

Consumer Relations Department

resellerdisputes@backgroundchecks.com

# Reseller Request for Reinvestigation

### Instructions: before reporting to us

Section 611(f) of the FCRA requires you as a reseller of information from our report to determine if your act or omission resulted in the dispute **before** reporting the dispute to us.

• One of your responsibilities as a reseller is to ensure that the information we furnish you in any database search matches your consumer. Therefore, any dispute of identity matching is your responsibility because it arises from your act or omission under FCRA § 611(f). If you inform us of your finding that a record does not belong to a specific consumer, we can add the consumer to our suppression list for that record if you provide us the consumer’s social security number.

• Another of your responsibilities is to ensure that any information you resell for employment purposes is complete and up-to-date, unless you provide notice under FCRA § 613(a)(1). If you purchased an instant database search from us (our “SEARCH” family of services), we do not do this for you. Therefore, any dispute of record information in an instant database search for employment purposes is your responsibility because it arises from your act or omission under FCRA § 611(f). If you inform us of your findings of how a record is not complete or up-to-date, we will add corrections to our database record.

### Instructions: when reporting to us

To dispute our report in the fastest and most effective way, please **complete all information on this form**. When completing this form, please:

• **Type or print clearly.**

• Clearly **identify each item** in the report that the consumer has disputed as inaccurate, incomplete, or outdated.

• Include a copy of **your report** to your end-user with the items in question circled or otherwise identified.

• Include copies of all documents that the consumer provided to you.

• Complete the attached page for disputes of criminal records (which covers the next two bullet points).

• **Tell us who is re-investigating**: whether (a) you have re-investigated the disputed information and are informing us of the outcome or (2) you are reporting the information to us for re-investigation.

• **Tell us why** the item is inaccurate, incomplete, or outdated.

• **Securely email everything to our dedicated email address** at the top of this form.

### Information about you: the **reseller** of the report

Company Name Company Phone Number Company Email Address

### Information about the consumer: the **subject** of the report

Last Name First Name Middle Name Suffix

Street Address City State Zip Code

Daytime Telephone Number Evening Telephone Number

Social Security Number Date of Birth

Driver’s License Number State Email Address

# Reason for disputing criminal records Page of

# a. Please provide details we should know about the dispute. **Please be as specific as possible.**

# b. Please use the information on the report to identify the record disputed. Each record has a number associated with it. Identifying the records by number will help us process your dispute faster.

# c. You can attach as many copies of this page as needed. If you attach multiple copies, it will be helpful for you to number the pages. This will make it easier for us to discuss each item with you if needed.

## 1. Criminal Record #: Source:

## Any related date: Offense:

You have completed your re-investigation of this item.

This dispute did not arise from your act or omission and you are reporting it to us for us to re-investigate.

This record is not about the consumer.

This record does not now exist in public records (for example, the case was expunged, sealed or made non‐public).

The record is about the consumer, but it lists the wrong offense or lists a felony when the consumer were convicted of a misdemeanor.

This record is about the consumer, but it doesn’t correctly show what the result was (for example, the case was dismissed, but it shows a conviction or it has the wrong date of conviction).

The record is about the consumer, but the consumer later received a pardon that does not appear in the court’s records.

This record is about the consumer, but it has other incorrect information as follows:

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## 2. Criminal Record #: Source:

## Any related date: Offense:

You have completed your re-investigation of this item.

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## 3. Criminal Record #: Source:

## Any related date: Offense:

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