

Exhibit 9-2: Failed Verification Report (Failed the SSA Identity Test) Error Messages			
	Error Description	Explanation	Corrective Action
1	No benefits reported by SSA MM/DD/YYYY	No benefits reported by SSA. The date of birth (DOB) recorded on line 42 of the form HUD-50059 is not the same DOB reflected in SSA's records.	Request the tenant provide documentation (i.e. birth certificate or state issued identification card) to verify DOB. Update line 42 of form HUD-50059 with the SSA provided DOB.
2	SSN is verified; individual is deceased or SSN is verified; individual is deceased MM/DD/YYYY	The tenant's SSN has been verified by SSA and the individual is deceased. If a date follows the error message, this is the date of death as reflected in SSA's records.	Contact tenant's adult family member, next of kin or contact person/entity provided by tenant on form HUD-92006. Upon confirmation of death, update family composition on form HUD-50059, or If a single member household, take appropriate action to terminate tenancy in accordance with program instructions and transmit move-out form HUD-50059-A to TRACS. If applicable, return any overpayment of assistance to HUD.
3	Surname matched, but DOB did not match	The DOB recorded on line 42 of form HUD-50059 is not the same DOB reflected in SSA's records.	Ask tenant to provide documentation (i.e. birth certificate or state issued identification card) to verify DOB. Update line 42 of form HUD-50059 with the SSA provided DOB
4	Verification failed – DOB matched but surname did not match with SSA records or Surname does not match; DOB was checked	The surname recorded on line 35 of form HUD-50059 is not the same surname reflected in SSA's records.	Ask tenant to provide documentation (i.e. SSN card, birth certificate, state issued identification card, marriage license or court documents) of the other name he/she is using. Update line 35 of form HUD-50059 with the correct surname.
5	Verification failed – SS/SSI benefits cannot be disclosed due to discrepancy in DOB MM/DD/YYYY	Tenant is receiving SS/SSI benefits; however, SSA cannot disclose the benefit amount because the DOB recorded on line 42 of form HUD-50059 is incorrect. The DOB reflected in SSA's records is listed at	Request the tenant provide a current SS/SSI benefit letter. Request tenant provide documentation (i.e. birth certificate or state issued identification card)

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	Error Description	Explanation	Corrective Action
		the end of the error message.	to verify DOB, Update line 42 of form HUD-50059 with the SSA provided DOB, if applicable
6	Verification failed – SS/SSI benefits cannot be disclosed due to discrepancy in name.	Tenant is receiving SS/SSI benefits; however, SSA cannot disclose the benefit amount because the surname recorded on line 35 of form HUD-50059 is not the same surname reflected in SSA records.	Request tenant provide a current SS/SSI benefit letter. Ask tenant to provide documentation (i.e. SSN card, birth certificate, state issued identification card, marriage license or court documents) of the other name he/she is using. Update line 35 of form HUD-50059 with the correct surname.
7	Verification failed – SSN not found in SSA's records Or SSN is not in file Or The input SSN was not verified	The tenant's SSN recorded on line 45 of form HUD-50059 is not a valid number issued by SSA or listed in SSA records.	Request original SSN card from tenant. Confirm SSN displayed on the card matches the SSN reported on line 45 of form HUD-50059. For continued SSN failures, notify HUD OIG or other law enforcement agency.
8	Verification failed – SSN not found in SSA records XXXXXXXXXX	Tenant SSN recorded on line 45 of form HUD-50059 is not a valid number issued by SSA. However, the SSN reflected in SSA records is listed at the end of the error message.	Update line 45 of form HUD-50059 with the SSA provided SSN.
9	Verification failed – surname matched but DOB did not match with SSA records MM/DD/YYYY	The DOB recorded on line 42 of form HUD-50059 is incorrect. However, the DOB reflected in SSA records is listed at the end of the error message.	Update line 42 of form HUD-50059 with the SSA provided DOB.

NOTE: If the SSA 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*.