

## CBSV Errors:

CBSV Error Message	Scenario
This is a verification for a minor. For these verifications, the request must contain a 'Y' in the 'minor' field attesting that the proper authorization for the minor SSN holder was obtained. You may not verify the SSN of a minor without this authorization.	A minor date of birth verification with a minor value set to 'N' results in this error.
Agreement in force: Negative account balance	A valid agreement exists, but there is a negative account balance.
Agreement in force: No account found	A valid agreement exists, but a financial account does not exist.
Agreement in force: Unable to check account balance.	A valid agreement exists, but the system is unable to confirm the requesting party's account balance.
Agreement not in force.	The requesting party's agreement is not in force.
Agreement not in force: Negative account balance	The requesting party's agreement is not in force, and there is a negative account balance.
Agreement not in force: No account found	The requesting party's agreement is not in force, and a financial account does not exist.
Agreement not in force: Unable to check account balance.	The requesting party's agreement is not in force, and the system is unable to confirm the account balance.
No agreement found: Unable to check account balance	An agreement does not exist, and the system is unable to confirm the account balance.
Systems problem: API not functioning or network unavailable	CBSV Web Service or network is unavailable.
Verification Successful, but deceased	SSN Test date verified successfully, but the SSN holder is deceased
Authentication failure	User ID not in the database Or Digital Certificate problems OR Password Expired.

## Additional Information:

- All eight (8) fields must be completed and legible or the form will be rejected.
- No strikeouts are allowed on the form. If you make a mistake, start again with a clean form.
- Borrower's name must show as displayed on their SS card.
- Form must be signed and dated by borrower and include their contact information.
- Each SS number submitted will be returned with a Verification Code that the submission either agrees or does not agree with SSA's records. If SSA's response is that the "submission does not match our records", SSA requires the following actions to be taken:

- Review the data submitted to SSA against the data contained in your records. If it does not match, resubmit the corrected data to SSA for verification.
- If the data in your records matches the data submitted to SSA, then re-contact the SSN holder (borrower) and ask to see his/her Social Security Card and/or verify the information provided to you to assure that the SSN and name were correctly shown on the request. If the number holder corrects the original data, then you should submit the corrected data to SSA for verification.
- If you cannot resolve the “no match” data discrepancy, then you will refer the SSN holder (borrower) to the Social Security Field Office that services where he/she resides to determine the nature of the problem. The servicing SSA Field Office can be located by visiting [www.socialwecurity.gov](http://www.socialwecurity.gov). Select the “Find a Social Security Office” link and follow the instructions.
  - NOTE: If the Social Security Administration’s records are wrong, only the Number Holder (borrower) can request that the record be corrected.