



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

1. Why did I get a Social Security Administration no-match letter?

Social Security Administration (SSA) no-match letters are sent when there is a difference between the information an employer gives to the SSA about an employee, and the information on record within the SSA's system. Some common causes of SSA no-matches are spelling errors, name changes, employer mistakes, or misuse of Social Security numbers. A no-match letter alone IS NOT a statement about an employee's immigration status or work authorization.

2. What other types of organizations would tell me or my employer that my Social Security information is wrong?

Other types of no-match notices may come from private businesses, such as health care providers, and companies that perform background checks or other types of personal investigations.

3. I am work authorized and I received a no-match letter from SSA—what do I do?

If you are work authorized and you received a no-match letter from the SSA, you should review the information in the letter, and compare it 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, you should fill out the form included with the letter, and mail it to the SSA as soon as you can.
- If all of the information in the letter MATCHES what is shown on your Social Security card, you should visit your local Social Security Office as soon as you can to see why its records are wrong.

4. I am work authorized and my employer received a no-match from a source other than SSA—what do I do?

If your employer received a notice from another agency or a company, like a health care provider, you should:

- Ask your employer for information about which agency or company gave the no-match.
- Ask to see the letter or notice, and ask for the contact information of the person your employer spoke with.
- Double check the information your employer submitted to the agency/company to make sure it is correct.

5. Is my employer allowed to fire me, threaten my job, ask to see my documents, or require that I fill out a new Form I-9, based on a no-match?

No. Your employer should not take any action against you (such as firing, suspension, or demotion) based on no-match information alone. Your employer also should not ask you for more documents, or require you to fill out a new Form I-9, based on a no-match. If, because of a no-match, your employer does any of these things and you believe you were discriminated against based on your national origin or immigration status, you can contact the Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC) at 1-800-255-7688.

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

If you are work authorized and you have a no-match issue, you can expect the following from your employer:

- A reasonable period of time in which to resolve the no-match issue.
- Equal treatment to other employees who have received no-matches, regardless of citizenship status or national origin.
- The ability to continue working while you resolve the no-match issue.
- Periodic discussions with you to find out whether you have resolved the no-match issue.

7. I still have a lot of questions—where can I get more information about no-matches?

The Social Security Administration has frequently asked questions about SSA no-match letters that can be found online at http://ssa-custhelp.ssa.gov/app/answers/detail/a_id/1127 and http://employer-ssa.custhelp.com/app/answers/detail/a_id/2199/. For questions or help on how to respond to no-match letters or similar notices, you can also call the Office of Special Counsel for Immigration Related Unfair Employment Practices toll-free at 1-800-255-7688.