

# Employment and Income Verification

## Top 10 Frequently Asked Questions



*Answers to employee questions  
and links to more information*



### **What is “The Work Number”?**

The Work Number is a registered trademark of the TALX Corporation and is the vendor Phillips 66 selected to perform employment and income verifications for active and former employees. The Work Number provides improved employee service, automation and cost savings for Phillips 66. For instructions on how to use the Work Number, go to [www.theworknumber.com](http://www.theworknumber.com) and select the employee option.

### **How do I contact the Work Number?**

The Work Number is available by accessing the above website or by telephone at any of the following numbers:

- 800 - 367-2884 – Employees and former employees (automated voice system)
- 800 - 996-7566 – Client Service Center; Weekdays 7:00 a.m. – 8:00 p.m. (Central)
- 800 - 424-0253 – For hearing impaired; Weekdays 7:00 a.m. – 8:00 p.m. (Central)
- 800 - 367-5690 – Verifiers only (automated voice system)

The Phillips 66 Employer Code, 14844, is needed to access information.

Active employees can also access the Work Number online through HR Express on the “My Personal Info” page.

### **Why is Phillips 66 using the Work Number to provide automated employment and income verification?**

Previously, this was handled manually through telephone menus, faxes or mail and was both time-consuming and vulnerable to errors. The Work Number saves employee time and reduces the company’s risk of liability from providing erroneous or unauthorized information. Verifiers get immediate access to accurate and secure information, and employees get a quick turnaround service that is free for them to use.

### **When is employment and income verification usually needed?**

This information is often required when buying a home, renting an apartment, buying or leasing a car, establishing credit, applying for a loan or for pre-employment screening.

### **Who is considered a verifier?**

Any lending institution, property manager or other business that needs to verify employment or income of an employee can use the Work Number service.

**What information do I need to provide the verifier in order to use the service?**

For proof of employment, provide verifiers with the Phillips 66 employer code 14844, your Social Security number and the Work Number's phone at 800-367-5690. Verifiers also may use [www.theworknumber.com](http://www.theworknumber.com). For proof of employment plus income, provide the verifier with the Phillips 66 employer code 14844, your Social Security number and a six-digit number called a "Salary Key."

**What is a "Salary Key" and how do I create one?**

A Salary Key is a six-digit number that allows one-time access to your salary information. The employee creates a Salary Key by accessing the Work Number by Web or telephone. Select the employee option and log in with your Phillips 66 employer code (14844). Then enter your Social Security number and an eight-digit PIN. Your PIN consists of the last four digits of your SSN, your two-digit birth day and two-digit birth year, *example: for someone born June 2, 1969, the PIN – with XXXX representing the last four digits of your SSN – would be XXXX0269*. Select the "Create a Salary Key" option and select whether you want an email notification when your Salary Key is used. Finally, write down the six-digit Salary Key number. Give the person needing proof of your employment plus income your six-digit Salary Key, which they may use one time and within three days of the creation date in order to access your salary information. The Salary Key will expire after three days, even if it has not been used.

The Work Number website provides a demo of this process and a link can be found in the lower right hand corner of the employee page under "Additional Information".

**What period of employment or income verification is covered for former employees?**

Beginning June 1, 2012, the Work Number will receive a weekly file which will include basic employment data for Phillips 66 active employees. The Work Number will have access to the previous 18 months of income data.

**Can I change my PIN?**

Yes. Initially, you must log in by using the last four digits of your Social Security number, your two-digit birth day and the last two digits of your birth year. After that initial log in, you'll have flexibility to change your PIN as many times as you desire.

**Are there other types of verifications that will not be handled by the Work Number?**

Yes. Some verification requests are not related to loans or employment and will be handled by HR Connections at Phillips 66. Examples include child support inquiries requiring employee benefit information or veterans requesting information for assistance from the Americans with Disabilities Act.

**What number do I call if I have questions about unemployment?**

A state agency requiring separation or claim information for a former Phillips 66 employee may call the company's employment services vendor (TALX) at 800-829-1510 or by fax at 866-207-2343. TALX office hours are weekdays 9 a.m. to 6 p.m. (Central).

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*The answers in this document provide general information. Employees should discuss any personal situations with their supervisors and/or appropriate HR representatives. All policies and procedures may change from time to time, and those changes may alter responses to given topics. Every effort has been made to ensure the accuracy of benefits information in this document. However, if any conflict arises between this document and the official plan documents, including the Summary Plan Description, the official plan documents will govern.*