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MEMORANDUM

TO: All Employers

FROM: Barsamian & Moody

DATE: April 9, 2019

RE: **UPDATED**
Social Security Mismatch Letter Compliance

This Memorandum follows up on our recent April 4, 2019 Memorandum on complying with Social Security mismatch letters. The new letters are somewhat different than letters sent in the past in that they do not attach the list of names and numbers which do not match. Rather, the letters instruct employers to log on to SSA's Business Services Online site: www.socialsecurity.gov/bsol/bsowelcome.htm, to obtain a report of the names and numbers. A sample mismatch letter is attached.

Once at the Business Services Online site, you have will to activate an account, which then allows you to utilize various services online. To go through the step-by-step process to view name and Social Security Number combinations that do not match, select the Report Wages to Social Security option. For more information, and for a full tutorial, go to: <https://www.ssa.gov/employer/documents/EmpRepStat.pdf>.

You may have to sign up for the Social Security Number Verification Service (SSNVS) in order to obtain the "Employer Report" which is the list of mismatched names and numbers. Contrary to some rumors you may have heard, please note that this is **not** the same as E-verify (where you would verify names and numbers for new hires). E-verify is still voluntary only in California, and it is not something that the federal government can force you to do. There is an option under the SSNVS to check the name and number combinations prior to submitting W-2s, but again that is voluntary

only, and is not something that you are required to do. Our clients in various areas who have already gone through this process have told us that it is relatively simple.

There may be a delay (up to several days) in obtaining the activation code necessary to access the online services and get the list of names and numbers. Also, when you receive the list, it will have the names and perhaps just the last four digits of the Social Security Number. A sample is attached. Note that the list of names and numbers may state that it is "INFORMATIONAL and requires no further action," however you should check the list against your records promptly, and follow the steps outlined in our prior Memorandum, notifying the employees on the list, and so on. If there are errors in your records that require correction, do so using the form W-2C within 60 days of obtaining the list.

We will continue to keep you up to date as needed. If you have any questions, please do not hesitate to contact us.

Social Security Administration

Retirement, Survivors and Disability Insurance

Employer Correction Request



Social Security Administration
PO Box 33018
Baltimore, MD 21290-3018

Date: March 2019
EIN:
Tax Year: 2018
Receipt Year: 2019
WFID:
Version #: 01
W3 Sequence#: 1
Processed W2 Count:

Why You Are Getting This Letter

You reported **2** employee names and Social Security numbers (SSN) on the Wage and Tax Statements (Forms W-2) for tax year **2018** that do not match our records. We need corrected information from you so that we can reconcile employer wage reports and credit your employees' earnings to their Social Security records. It is important because these records can determine if someone is entitled to Social Security retirement, disability, and survivors benefits, and how much he or she can receive. If the information you report to us is incorrect, your employee may not get benefits he or she is due.

There are a number of reasons why reported names and SSNs may not agree with our records, such as typographical errors, unreported name changes, and inaccurate or incomplete employer records.

IMPORTANT: This letter does not imply that you or your employee intentionally gave the government wrong information about the employee's name or SSN. This letter does not address your employee's work authorization or immigration status.

You should not use this letter to take any adverse action against an employee, such as laying off, suspending, firing, or discriminating against that individual, just because his or her SSN or name does not match our records. Any of those actions could, in fact, violate State or Federal law and subject you to legal consequences.

See Next Page

Visit our website at www.socialsecurity.gov

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What You Should Do

To view the names and SSN that could not be matched to our records, please use the Employer Report Status within Business Services Online (BSO). To begin using BSO, you must complete a one-time registration process. To register, go to www.socialsecurity.gov/bsowelcome.htm. You may also file your Form W-2C corrections using W-2C online.

Additionally, we provide a free Social Security Number Verification Service (SSNVS) through BSO that allows you to verify employee's names and SSNs in our records in advance of filing your annual Forms W-2 submissions. Using SSNVS can significantly reduce errors through BSO.

Please review the name and SSN information you submitted on the Form W-2 and provide us necessary corrections on the Form W-2C within 60 days of receipt of this letter so we can maintain an accurate earnings record for each employee and make sure your employees get the benefits they are due.

If You Have Any Questions

If you have any questions, please call us toll-free at 1-800-772-6270 (TTY 1-800-325-0778) between 7 a.m. and 7 p.m., Eastern time, Monday through Friday. We can answer most questions over the phone. If you call, please have this letter with you. It will help us answer your questions. Also, general program information is available from our website at www.socialsecurity.gov/employer.

Social Security Administration

Employer Report Status

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Error Details for: Invalid Names and/or SSNs

ImportanceINFORMATIONAL**Description**

Some Employee Wage Records in the wage report contain Names and/or Social Security Numbers (SSNs) that do not agree with our records. This may be due to a data processing error. Check the structure of the wage report to ensure that Names and SSNs are in the proper positions in the RW Records. Also, please check all names to ensure that: a) the first name and/or the last name fields are not blank; b) the name agrees with the individual's name exactly as it is shown on the individual's Social Security card; c) the first name, middle name and last name are provided in separate fields; d) the individual's title (Mr., Mrs., etc.) is not included in any of the name fields. Please check all SSNs to ensure that: a) the SSN agrees with the individual's SSN exactly as it is shown on the individual's Social Security card; b) the SSN is nine (9) numeric characters and does not contain letters, blanks, spaces, hyphens, prefixes or suffixes; c) the SSN does not begin with "666" or "9"; and d) the SSN is not in reverse order.

Reported All Zeros	Non-Zero Missing or Incomplete SSNs	Failed to Match	Total Failed SSNs
0	0		

TIP: Use the W-2 Sequence number to locate the Forms W-2 within your report.

W-2 Sequence Number	SSN	First Name	Middle Name	Last Name
2	*****2108			
3	*****5208			
5	*****9532			
9	*****8911			
12	*****5139			
13	*****2270			
14	*****2766			
15	*****5569			
16	*****4175			
18	*****5390			
21	*****3541			
22	*****9073			
27	*****5389			

W-2 Sequence Number	SSN	First Name	Middle Name	Last Name
221	*****0260			
222	*****9173			
227	*****1642			
228	*****9105			
229	*****9082			
230	*****0453			
232	*****6305			
236	*****4582			
237	*****5752			
239	*****6761			
241	*****9102			
242	*****8797			
243	*****8009			
244	*****4228			
246	*****5127			
248	*****5835			
255	*****2837			
256	*****7512			
257	*****6852			
258	*****3652			
259	*****8190			
261	*****5382			
263	*****4325			
264	*****9612			
266	*****9377			

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Action

The error for which you have requested details is **INFORMATIONAL** and requires no further action. In future years, you or the party submitting on your behalf may wish to review your reports prior to sending them to Social Security to ensure that this error is not present. Instructions for correcting many common errors can be found in our [Online Error Reference Material](#). We encourage you to use our AccuWage service to check your Form W-2 (Wage and Tax Statement) and Form W-2c (Corrected Wage and Tax Statement) files for over 200 kinds of errors before you send them to us. Visit <http://www.socialsecurity.gov/employer/accuwage> for more information.

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Have a question? Call **1-800-772-6270** Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.