



**Office of Special Counsel  
for Immigration-Related Unfair Employment Practices**

U.S. Department of Justice Civil Rights Division

## **Name and Social Security Number (SSN) “No-Matches” Information for Employees**

### **WHAT EMPLOYEES SHOULD KNOW:**

- Name/SSN no-matches can result from simple administrative errors.
- You should contact the Social Security Administration (SSA) as soon as possible to update your records following a name change due to marriage, divorce or some other reason.
- You should double-check your name and SSN on your Social Security card for errors.
- If you receive a no-match notice or discover an error on your Social Security card, an SSA representative can review it with you.
- Your employer may periodically ask for information on the status of your efforts to address and resolve the no match.

### **EMPLOYEES SHOULD REQUEST:**

- Notice from their employer of the nature and source of any reported name/SSN no-match.
- An opportunity to review and correct name/SSN errors in employer records.
- Continued employment while addressing and resolving a reported name/SSN no-match.
- A reasonable period of time to gather documents and resolve a reported name/SSN no-match with SSA
- Equal treatment under the employer’s policies regarding name/SSN no-matches regardless of citizenship status or national origin.

### **EMPLOYEES SHOULD CALL OSC’S HOTLINE IF AN EMPLOYER:**

- Attempts to immediately reverify an employee’s employment eligibility by requesting the completion of a new Form I-9 based solely on receipt of a no-match notice.
- Terminates, suspends or takes any other adverse action affecting an employee’s employment based only on the notice of name/SSN no-match.
- Fails to provide a reasonable period of time for an employee to address and resolve the reported no-match.
- Follows different procedures for different classes of employees based on national origin or citizenship status.
- Requires an employee to produce specific documents to address the no-match.
- Requires an employee to produce specific written evidence from the SSA or any other governmental entity that the no-match has been resolved.

**For more information on the anti-discrimination provision of the Immigration and Nationality Act call OSC through its employee telephone hotline or visit OSC’s Website:  
1-800-255-7688/1-800-237-2525 (Hearing Impaired/TDD)  
Website: <http://www.justice.gov/crt/osc/>**