



Dispute Request Instructions

You have two options available in disputing reported information on your consumer report:

1. **Online Dispute Resolution** – Please go to www.sbchecks.com and on the Applicant Resources tab click on the Dispute Your Background Report button and complete the online form. Please see our Consumer Report Dispute Policy for further information.
2. **Mail in Dispute Request Form** – Please complete the following instructions and form below. Please see our Consumer Report Dispute Policy for further information.

All forms must be completed and signed.

Note: We are allowed up to 30 days to complete your dispute, in most cases.

Please attach all paperwork specified in the attached forms. This includes, but is not limited to, a copy of your photo ID, Social Security card, and/or tax ID card. Please note that missing items may result in a delay.

Please make sure to include all details of the dispute, and provide supporting documents.

Note: Please DO NOT send original documents.

Mail all signed and completed forms to:
Sentinel Background Checks
Consumer Dispute
PO Box 450
Valrico, FL 33595

Sentinel Background Checks
PO Box 450
Valrico, FL 33595
Phone: 888-725-2535
Fax: 888-813-2566



Dispute Request Form

Please type or print legibly in blue or black ink, and sign. This form is to request Sentinel Background Checks to reinvestigate the completeness and accuracy of reported information.

Applicant/Consumer Information

Name; First: _____ Middle _____ Last _____

Date of Birth: ____ / ____ / ____

Email: _____

Phone: _____

Social Security Number or Tax ID Number: ____ - ____ - ____

Current Address: _____

City: _____

Zip Code & State: _____

Country: _____

If you have been at your address for less than 24 months please provide your previous address.

Previous Address: _____

City: _____

Zip Code & State: _____

Phone: _____

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Disputed Information

You must include all supporting documentation. You must be specific regarding the item(s) being disputed. Reinvestigation may take up to 30 days. Provide a complete and specific description of the item(s) you are disputing and the specific reason for your dispute (Attach Separate Form if Necessary):

Lined area for providing a complete and specific description of the item(s) being disputed and the specific reason for the dispute.

I state and attest that to the best of my knowledge, the information provided above is true and correct.

Signature: _____

Date: _____

Print Name: _____

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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 under Applicant Resources.

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