



### Frequently Asked Questions (FAQ)

#### How do you use this information about me?

We use your personal information only to help you log in. This information will never be shared for any purpose. This information will never be included on any verification of your employment or income.

#### Where does the information come from?

The information comes from publicly available data sources, such as county or city records. None of the information comes from your credit record. None of the information has any impact on your credit record. All of the information complies with all relevant local and federal privacy laws.

#### Do you keep this information on file?

No. Once the process is complete, we keep no record of the information. We also keep no record of how you answered the questions.

#### Why do you need to ask me these questions?

This process allows us to protect the privacy and the security of your information. The process ultimately protects both you and us from fraudulent activity.

#### How many questions do I need to get right?

To protect the process, we can't answer that question. We need enough right answers to accurately verify your identity.

#### Will I need to answer questions every time I log in?

No. You only need to answer these security questions if you forget your login information. Employees who know their login information will log in as usual.

#### Does this new process apply to the call center and the Web login?

Yes. The Question and Answer Login will be used in the Call Center and on the Web if you forget your login information.

#### How does it work on the Web?

You can select the Question and Answer Login if you forget your login information. You will be asked questions only you can answer. If successful, you will be able to create a new PIN/password and use your account.

#### How much time does this add to the process?

On the Web it will only take a minute or two, but it is only used if you forget your login information. This is much less time than it would take to log off and contact someone for help. In the Call Center it will slightly increase the call time but will increase the security of employee information as well.

If you have any questions or would like additional information, please contact your TALX Client Relationship Manager representing The Work Number services.