



## FAQs

# EIV-SAVE Tenant Matching Report for Public Housing Agencies

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The purpose of this document is to provide answers to frequently asked questions regarding the EIV-SAVE Tenant Matching Report, which was initially published on [January 22, 2026](#). A letter was issued to PHAs on March 9, 2026, announcing HUD’s intent to publish this FAQ. Please refer to the questions below when reviewing the EIV-SAVE Tenant Matching Report.

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## SAVE

### What is SAVE?

[SAVE](#) is an online information service administered by U.S. Citizenship and Immigration Services (USCIS) in the Department of Homeland Security (DHS) that provides point in time immigration status and U.S. citizenship information to federal, state, local, territorial, and tribal agencies.

### Are PHAs required to use SAVE to verify immigration status?

PHAs are required to use SAVE when verifying the immigration status of certain noncitizen applicants in rental assistance programs covered by Section 214 of the Housing and Community Development Act of 1980, as amended (42 U.S.C. 1436a). 24 CFR 5.512(c) requires PHAs conduct primary verification of eligible immigration status through SAVE for any noncitizen who is not 62 years of age or older who claims eligible immigration status when applying for assistance. See 24 CFR part 5, subpart E for the regulatory requirements for using SAVE. More information about verifying immigration status can be found in the [Public Housing Occupancy Guidebook: Eligibility Determination and Denial of Assistance](#) and the [Housing Choice Voucher Program Guidebook: Eligibility Determination and Denial of Assistance](#).

On February 20, 2026, HUD published a proposed rule on the Verification of Eligible Status (91 FR 8151), which proposes to revise some of the regulatory requirements in 24 CFR part 5, subpart E. This FAQ describes current HUD requirements in 24 CFR part 5, subpart E.

How does my PHA get access to SAVE?

You must enroll your PHA in SAVE. Initially, only one individual per PHA may register for SAVE access. After the first individual is enrolled, your PHA may add more users.

To enroll in SAVE, please send the following information to [EIV\\_Help@hud.gov](mailto:EIV_Help@hud.gov):

- (1) Requestor's First and Last Name
- (2) Phone Number
- (3) Fax Number
- (4) Email Address (The email address cannot be a shared email account nor can it be an aol.com account)
- (5) Executive Director's Name
- (6) PHA Name
- (7) PHA Code
- (8) PHA Mailing Address

Should you have any questions about SAVE, please email [EIV\\_Help@hud.gov](mailto:EIV_Help@hud.gov).

How do I create or run a verification process in SAVE?

Please refer to [SAVE Tutorial: Introduction to SAVE and the Verification Process for SAVE Users](#) provided by USCIS.

How long does it take to verify an individual's immigration status through SAVE?

SAVE compares information against immigration databases. Initial verifications are generally returned within seconds. If further verification steps are required (e.g., when the user receives the response to "Institute Additional Verification"), additional time may be needed. Response times for additional verification are on the [SAVE Verification Response Time](#) webpage.

EIV-SAVE Tenant Matching Report

What is the EIV-SAVE Tenant Matching Report?

The new EIV report, the EIV-SAVE Tenant Matching Report, cross references [Inventory Management System/PIH Information Center](#) (IMS/PIC) data with U.S. Citizenship and Immigration Services (USCIS) [Systematic Alien Verification for Entitlements](#) (SAVE) data.

What information is on the EIV-SAVE Tenant Matching Report?

The report includes a list of individuals whose citizenship or eligible immigration status requires PHA confirmation due to possible discrepancies between what appears in SAVE and what has been provided for the individual on the HUD-50058.

For each individual listed, the report provides information about their household, the most recent HUD-50058 on file and identifying information about the individual. The Citizenship column provides what the PHA has reported as the individual's Citizenship Code on line 3i of the HUD-

50058. The “SAVE Initial Verification Status” column provides the immigration verification response that HUD received from SAVE.

Below is an example layout of the EIV-SAVE Tenant Matching Report.

