**Disputing Your Background Check Report**

Although TIS has one of the lowest dispute rates in the country, if you believe information on your background check may be incorrect we are happy to review all of the relevant information you provide to TIS to support your dispute and reinvestigate the disputed information at no cost. Upon receipt of your properly submitted information, TIS has 30 calendar days to complete our investigation and we will email or mail you a copy of your report. If our reinvestigation findings differ from the original report, we will immediately also send the employer who ordered the report the updated results.

To expedite the process and provide you with the best service, we ask that you complete the following Consumer Dispute & Reinvestigation form and submit it to us by email, mail or fax. Or if you would prefer you can contact us by phone but please be ready to supply the information detailed on the form that we’ll need to begin the reinvestigation process.

[**CONSUMER DISPUTE & REINVESTIGATION FORM**](https://www.tiscreening.com/wp-content/uploads/2020/05/Consumer-Dispute-Reinvestigation.docx)

**Please fill out and return:**

* By email at [compliance@tiscreening.com](mailto:compliance@tiscreening.com)
* By phone at 1-800-795-0994
* By mail at 15614 Dr. MLK Jr. Blvd, Dover FL 33527
* By fax at 1-888-698-3929 – Attn: Compliance Dept.

**If the Reinvestigation does not Resolve Your Dispute**

Statement of Dispute

If the reinvestigation does not resolve your dispute, you are entitled to file a brief statement of 100 words or less setting forth the nature of the dispute, providing a clear summary of the dispute. Unless there are reasonable grounds to believe that it is frivolous or irrelevant, TIS will include the statement provided in any future report that contains the disputed information.

**Reinvestigation Process Description Request**

Upon request, TIS will provide you with more information about the reinvestigation process including:

* A description of our procedures used to ensure accuracy and completeness of information
* The business contact information of the data source providers (furnishers) who provided the data in the report and/or reinvestigation