

## E-Verify Recognized for Excellence in Customer Service

E-Verify was recently recognized by the Federal Consulting Group (FCG) with the 2014 *Annual Government Customer Satisfaction Award* for its use of customer feedback to improve its website. FCG commended the recent content and navigation updates. FCG also acknowledged E-Verify for its use of the American Customer Satisfaction Index (ACSI) survey.

In the 2013 ACSI survey, E-Verify scored 86 in overall customer satisfaction, far above the federal government average of 66. Below are some highlights from E-Verify's 2013 survey results. E-Verify scored:

- 95 on future participation and [photo matching](#)
- 94 on speed of response and 90 on overall use
- 92 for customer service professionalism
- 88 on accuracy and 87 on ease of registration

## Introducing The Form I-9 Employee Information Sheet

The new [Form I-9 Employee Information Sheet](#) is a great way to prepare new employees to fill-in Section 1 of the Form I-9. Please share it with your new employees. [The Information Sheet is available in 17 other languages.](#)

## Did you know the Further Action Notice is available in multiple languages?

Did your new employee receive a Tentative Nonconfirmation? As a reminder, employees must complete, sign and return the English language version of the [Further Action Notice](#). For reference, an employer can also give a new employee one of 17 foreign language versions. Find these on our [Foreign Language Resources](#) page.

## Learn How RIDE Enhances E-Verify

Visit the newly redesigned [Records and Information from DMVs for E-Verify \(RIDE\) webpage](#) for the latest about the RIDE program, participating states, and up-to-date RIDE fact sheets.

## Promote Your E-Verify Participation: Display the E-Verify Logo

E-Verify employers can request to use the E-Verify logo on your printed materials and websites. Complete and submit the free [License Application for the Use of the E-Verify Trademark](#) or visit the [Trademark and Logo webpage](#) today.

## Raise Your E-Verify IQ! Attend A Free Webinar

To learn more about [Form I-9](#), [E-Verify](#), [Employee Rights](#) and [Self Check](#), join a free webinar. No pre-registration is necessary. [View the full schedule of English and Spanish language webinars.](#) All are invited to attend!

## Business Leaders Agree, E-Verify Provides Many Benefits

Watch the "[E-Verify for Business Leaders YouTube Video](#)" in the office or on-the-go and learn about the many benefits of using E-Verify. Enrolling is free, quick and easy.

## Seeing Is Believing

We're still excited about the three Form I-9 Video Vignettes.

- [Video 1 - completing Section One](#), for new employees
- [Video 2 - completing Section Two](#), for employers to verify identity and employment authorization
- [Video 3 - completing Section Three](#), for employers if re-verification is needed

## Be In The Know! Subscribe For E-Verify Updates

Do you want to stay up to date on Form I-9, E-Verify, Employee Rights, and Self-Check news? If so, [join our email alert service and receive free updates.](#) You can customize your preferences and view a [list of all USCIS news and information email topics](#) at any time.

## Form I-9 Tip

The questions and answers on [I-9 Central](#) have a new streamlined format plus additional content. Visit I-9 Central today and find answers to over 100 [Questions and Answers](#) about Form I-9.

**Subscribe to E-Verify Connection!**

**Share feedback at [www.E-VerifyListens.ideascale.com](http://www.E-VerifyListens.ideascale.com)!**

**Call 888-897-7781 for the Employee Hotline or 888-464-4218 with Employer Queries!**

**Visit [www.DHS.gov/E-Verify](http://www.DHS.gov/E-Verify), apply to use the E-Verify logo and check out our webinar schedule today!**

