



Further Action Notice

Why You Received This Notice

Your employer, **TTEC Holdings Inc**, uses E-Verify to confirm work eligibility in the United States. E-Verify compares the information you provided on your Form I-9, Employment Eligibility Verification, to official government records. The information your employer entered into E-Verify from your Form I-9 does not match records available to the Social Security Administration (SSA), resulting in a mismatch, also called a Tentative Nonconfirmation.

Reason for Your Mismatch

SSA was unable to confirm U.S. citizenship: The citizenship status selected for this employee did not match Social Security Administration records.

Mismatch Date: 05/28/2024

E-Verify Case Number: 2024149145338HK

This does not necessarily mean that you are not authorized to work in the United States. There are many possible reasons why E-Verify could not match your information to available records, listed at <http://www.E-Verify.gov/mismatch>.

Take Action to Resolve the Mismatch

Step 1: Review your information to make sure it was entered correctly.

Last Name: Martinez Cueto

Social Security Number: 752-07-6524

First Name: Antonio

Document Number: 371827374

Month and Year of Birth: 2/1987

A-Number or USCIS Number:

If your information is correct, proceed to Step 2. If there are errors, show your employer so they can create a new E-Verify case using the correct information. You do not need to take any further action.

Step 2: Decide if you want to resolve your E-Verify case and mark your decision:

☐ I will take action to resolve this mismatch by following the instructions on this notice.

OR

☐ I will not take action to resolve this mismatch. I understand this decision means that E-Verify will not confirm my work authorization and my employer may terminate my employment.

IMPORTANT: If you fail to notify your employer of your decision by **06/11/2024** your employer may terminate your employment and close your case.

Employee's Signature:

Date:



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Resolve Your Mismatch by Contacting SSA

You must begin resolving the mismatch by the date listed on the Referral Date Confirmation document given to you by your employer.

If you live near an SSA Card Center, you must visit the SSA Card Center to update your information.

- Determine SSA Card Center or SSA office availability at <https://www.ssa.gov/locator/>
- OR
- Call SSA at 800-772-1213 (TTY: 800-325-0778). If you need help in another language, you may ask for an interpreter.

Have this notice available when you visit SSA. Tell them you have an E-Verify issue. SSA can update your record with proof that a change is needed. You will need to provide original documents, not photocopies. Below are examples of documents you may need:

- Proof of your age: a birth certificate or passport
- Proof of your identity: a driver's license or passport
- Proof of a legal name change: a marriage certificate, if your current name is not on your SSN card
- Proof of U.S. citizenship or a work-authorized status:
 - If you are a U.S. citizen: a Naturalization Certificate, U.S. birth certificate or passport
- OR
- If you are not a U.S. citizen: a Permanent Resident Card (Form I-551, also known as a Green Card), Employment Authorization Document (Form I-766), or Arrival-Departure Record (Form I-94) showing work authorized status.

Important: For an SSA TNC due to Citizenship Status

You may not need to visit SSA if the reason for your mismatch on Page 1 is "SSA was unable to confirm U.S. citizenship." If you are a naturalized U.S. citizen and you have your Naturalization Certificate Number, A-Number or USCIS Number, you can resolve your mismatch by calling DHS at **888-897-7781** (TTY: 877-875-6028).

Your Rights in This Process

Employers may not take an adverse action against you because you chose to resolve a mismatch or have a pending E-Verify case. Learn more at <https://www.E-Verify.gov/employeeerights> or call us at **888-897-7781** (TTY: 877-875-6028).



Further Action Notice

Have you experienced discrimination?

Employers cannot use E-Verify to unlawfully discriminate against employees. It is illegal to discriminate based on citizenship, immigration status, or national origin, including in the Form I-9 or E-Verify process. Get assistance from the U.S. Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section Worker Hotline at 800-255-7688 (TTY: 800-237-2515) or visit <https://www.justice.gov/ier>.

Employers cannot discriminate against employees because of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information. Get assistance from the U.S. Equal Employment Opportunity Commission at 800-669-4000 (TTY: 844-234-5122) or visit www.eeoc.gov.

Instructions for Employers

If the employee did not decide whether to take action by the 10th federal government working day after E-Verify issued this notice, E-Verify is unable to confirm the employee is authorized to work in the United States. You must close this case, E-Verify will issue a Final Nonconfirmation, and you may terminate employment.