



APTOS SCREENING

Consumer (Applicant) Dispute Process & FAQs

• What is a dispute?

A dispute is any challenge or claim that information on the completed background check report is inaccurate or incomplete. The disputed item can pertain to criminal searches or verification results.

• How do I dispute an item on my background check report?

You can request an investigation of information on your background check report via:

- **Email:** compliance@aptoscreening.com **Subject:** Dispute/ Report ID (if available)
- **Fax:** (727) 683- 6230 Attn: Compliance Dept
- **Mail:** By mailing your dispute letter to:

Aptos screening Incorporated
Attn: Compliance Department
4905 34th St S, #407
St Petersburg, FL 33711

Please include the following information with your dispute request:

- Full name
- Social Security Number (do not provide if sending via email)
- Daytime phone number
- Copy of driver license or photo ID (please enlarge and ensure copy is clear and legible)
- Secondary form of ID
- Report ID (if available)
- Case Number (if available)



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- Describe the specific incorrect information and the nature of your dispute
- Documents to support your dispute (if available)
- Your signature

• How do I check on my investigation request?

You may contact our Compliance Team at (877) 374-7671 ext 3, Monday through Friday from 8:30AM to 5:00PM Eastern Standard Time to check on the status of your dispute. At the end of the investigation process, a representative from our organization will contact you regarding the results of your dispute.

• How do I notify my potential employer of my dispute?

Aptos screening Inc. will notify your potential employer (the company who requested your background check) that you have initiated a dispute regarding information on your background check report. You may also contact them directly to make them aware of your dispute.

• How does the dispute process work?

Aptos screening Inc. will investigate all the items in question by contacting the source of the disputed information. The investigation process is usually concluded within 30 days from the date we received your dispute. When this process is complete, Aptos screening Inc. will notify you and the company who requested the background check of the investigation results.

• Who do you contact to process my dispute?

Aptos screening Inc. will contact the source of the disputed information. For example, we will contact the appropriate Furnisher of Information if your dispute pertains to criminal search.

• What if I submit more than one dispute at the same time?



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We will investigate all the items in question during the same time period. At the end of the investigation, you and your potential employer will be notified of the results.

- **Can someone else file a dispute on my behalf?**

We strongly recommend that you file your own dispute. However, your attorney or potential employer may, with your authorization, file a dispute on your behalf. We will contact you directly if additional information is needed to initiate the investigation. If your dispute is submitted by your attorney, we will need you to provide us with a letter stating that you authorize us to discuss your dispute with your attorney.

- **Additional information on the dispute resolution process:**

Aptos Screening takes the accuracy of our information very seriously. If you believe the information reported on your background check is inaccurate, we encourage you to initiate the dispute process as soon as possible. Once the dispute has been made, a reinvestigation on the consumer report will immediately start.

If after a reinvestigation of any information disputed by the consumer, an item is found to be inaccurate, incomplete, or cannot be verified, Aptos Screening Inc. shall promptly delete that item of information and both potential employee and consumer will be notified in a timely manner.

Please understand that Aptos Screening Inc. is not required to remove accurate derogatory information from the file of the consumer unless the information is found to be resulting from identity theft or can not be verified.