <li>• I-9 HQ has an imperfect compliance record and lacks innovation, resulting in inadequate flexibility and sub-standard configurability for customers.</li> <li>• Equifax's Tax Credits service typically only offers access to pooled call center resources, with no dedicated program manager.</li> </ul>	<p>Accessing multiple services through the Vault EDGe Gateway enables vendor-neutral selection among "<b>best of breed</b>" HR service offerings:</p> <ul style="list-style-type: none"> <li>• I-9 Compliance</li> <li>• Unemployment Claims Management</li> <li>• Tax Credits</li> </ul> <p>Your team can <b>gain huge</b> efficiencies from monitoring <b>employee lifecycle triggers</b>:</p> <ul style="list-style-type: none"> <li>• New hires &amp; exits</li> <li>• Title &amp; income changes</li> <li>• Demographics change</li> </ul>
--	---	---

To view our current list of partner services, please visit [vaultverify.com/partners](https://vaultverify.com/partners).

<p>TWN's Client Service Center is notoriously weak.</p>	<ul style="list-style-type: none"> <li>• The Client Service Center is hard to reach and slow to respond.</li> <li>• Data adjustments are difficult and take a long time.</li> <li>• File transfer issues are frequent.</li> <li>• The ticketing system is cumbersome, time consuming, and there is an inadequate escalation process.</li> <li>• Reps have a high turnover, with no single point of contact.</li> </ul>	<p>Our <b>99% client retention rate</b> reflects the fact that, since 2014, Vault Verify always puts our clients first. When you need help, you'll always speak with professional, USA-based client support specialists.</p> <p>Our customized, <b>easy-to-use</b> employee and administrative portals can be accessed anytime, with no PIN codes or salary keys required.</p>
---	--	--

- HR/payroll administrators and employees are unable to view all consent forms or verification output reports. Not all transactions are available – limited transparency.
- Employees can't see their own data reports (as provided to lenders and requestors).

A full audit trail with every verification transaction record is available **24/7/365 - 100% transparency**. Our portals were completely redesigned in 2024, with your satisfaction in mind.

Let us show you why our team gets consistently high client satisfaction scores - we'll make a VV fan out of you!

With a changing patchwork of state laws, I'm always concerned about staying in compliance.

The California Privacy Rights Act (CPRA) is the strictest privacy law currently within the U.S. Employers have an obligation to maintain employee data security and are held liable for any exposure incidents, with stiff penalties.

TWN, as a division of a credit reporting bureau, is exempt from the CPRA. However, **the employer is still responsible for any potential exposure or illegal use by any third-party vendor.**

Additional Considerations:

- TWN does not enable a full employee opt-out.
- In your InfoSec reviews, security audits may uncover concerns about data privacy.
- Your data is co-mingled among other employers' data within Equifax, making it attractive to bad actors.
- Equifax has a history of data breaches and fines.
- Once TWN has your data, it is considered theirs to keep, monetize, or sell.
- TWN has no data retention limit – your data is not deleted even after contract termination.

You can have full confidence that Vault Verify stays **100% compliant** with all state laws, as well as the terms of future federal legislation.

Your company will benefit in several ways:

- Our **on-demand, real-time API** to future-proof your HR/payroll system.
- A "**Least Privilege**" policy that minimizes data access.

**No data storage**, which greatly reduces exposure risk.

At Vault Verify, we affirm that it's your data, and you should **always maintain 100% control**.

I don't like my TWN service, but I am under contract and "stuck" until renewal.

TWN contracts appear to **lock in** clients with multi-year contracts, and auto-renewal clauses. Due to the terms, dissatisfied TWN clients stay while awaiting a window of opportunity to compare services and switch.

Vault Verify has worked with many former TWN clients, and have helped with transitions:

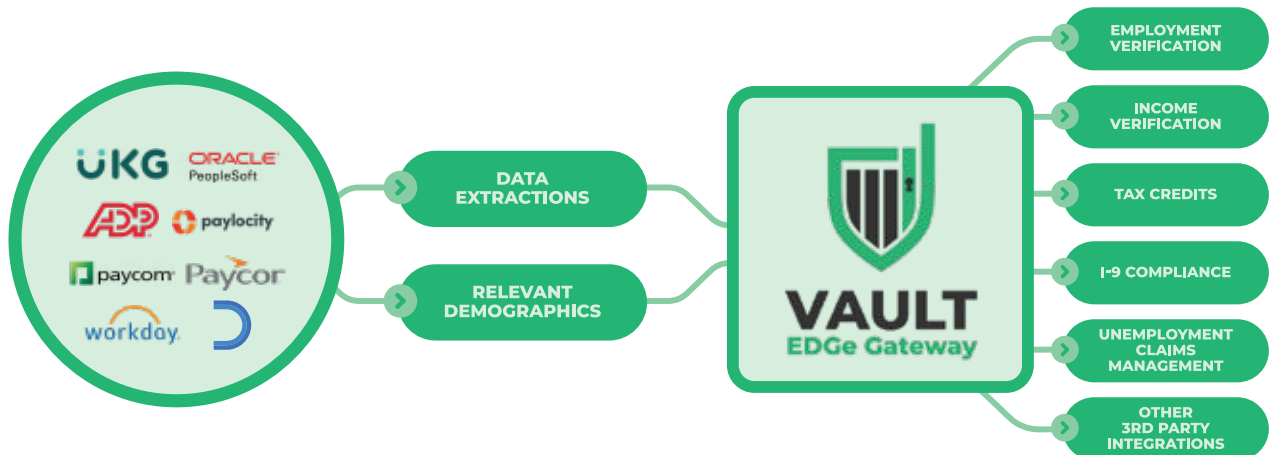
- Listing steps to turn off your data flow to TWN.
- Running parallel services for your remaining contract term.
- Helping to determine the legal basis for terminating a TWN contract.

Don't feel "trapped" in a bad HR tech services agreement!



- ✓ At Vault Verify, setup, training, and implementation are completely free.
- ✓ There are no monthly or ongoing fees. Vault Verify earns its revenue from verifier service fees. Our service is always 100% free to employers and current employees.
- ✓ With Vault Verify's rapid implementation process, our typical customer goes live within 30 days.
- ✓ We believe in data minimization, and therefore only access the data when there is a valid business reason.
- ✓ Our data practices are in full compliance with SOC 2, FCRA, CPRA, and all legislation.

## THE BETTER WAY



1:1 retrieval only as needed

### Certified & Secure



Scan to watch our Explainer Video

Want to Learn More?  
 Contact your Vault Verify Representative:  
 Call 407.378.6203 | [info@vaultverify.com](mailto:info@vaultverify.com)  
 Visit [www.vaultverify.com](http://www.vaultverify.com)

