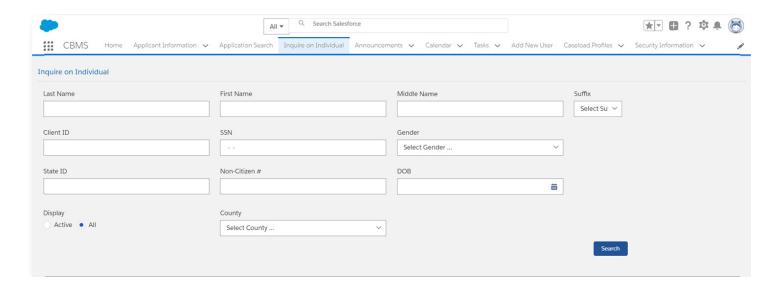
Inquiry Tips

- 1
- Use multiple identifiers when completing a search for a customer on the Inquire on Individual page.
- 2

Do not begin with the Gender or County fields selected, as these parameters limit the search results.



3

Best practice is to search by:

- First Name, Last Name, DOB, SSN
- Maiden name Use to search if the customer declares 'Married'
- Dual Last names Search individually, reversed, and together
- Nicknames For example, Katherine can be listed as Kate, Katie or Kathy
- 4

Investigate all potential matches before selecting the individual. The closer the Probability Factor (PF) is to 100, the more likely it is that this person is the customer on the application. Probability Factors (PF) - SIDMOD considers:

- 0 to 59: No match and assign the person a new ID
- 60 to 70: Possible match, more research is needed.
- 71 to 95: Likely a match, more research is needed to confirm.
- 96 to 100: Likely to be the same person

ACCESSIBILITY:

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