

# Automatic Driver's License Verification Process FAQs

**Q: Why is Verizon automating its checking of V Teamers' driver's licenses?**

A: Verizon drivers must maintain a license that is in good standing. Automating this process is necessary because so many V Teamers drive for Verizon.

**Q: Will Verizon receive investigative or consumer reports, including a background or credit check, while checking my driver's license?**

A: No, the new process is limited to checking a V Teamer's driver's license.

**Q: When I complete my authorization, why is there a reference to a consumer's character, general reputation, personal characteristics, and other background checks?**

A: Verizon is required by some state laws to provide this information even though we are only checking whether a V Teamer's driver's license is in good standing.

**Q: What kinds of changes to a driver's license are possible?**

A: A license may change from one in good standing to one that is expired, suspended, or revoked.

**Q: Will I know Verizon is checking?**

A: Yes, Verizon will obtain your authorization before verifying your license.

**Q: How do I benefit from having my driver's license checked?**

A: V Teamers may be unaware of issues that may have affected their driver's license. Example issues include outstanding violations or court orders.

**Q: What happens if an issue is identified with my driver's license?**

A: Verizon EHS will send you a detailed report of any issues. Operations will work with drivers to resolve the issues.

**Q: Will any identified issues result in discipline?**

A: V Teamers who drive for Verizon must maintain a license in good standing. Issues that arise will be reviewed with Operations and Labor as appropriate.

**Q: What if I disagree with a driver's license issue?**

A: You can challenge issues that might affect your employment.

**Q: Will driver's license verification identify historical issues that may have affected my license?**

A: Yes, although the intention is not to look backward, Verizon must meet state-specific requirements.