

Form I-9/E-Verify Frequently Asked Questions

GENERAL

What is E-Verify?

E-Verify is an internet-based system that compares information entered by an employer from an employee's *Form I-9 Employment Eligibility Verification*, to records available to the U.S. Department of Homeland Security and the Social Security Administration to confirm employment eligibility.

Why do I need to complete the Form I-9 for E-Verify comparison?

As a federal contractor, The Hartford is required to E-Verify all new hires in the US to confirm work authorization.

When do I need to complete the Form I-9 for E-Verify comparison?

Form I-9 must be fully completed **no later than 3 business days after your start date**.

- Due to our hybrid work model, this process is done remotely, which allows you to select an authorized representative to act on behalf of The Hartford.
- **You cannot complete this alone - you must complete this with a trusted individual.**

Do I have to check a box in the Preparer/Translator area in Section 1?

You must check yes or no.

- Check No if you completed Section 1 without the assistance of a preparer or translator.
- Check Yes if a preparer, translator, or other individual helped you in completing Section 1 of Form I-9.

AUTHORIZED REPRESENTATIVE

Who can act as an Authorized Representative on behalf of The Hartford to complete Section 2?

You can ask anyone who is at least 18 years old, besides yourself. Some examples could be a family member, friend, or a neighbor.

What if I don't have someone to act as my Authorized Representative?

Some options include visiting your local library, bank, mailing businesses, Notary, etc. to have someone assist in completing Section 2.

- If these options are not feasible for your situation, please email HRVerification@thehartford.com and we can provide you with other alternative options and instructions.

What if I sent the link to my Reviewer several weeks ago, and now the system shows expired?

Please email HRVerification@thehartford.com and we can resend a new link directly to the reviewer.

ACCEPTABLE DOCUMENTS

Can I use an expired document?

No. Expired documents are not valid work authorization documents.

- Please review the [list of acceptable documents](#) for alternative options
- You can visit your local government office to obtain certified copies or receipts of documents
- Please reach out to HRVerification@thehartford.com with any concerns

What if I have documents to fulfill List A, B and C in Section 2 – should I fill out all 3?

No. Per the USCIS rules, The Hartford cannot specify which documents you may present from the list of acceptable documents.

- You may present either one selection from List A or a combination of one selection from both List B and List C.
- The list of acceptable documents is available on the Form I-9 and here [list of acceptable documents](#)

What if my documents have been lost, stolen, or damaged?

You can provide a receipt showing that you have applied to replace a document that was lost, stolen or damaged. However, you must present the actual document **within 90 days from your date of hire**.

- When using a receipt to fill out the Form I-9, you'll need to check the box stating, "document presented is a receipt" and provide the expiration date.
- HR Verification resources will reach out to update E-Verify once you receive the new updated document.

Who do I contact if I have additional questions about E-Verify or completing the Form I-9?

Please email HRVerification@thehartford.com