



Frequently Asked Questions for Experian Verify

What is Experian Verify?

A service provider for income and employment verifications. Experian Verify is formerly known as uConfirm.

Why is Ball State using Experian Verify?

Ball State is using Experian Verify to improve the employee experience with much faster response times. Experian Verify is quick, accurate, and secure. This service will respond within one hour to commercial requests or within one day for social service requests. Engaging a third-party vendor for verifications is a strategic way to reduce costs, increase efficiencies with faster response times, and improve productivity related to our mission of people.

Do other Universities use Experian Verify?

Yes. Purdue University, Kent State University, Sam Houston State University, Austin Peay State University, Rutgers University, City Colleges of Chicago to name a few.

What type of service does Experian Verify offer?

They offer income and employment verifications for commercial and social service purposes.

Does Experian Verify charge a cost for their services?

There is zero cost to the employee or the University from Experian Verify.

Experian Verify does charge a fee to their commercial verifiers, however they do not charge social service verifiers.

What is a commercial request for income and employment verification?

A commercial request for income and employment verification comes for a lender when you are applying for a loan. Examples include mortgages, auto, personal and refinance loans.

What information will I need to provide to a lender so they can verify my income and employment?

You will need to provide the lender with the following information:

- The Experian Verify website (www.experianverify.com)
- Your full Social Security Number
- Your first and last name
- The name of your employer
- A signed authorization form (if requesting income) that the lender will provide to you

What is a social service request for income and employment verification?

A social service request for income and employment verification comes from a case worker at a government agency. Examples include Temporary Assistance for Needy Families (TNAF), Supplemental Nutrition Assistance Program (SNAP), and Medical Assistance via the Family and Social Services Administration (FSSA).

What information will I need to provide to my case worker so they can verify my income and employment?

You will need to provide your case worker with the following information:

- The Experian Verify fax number (404-829-1336) or email (verify@experian.com) to submit a request on your behalf.
- Your first and last name
- The last 4 of your Social Security Number
- A return fax number or mailing address to the agency

How can I use Experian Verify?

You can login to the [employee portal](#) of Experian Verify to access your verification data, view your verification reports, and manage your privacy controls.

What information will I need to access my account with Experian Verify?

You will need the following information:

- The Experian Verify employee portal (link below)
 - <https://federate.bsu.edu/adfs/ls/IdpInitiatedSignOn.aspx?loginToRp=https://apps.uconfirm.com/uc/saml/consume.ashx>
- Your BSU credentials for single sign on access

What privacy controls does Experian Verify offer?

You can request email notification when commercial verifier (such as a lender) requests your income or employment information. You also have the option to block income and employment verification requests.

If a lender, government agency, or myself have any issues with the Experian Verify portal, who do we contact?

For Experian Verify customer service support, please email verify.support@experian.com or call 404-382-5400 (option #2).

If I have an issue with my username and password or single sign on, who do I contact?

You would contact the Ball State Helpdesk at 765-285-1517.