Household Type	Program Type	Head of Household SSN	Type of Action	Effective Date	Member SSN	Member Number	First Name	MI	Last Name	Member Date of Birth	Alien Registration Number	Unit Address	Citizenship	SAVE Initial Verification Status
REG	Public Housing	xxx-xx-4036	2	11/1/2020	xxx-xx-4036	01	ICUDI	A	IZZMSYD	9/24/1929		123,L,2,S65 GH2I 123,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-4596	2	1/1/2021	xxx-xx-4596	01	MVJZMU	G	VIXVMF	10/14/1945		809,C,1,IVPZL 546,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-6547	1	8/3/2020	xxx-xx-6547	01	MZEGIV	C	OMJ	1/30/1966		117,K,1,S65 GH2I 733,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-7375	1	10/1/2020	xxx-xx-7375	01	OIBUIQ	H	JVYHQMK	11/12/1998		801,A,1,IVPZL 346,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-8156	2	11/1/2020	xxx-xx-8156	01	IKZIVSMB	I	CIBHEL	7/14/1943		803,A,2,IVPZL 146,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-9051	2	10/1/2020	xxx-xx-9051	01	MUIVIFT		UEVVMF	11/25/1948		120,D,2,S65 GH2I 423,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-9051	2	10/1/2020	xxx-xx-6599	02	JMBR	F	UEVVMF	1/20/2007		120,D,2,S65 GH2I 423,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-9611	2	1/1/2021	xxx-xx-9611	01	FTSV	H	UCYYVL	11/9/1954		121,I,1,S65 GH2I 323,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-3017	2	7/1/2020	xxx-xx-3017	01	MZVIR	D	IUUVVG	5/3/1960		109,I,1,S65 GH2I 543,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-0607	2	12/1/2020	xxx-xx-0607	01	ZFYD	Q	UXEBBEFX	10/29/1951		114,F,1,S65 GH2I 633,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-0492	2	10/1/2020	xxx-xx-0492	01	JBYVMF	G	NCUSZER	11/23/1934		116,E,2,S65 GH2I 833,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-3263	2	2/1/2021	xxx-xx-3263	01	ZIBG	J	UVIGJYV	4/17/1956		118,D,1,S65 GH2I 633,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-8162	2	10/1/2020	xxx-xx-8162	01	MEKEVTMX	H	UEVVMF	6/1/1981		108,G,2,S65 GH2I 643,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-8162	2	10/1/2020	xxx-xx-3146	02	ZMTUEVI	A	ZIFKZEC	4/3/2009		108,G,2,S65 GH2I 643,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-2142	2	6/1/2020	xxx-xx-2142	01	MVJZMU	U	ZYGVVMH	7/18/1947		112,F,2,S65 GH2I 233,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-8228	2	11/1/2020	xxx-xx-8524	02	MJZEB	C	ZMQU	2/19/1940		106,G,1,S65 GH2I 843,FLORENCE,KS,66851	Eligible Citizen	
REG	Public Housing	xxx-xx-8228	2	11/1/2020	xxx-xx-8228	01	OVVMB	I	ZMQU	11/7/1960		106,G,1,S65 GH2I 843,FLORENCE,KS,66851	Eligible Citizen	

How do I access the EIV-SAVE Tenant Matching Report?

It appears as an option within the Income Validation Tool (IVT) Report in the EIV system. Please refer to the [step-by-step instructions](#) on how to access the report.

Why does an individual appear on the EIV-SAVE Tenant Matching Report? Why is a U.S. citizen or individual with eligible immigration status appearing on our PHA’s EIV-SAVE Tenant Matching Report?

The report includes individuals for whom a SAVE initial verification response indicates they may be ineligible for HUD assistance or more information may be required to classify the individual’s immigration status. This could include individuals whom the PHA determined were U.S. citizens, or those with eligible immigration status, but who are identified by SAVE as potentially ineligible noncitizens. If the PHA has already classified the individual as an ineligible noncitizen in PIC, they are not included in the report.

