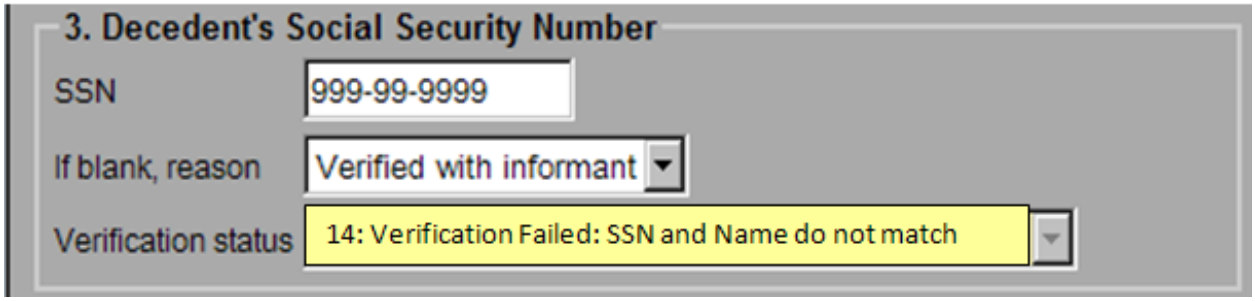
Tab 1

Social Security Verification Failed



This section is NOT a "FISHING HOLE"

If you receive a failed verification notice ~ STOP and check your work. A failed notice is common. The message is telling you the decedent's legal name you entered and the social security number you entered do not match. Usually it is because the decedent used a different name to obtain their social security card.

If you have double checked your work, CALL THE INFORMANT and verify the decedent's name and social security number. If both are correct then move to the field between the SSN and Verification status and choose "VERIFIED WITH INFORMANT" from the drop down box and touch your Tab key. The failed notice will remain but ROVER will release the edit and let you finish the record.

DO NOT "fish around" and try to find a name to match the SSN!