

# Salary and Employment Verification

## Overview

Employee salary and key employment dates can be verified through self-service by calling the People First Service Center (PFSC) at 866-663-4735. This verification can be made by the employee or they can enable a third party (e.g., auto or home loan agents, prospective employers) access to this information by creating a PIN number through the People First Interactive Voice Response (IVR) system.

## Definitions

*The following are definitions regarding the salary and employment verification process:*

- Current employees – Employees that are presently employed by the State of Florida or have been separated less than 30 days from employment.
- Former employees – Employees that separated after November 1, 2004 and have been separated for more than 30 days.
  - Former employees separated before November 1, 2004, must contact their previous agency Human Resource office and speak to a representative to obtain their employment and salary information.
- Continuous Hire Date – The continuous hire date from the employee's key service date record.
- Salary Information – Includes base annual salary (does not include overtime (OT), bonuses, pay additives, etc.) and pay frequency.

## Authorization

All current employees with a People First Login ID can verify their salary and employment status or create a PIN number allowing outside contacts to verify their information by using the automated self-service option of the IVR. If requesting the information in writing, the request can be made by calling the PFSC, submitting the request in People First using the Document Submission process or by mailing the request. The case team will process the request and mail it to the requestor.

## Process Steps

*IVR Process – Current employee verification of employee information by using the automated process:*

1. The employee contacts the PFSC (1-866-663-4735) to generate a PIN number through the automated section of the IVR. Employee selects option 2 for the automated service on the main menu.
  - a. The employee will be asked to enter their People First Login ID, the last five digits of their social security number and date of birth (using MM/DD/YY format).
  - b. Select option 5 for Employment or State Salary Verification from the next menu choices.
  - c. The employee then selects option 1 for Employment & State Salary verification or option 2 for Employment only verification. The employee will be asked to confirm the information by selecting 1. When the information has been confirmed, a PIN number will be provided as well as the phone number for a third-party vendor to call

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and use the PIN number to obtain the information. If the data is not accurate, the employee should select option 2 and they will receive a message to contact their agency human resource office to have the information corrected.

- d. Once a PIN number has been assigned, it is the employee's responsibility to relay the toll-free phone number (866-221-0269) and their PIN number to the third party.
- e. The third party calls the toll-free number (866-221-0269). They must have the PIN number provided to them by the employee.
- f. The third-party will be prompted to enter the PIN number to receive the information.

### *Document Submission Process – Current employee verification of employee information by using the People First system:*

1. The employee can submit the written authorization request using the online submission process in People First.
  - a. Employee will log in to People First, then click the Submit icon at the top right of the screen (next to Log Off).
  - b. Select the new option. From the document type drop down menu, select the document type of "Employment Verification Form". Add the necessary notes in the comments section. Attach the employment verification form in the attachments section, then click the Submit button.
  - c. People First will assign the request to the appropriate area for review and processing. The form will be mailed to the sender.

### *Former Employee Process – Former employee (gone from employment more than 30 days, including retirees):*

1. The former employee contacts the PFSC (866-663-4735) and selects 2 for the automated service.
  - a. If the caller is a former employee that did not continue benefits through the State of Florida as a retiree, you will be asked to enter your People First Login ID#. Once entered, then you will be transferred to an agent. If the caller does not know their Login ID#, the system will ask for the login ID# three times and then transfer caller to an agent if there is no response.
  - b. If you are a former employee who did continue benefits through the State of Florida, you will select option 2 for Employment Service Date Verification from the main menu. Enter your People First Login ID#, the last five digits of your social security number and your date of birth (using MM/DD/YY format).
  - c. If the former employee separated before November 1, 2004, and is not a State of Florida retiree, they will hear a message instructing them to contact their former agency Human Resources Representative. If the former employee is a State of Florida Retiree separated before Nov. 1, 2004, they are instructed to contact the Division of Retirement.

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## *IVR Process – Third party verification of employee information:*

1. The third party calls the toll-free number (866-221-0269). They must have the PIN number provided to them by the employee.
2. The third party will be prompted to enter the PIN number to receive the information.

## *Mail request:*

1. The employee or company can submit the written authorization request to the PFSC.
  - a. The following information must be included on the authorization request:
    - i. Employee's signature
    - ii. Employee's full name
    - iii. Employee's People First Login ID or last five digits of the social security number
    - iv. Name of the company (third party) that is making the inquiry regarding the employment / salary status
    - v. General type of transaction, (e.g., auto loan, home loan, mortgage).  
Note: A mortgage request will be completed and mailed within three business days of receiving the request. All other requests will be completed and mailed within 10 business days of the request.
  - b. The written authorization request must be mailed to:

People First Service Center  
Post Office Box 6830  
Tallahassee, Florida 32314
2. Once the written request is completed, PFSC will mail the information to the company address listed on the form. If the company address is not listed on the form, PFSC will call the employee to obtain the company's address. If the employee cannot be reached, PFSC will mail the information to the employee's mailing address.