

# PRIVACY and SECURITY ALERT!

UPLOADING CONSUMER DOCUMENTS



April 10, 2017

# PLEASE NOTE THE FOLLOWING:

* Consumer documents that are uploaded by Assistors to individual consumer accounts (i.e. paystubs, immigration documents) contain confidential Personally Identifiable Information (PII).
* Before uploading any document to a consumer account, an Assistor must verify that the document matches the account to which it is being uploaded by completing the attached Document Linking Checklist.
* The Document Linking Checklist must be completed for EACH document prior to upload. If one consumer has provided three separate documents, a Checklist must be completed for EACH of the three documents prior to upload.
* Assistors must answer all the questions on the Checklist for each document prior to uploading the document.
* *Failure to complete the Document Linking Checklist could result in a document being uploaded to the incorrect consumer account, which may require an Assistor Organization to provide consumer notice, credit monitoring and/or reporting to state or federal agencies.*

# Document Linking Checklist

**Answer the following questions before linking each document to a consumer’s account.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | N/A |
| Does the name on the document, match the name of a consumer listed in the account you are linking to? |  |  |  |
|  | | | |
| If there is an address listed on the document, does it match the address of the consumer account you are linking to? |  |  |  |
|  | | | |
| If there is a SSN on the document, do the last four digits match the last four digits of the SSN of a consumer listed in the account you are linking to? |  |  |  |
|  | | | |
| If there is a DOB on the document, does it match the DOB of a consumer listed in the account you are linking to? |  |  |  |
|  | | | |
| After reviewing the questions above, have you confirmed you are linking this document to the correct account? |  |  |  |