

## SSN Does Not Belong to a Member

This exception generally occurs either when an enrollment form was not submitted to NHRS, or if a member's Social Security Number (SSN) was incorrectly entered on the enrollment form.

Exceptions 1-1 of 1				Results per Page: 1025 50 100 All		
Batch Num	Delete Member Record?	Mbr Corr'd	Name/SSN	Pay PPD	Exception	
87040	Delete	<input type="checkbox"/>	[REDACTED]		The SSN does not belong to a member  	

Exclude Corrected Members Top

If the SSN was entered incorrectly, NHRS will need a copy of the member's Social Security Card in order to update the SSN in our system.

**Note:** When emailing NHRS with sensitive member information, we ask that employers use a secure email encryption service. If you do not already use an email encryption service, you can sign up for Zix email encryption for free via [nhrs.org](https://www.nhrs.org). For more information, see: <https://www.nhrs.org/employers/employer-news-blog/employer-news/employer-news-blog/2018/09/25/zix-email-encryption>

Please send an enrollment form for the member, including a copy of the member's Social Security Card, to [exceptions@nhrs.org](mailto:exceptions@nhrs.org).

**Note:** If the employee is a brand new member to the retirement system, employers may check the **New Member** box in the DRS. This will make the exception disappear, but employers will continue to receive email notification to submit a new enrollment form for the member.

If you have further questions, please call 410-3532 or send an email to the above email address.