When an individual appears on the EIV-SAVE Tenant Matching Report indicating a potential discrepancy, the PHA should confirm that they have obtained evidence of citizenship or immigration status in compliance with regulatory requirements (*see* 24 CFR part 5, subpart E).

What actions should a PHA take in response to the EIV-SAVE Tenant Matching Report?

HUD is requesting PHAs review the results, compare with available household data, review tenant documentation of citizenship and immigration status, and take corrective actions.

We have completed our review of the EIV-SAVE Tenant Matching Report. Are we required to submit the results of our review to HUD?

No, but PHAs should maintain documentation. HUD may request documentation of how a PHA has verified citizenship and immigration status. As noted in the letter sent on May 4, 2026, HUD requires PHAs provide an attestation that they have reviewed the information in the EIV-SAVE Tenant Matching Report and have made all necessary corrections or initiated additional verification, as appropriate, in compliance with applicable HUD regulations and requirements.

When will an individual fall off the EIV-SAVE Tenant Matching Report once the PHA submits an updated HUD-50058 for the household?

In its current state, an individual will not be removed from the EIV-SAVE Tenant Matching Report until HUD initiates a manual refresh of the report.

How often does the data on the EIV-SAVE Tenant Matching Report refresh? How often should a PHA review the EIV-SAVE Tenant Matching Report?

Data on the EIV-SAVE Tenant Matching Report currently does not automatically refresh. As of the date of publication, the report reflects data from April 2026. HUD anticipates regular updates to EIV-SAVE Tenant Matching Report data and will provide updates on changes.

We are an MTW Expansion PHA and are currently withholding HUD-50058s that are incompatible with PIC. Does this have an impact on our EIV-SAVE Tenant Matching Report?

MTW Expansion agencies with approved MTW activities that would cause errors on the HUD-50058 are currently being requested to retain HUD-50058 records for future submissions. As a result, PIC data for these MTW Expansion agencies may not be accurate. HUD is requesting these PHAs review the results of the report and compare them with available household data. PHAs' internal records should reflect verification actions taken, documentation received, and the basis for eligibility determinations so that information is available for future submissions and review.

## SAVE Statuses

What do responses in the "SAVE Initial Verification Status" field mean?

SAVE responds with the applicant's current immigration status and U.S. citizenship information and other specific information. Most verification requests are resolved upon initial verification. For more information: <https://www.uscis.gov/save>.

The "SAVE Initial Verification Status" column in the EIV-SAVE Tenant Matching Report reflects what has been provided to HUD through SAVE. If a PHA submitted a SAVE inquiry on

behalf of an individual, the SAVE initial verification response in the EIV-SAVE Tenant Matching Report may differ from what the PHA previously received for several reasons:

- If the inquiry performed by HUD is more recent than the inquiry performed by the PHA, the response may reflect a corrected or changed immigration status.
- The SAVE initial verification response in the EIV-SAVE Tenant Matching Report may differ because HUD has not pursued additional verification for any individual on the list. The status on the EIV-SAVE Tenant Matching Report reflects what SAVE reported to HUD after being provided with a name, date of birth, Social Security number, and alien registration number (if reported on the HUD-50058).
- If the PHA pursued additional verification with SAVE, they may have received additional information about an individual's immigration status. PHAs should utilize any inquiry they have performed in SAVE, alongside examining evidence provided by the family, to determine eligibility status.

For interpretation of the meaning of particular SAVE responses, consult the “Guide to Understanding SAVE Verification Responses” on the USCIS website for SAVE on the Resources page after a user has logged into SAVE.

