



## Consumer Report Dispute Policy

To comply with our obligations, and towards our effort to provide the most timely and accurate information, we will reinvestigate the completeness and accuracy of disputed information free of charge and in accordance with 15 U.S. Code § 1681i(a). Please be advised that Sentinel Background Checks is not the original source of information contained in the background screening reports. Rather, we obtain information from third parties including government agencies, public record databases, and/or companies and/or organizations. If the disputed information is a verification of a reference, such as prior employment, education or a personal reference, it will be re-verified. If necessary, a supplemental screening report will be issued. If the original information is reaffirmed, the report will be reissued and the applicant may be provided with the contact information for disputing the information with the source. If the disputed information is from an official/public record or database, such as criminal, driving, credential or professional license, it will be rechecked for correctness. If necessary, a supplemental screening report will be issued. If the original information is reaffirmed, the report will be reissued and the applicant will be provided with the contact information for disputing the information with the source.

Our procedure is to review the disputed information within 5 days. We will complete the reinvestigation within 30 days from the day we receive the notification of the dispute. We will provide you with the reinvestigation results we receive. Please note that we do not maintain a database from which new consumer reports are produced. Rather, each time we prepare a consumer report, we utilize the information from one or more sources to complete the consumer report. Please note that if you provide us with additional, relevant information prior to the time of completion of the original investigation, the time period for investigation may be extended but shall not exceed 45 days.

For further assistance please contact us at:

Sentinel Background Checks  
Consumer Dispute  
PO Box 450  
Valrico, FL 33595  
Phone: 888-725-2535  
Or at [www.sbchecks.com](http://www.sbchecks.com) under Applicant Resources.

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Valrico, FL 33595  
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