

Attachment 2: List of Error Messages on the Failed Verification Report

Error Description	Explanation
Member SSN not sent to SSA – Invalid SSN	The tenant's record was not sent to the SSA because the SSN failed the preliminary validation checks conducted by EIV.
Member SSN not sent to SSA – Live-in aide	The tenant's record was not sent to the SSA because the relationship code indicated that the individual was a live-in aide. The income of a live-in aide is not to be included in eligibility and rent calculations.
Verification failed – SSN not found in SSA records	The tenant's SSN is not a valid number issued by the SSA. Note: The message also includes the SSN reported in SSA.
Verification failed – SSN was not verified by SSA	The tenant's SSN is not a valid number issued by the SSA.
Verification failed – Surname matched, but date of birth did not match with SSA records	The tenant's identity was not verified because while the Surname matched with SSA records, the Date of Birth did not match. However, based on the SSN/Last Name combination, SSA has indicated that the tenant <u>does not receive SS/SSI</u> benefits.
Verification failed – Date of birth matched, but surname did not match with SSA records	The tenant's identity was not verified because while the Date of Birth matched with SSA records, the Surname did not match. However, based on the SSN/Date of Birth combination, SSA has indicated that the tenant <u>does not receive SS/SSI</u> benefits.
Verification failed – SS benefits cannot be disclosed due to discrepancy in date of birth	The tenant's identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving SS</u> benefits. However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.
Verification failed – SS benefits cannot be disclosed due to discrepancy in name	The tenant's identity was verified by SSA based on the SSN/Date of Birth combination and the tenant <u>is receiving SS</u> benefits. However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.

Error Description	Explanation
Verification failed – SSI benefits cannot be disclosed due to discrepancy in date of birth	The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving SSI benefits</u> . However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.
Verifiication failed - SSI benefits cannot be disclosed due to discrepancy in name	The tenant’s record was not sent to the SSA because the relationship code indicated that the individual was a live-in aide. The income of a live-in aide is not to be included in eligibility and rent calculations.
Verification failed - SS and SSI benefits cannot be disclosed due to discrepancy in date of birth	The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving both SS and SSI benefits</u> . However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.
Verification failed – SS and SSI benefits cannot be disclosed due to discrepancy in name	The tenant’s identity was verified by SSA based on the SSN/Date of Birth combination and the tenant <u>is receiving both SS and SSI benefits</u> . However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.

NOTE: If the SSA’s records are wrong, only the tenant can request SSA to correct his/her record by completing and submitting form SS-5, *Application for a Social Security Card*, to the local SSA office.