[Can the PHA use the SAVE initial verification status reported in the EIV-SAVE Tenant Matching Report to determine if an individual is ineligible for assistance?](#)

No. As required by 24 CFR part 5, subpart E, PHAs themselves must conduct verification of relevant noncitizens through SAVE. SAVE recommends that agencies consider other information provided through SAVE in addition to the initial verification response, in conjunction with the immigration documentation provided, for further information about an individual's immigration status. The EIV-SAVE Tenant Matching Report does not provide certain information that PHAs may obtain when conducting an inquiry in SAVE. For example, the EIV-SAVE Tenant Matching Report does not provide Class of Admission codes.

[What does the SAVE initial verification response ‘No Record Found with SSA – Resubmit with Additional Information’ mean?](#)

The December 2025 version of USCIS's “Guide to Understanding SAVE Verification Responses” explains “No Record Found with SSA – Resubmit with Additional Information”:

“SAVE was unable to locate a record with the Social Security Administration (SSA), and as a result, this case is now closed. If there was an error, create a new case with corrected data or include an immigration enumerator (such as an A-Number/USCIS Number, Form I-94, Arrival/Departure Record Number, SEVIS ID Number, Naturalization/Citizenship Certificate Number, or Visa Number).

A record may not be located due to discrepancies between the name, date of birth, and/or Social Security number (SSN) submitted for this benefit or license applicant and the records held by the SSA. Data entry errors may have caused this mismatch, resulting in

no records found. If the benefit granting agency believes this response is in error, the benefit applicant will need to contact their local Social Security office. For more information on correcting records, visit SSA's page at: [SSA Personal Record Correction](#).

**Note:** User agencies cannot deny a benefit based on a SAVE response where additional verification is required by the user agency by SAVE or requested by the applicant but has not been completed. Agencies also cannot deny a benefit based on a SAVE response indicating the need to resubmit the case with corrected or additional information.”

This response is not evidence of ineligibility. A PHA should confirm that the date of birth, name, and/or SSN in the individual's HUD-50058 PIC record are correct. There may be a correlation with this SAVE response and the EIV Identity Verification Report. The EIV-SAVE Tenant Matching Report may identify a data mismatch faster than the EIV Failed Identify Verification Report due to HUD's current SSA data matching schedule. Information about EIV reports can be found in [Notice PIH 2018-18: Administrative Guidance for Effective and Mandated Use of the Enterprise Income Verification \(EIV\) System](#).

What does the SAVE initial verification response ‘Immigration Enumerator Required – Resubmit with Additional Information’ mean?

The December 2025 version of USCIS's “Guide to Understanding SAVE Verification Responses” provides the following explanation of “Immigration Enumerator Required – Resubmit with Additional Information”:

“SAVE was unable to complete verification without an immigration enumerator, and as a result, this case is now closed. If there was an error, create a new case with corrected data or include an immigration enumerator (such as an A-Number/USCIS Number, Form I-94, Arrival/Departure Record Number, SEVIS ID Number, Naturalization/Citizenship Certificate Number, or Visa Number).

**Note:** User agencies cannot deny a benefit based on a SAVE response where additional verification is required of the user agency by SAVE or requested by the applicant but has not been completed. Agencies also cannot deny a benefit based on a SAVE response indicating the need to resubmit the case with corrected or additional information.”

This SAVE response is not evidence of ineligibility. PHAs that submit the regular HUD-50058 should confirm that the HUD-50058 record includes an Alien Registration Number or A-Number, if necessary, in line 3p of the HUD-50058. The PHA can access SAVE and resubmit tenant information using an "immigration enumerator." Additional information about commonly used immigration documents are the SAVE website, [Commonly Used Immigration Documents](#). In some cases, PHAs may have additional confirmation that the individual is a citizen.

As a reminder, the current [HUD-50058 Instruction Booklet](#) includes the following instructions for line 3p. of the HUD-50058:

How do I format the A-number?

- Do not enter the letter A in any case.
- Enter the digits from left to right.
- If the alien registration number has seven digits, enter two zeros before the alien registration number.
- If the alien registration number has eight digits, enter one zero before the alien registration number.
- If the alien registration number is nine digits, enter the number without a leading zero.

