

### Employment Verification Letter

**Employment Verification Letters are provided for the following:–**

**Drivers License Experience Letter (visa)**

**Applies to:  
All**

**Drivers License Letter**

**Note:**

The CSR will check SAP to determine that the Visa employee is contained in the database. This Visa employee may be active or terminated. If the Visa employee is not contained in SAP, a case will be escalated to Tier III. The process for **FS** employees is noted below\*.

**ADP PROCESS:** (confirm below with ADP when they review)

ESC CSR will validate employee's address and, if necessary, email address then will escalate to the Senior CSR (-CGEYESC) who will send an SR to the following Queue: -COS-DE-RESEARCH. The description of the SR will be "Visa EE requesting DL Letter". The Senior CSR will change the owner of the entire SR to –COS-DE-RESEARCH and indicate No Call Back Required.

If a Visa employee requires a verification of employment letter for Department of Motor Vehicles or an experience letter (visa related):

1. Prepare Employment Verification Letter- DL. Send one (1) copy of original letter to employee via e-mail.
2. If requested by employee, send one (2) copies of original letter to employee via regular mail.
  - a. **CSR NOTE: Please advise the employee that turnaround time for the email is 48 hours (two business days) from receipt of the request. Hard copy letters will be mailed via US Postal Service within 72 hours (three business days) from the receipt of the request.**

All other requests (including FS) should be referred to TALX per the process described in the standard Employment Verification call guide.

\***Capgemini Financial Services (FS)** employees, former employees or verifiers **who require a hard copy employment verification letter** should be referred to Barbara Overholt at 847-384-6141 or [Barbara.overholt@capgemini.com](mailto:Barbara.overholt@capgemini.com).

