



## Tab 1

### Social Security Verification Failed

A screenshot of a web form titled "3. Decedent's Social Security Number". The form has three rows. The first row is labeled "SSN" and has a text input field containing "999-99-9999". The second row is labeled "If blank, reason" and has a dropdown menu with "Verified with informant" selected. The third row is labeled "Verification status" and has a dropdown menu with "14: Verification Failed: SSN and Name do not match" selected. The dropdown menu for the verification status is highlighted in yellow.

### 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!**