Example:

If the Alien Registration Number is A1234567, enter as 001234567.

If the Alien Registration Number is A12345678, enter as 012345678.

If the Alien Registration Number is A123456789, enter as 123456789.

What does the SAVE initial verification response ‘Institute Additional Verification’ mean?

The December 2025 version of USCIS’s “Guide to Understanding SAVE Verification Responses” provides the following explanation of “Institute Additional Verification”:

“SAVE was unable to verify the applicant’s immigration status/category or U.S. citizenship through initial verification. There may have been an issue electronically locating the records or additional verification may be required due to conflicting data or the nature of the applicant’s immigration status/category or U.S. citizenship. This is not a final response. To continue the verification process and receive a final response, benefit agency users must institute additional verification. **An agency may not rely on a SAVE response if additional verification is not completed when prompted. See SAVE Program Guide.** Agencies may use the Upload function at this point to attach a copy of the applicant’s immigration document (front and back). Photos from a device, PNG, JPEG, or PDF are acceptable digital image formats.

**Note:** User agencies cannot deny a benefit based on a SAVE response where additional verification is required of the user agency by SAVE or requested by the applicant but has not been completed.”

This SAVE response is not evidence of ineligibility. A PHA should confirm that they have obtained appropriate verification for the individual. If additional verification is required, the PHA must perform that inquiry in SAVE, not through the EIV-SAVE Tenant Matching Report.

What do the EIV-SAVE statuses ‘Null’ or ‘Unable to Process’ mean?

The December 2025 version of USCIS’s “Guide to Understanding SAVE Verification Responses” provides the following explanation of “Unable to Process”:

“If there is a technical error and any partner systems are down for more than 24 hours, the user agency must close the case. The user agency must create a new verification request to verify the applicant's immigration status/category or U.S. citizenship.

**Note:** User agencies cannot deny a benefit based on a SAVE response where additional verification is required of the user agency by SAVE or requested by the applicant but has not been completed.”

A response of “Null” on the EIV-SAVE report indicates a technical problem was encountered in the match. These EIV-SAVE responses are not evidence of ineligibility. A PHA may need to confirm that the date of birth, name, and/or SSN in the individual’s HUD-50058 record are correct. The PHA may also re-run a SAVE query to verify immigration status in SAVE.

[What does the citizenship classification of ‘Unknown Status’ mean?](#)

Line 3i of the HUD-50058 requests the PHA to indicate each family member’s citizenship status. Citizenship status is required only for family members, not household members, and PHAs are instructed to leave this field blank for live-in aides and foster children/foster adults. ‘Unknown Status’ indicates the individual is a household member (e.g., a Live-in Aide, Foster Child, or Foster Adult) and their citizenship status is not required to be verified.

[What happens if SAVE does not confirm an eligible immigration status when an individual claims to have an eligible immigration status?](#)

If SAVE cannot confirm an individual’s eligible immigration status, or if the response in SAVE verifies an immigration status that is not eligible for assistance under a Section 214 covered program, then the PHA must submit a request for secondary or additional verification to USCIS within 10 days of receiving the initial results, according to 24 CFR 5.512(d)(1). The PHA must scan and upload information to USCIS as needed to obtain a verification response.

If the secondary or additional verification fails, the PHA must notify the household and inform them of their right to file an appeal with USCIS. To file an appeal, a written request must be submitted to USCIS within 30 days of the notification. USCIS will render a decision to the family and forward a copy to the PHA.

If there is an error in the applicant’s records, the applicant must contact the agency that maintains the record for any corrections. SAVE cannot correct records. For more information see the [SAVE Records Fast Facts for Benefit Applicant](#).

PHAs must not delay, deny, reduce, or terminate assistance because of a delay in the process of determining eligible status, unless the family causes the delay. The PHA may not admit any individual prior to receiving required documentation, but may provide prorated assistance prior to completing the verification process. See 24 CFR 5.514 for more information.