

Consumer Disputes

- **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 have four ways to request investigation of information on your background check report:

- **Online Portal:** <https://compliance.protectmyministry.com/Index.aspx>
- **Fax:** By faxing a dispute letter to 800-319-5582
- **Email:** By emailing your request to customerservice@protectmyministry.com
- **Mail:** By mailing your dispute letter to:

Protect My Ministry
Compliance Department
14499 N. Dale Mabry Hwy, Suite 201 South
Tampa, FL 33618

Please include the following information with your request:

- Full name
- Daytime phone number
- Report ID (If available)
- Mailing Address
- Your signature
- Social Security Number (Do not provide if sending via email)
- Detailed description of your dispute

For identification purposes, it is not required but recommended to submit the following with your request:

- Copy of driver license or photo ID (please enlarge and ensure copy is clear and legible)
- Secondary form of ID

- **How do I check on my investigation request?**

You may contact our Client Services Team at 800-319-5581, Monday through Friday from 8:00 AM to 6:00 PM 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?**

Protect My Ministry 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?**

Protect My Ministry 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, Protect My Ministry will notify you and the company who requested the background check of the investigation results.

- **Who do you contact to process my dispute?**

Protect My Ministry will contact the source of the disputed information. For example, we will contact the appropriate court if your dispute pertains to criminal search results; and we will contact your past employer if your dispute pertains to employment verification results.

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

We will investigate all of 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.

- **What if I have never lived at an address found and reported, or the duration is incorrect?**

The Address History search gathers information from an address locator database called Tracers Information Specialists. This database obtains information from a multitude of venues such as credit bureaus, public records (real property) and moving records from mailing houses. Due to the large number of contributing sources, mistaken addresses and incorrect durations can happen. It is recommended you contact the Tracers Information Specialists directly at 877-723-2689 ext 2249 to inquire about the mistaken information.