Experian Verify
Workflow Reference Guide

Standard Business Hours – Our live support business hours are from 9:00 am to 7:00 pm eastern time, Monday through Friday (excluding US holidays). 98% of our total verification requests are received during our business hours.

Fulfillment Times – Most employment verification requests are fulfilled instantly through the online request process. For your employee's privacy and security, income requests are completed within one hour of receiving the employee signed authorization document during standard business hours.

Customer Support – Support representatives are available during standard business hours to respond to user inquiries via phone **(404)-382-5400** and email at **verify.support@experian.com.**

Commercial Requests: when submitted via www.experianverify.com, a verification of employment **is returned immediately to the verifier**. A verification of income requires the Verifier to upload the borrower's signed authorization. Once approved, the verification of income is generated. The verifier receives a notification that the report is now available.

The following information is required for a verifier to submit a request:

- Employer Name
- Employee Full Name
- Employee Full Social Security Number
- Signed Authorization by Employee (if income is requested)

Social Service Requests: when submitted via www.experianverify.com, a verification of employment and income is returned immediately to the social service verifier. If faxed to 404-829-1336, uploaded through the Employer Portal or emailed to verify@experian.com, the Experian Verify Customer Support team will process these requests within one (1) business day. The report is returned to the requesting agency by mail, fax, or email. These can be submitted by the agency, employer, or employee directly for fulfillment.

Employee Requests: Employees can register on the Experian Verify Employee Portal to request a verification of employment & income report or letter.

*If you have escalated questions or concerns, please reach out to your Customer Success Manager:

:::experian.
employer services