

In accordance with the federal Fair Credit Reporting Act (FCRA), Employment Background Investigations, Inc. (EBI) will conduct a reasonable and free of charge reinvestigation upon the request of any individual who disputes the information contained in their consumer background report.

EBI will review all of the relevant information you have provided and reinvestigate the disputed item(s). Upon completion of our investigation (usually within 30 days) we will mail you a written summary of the results.

Please complete and return the *Consumer Dispute Request Form* to EBI via email to customercare@ebiinc.com or by fax to **(410) 998-7976**. While you may elect to utilize your own request format/form, please be sure to include all of the information requested below to facilitate an accurate and efficient resolution:

Complete details of the company that ordered the report

- The company name, address, telephone number with extension and email address, as well as the full name of the company's contact person and any other relevant contact information
- The actual date or approximate month that the report was originally issued

Confirmation of your own personal information

- Your full name and contact information including mailing address with apartment numbers if applicable, city, state and zip code, as well as telephone numbers and email address

Clearly list and identify each item in your report that you wish to dispute

- Identify each item you claim to be inaccurate
- Explain why you dispute the information and request that it be removed or corrected

Additional Information

- If available, please enclose a copy of the original background report that EBI provided
- Attach copies of any supporting documents or information that may help us resolve your claim

Additionally, requests may also be sent via mail to: **Attn: Consumer Disputes, Employment Background Investigations, Inc., PO Box 629, Owings Mills MD 21117.**

EBI welcomes the opportunity to assist you. You may also contact us via telephone at **1 (800) 324-7700** if you have any questions or concerns.

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Upon receipt of the results of our reinvestigation, consumers who are still unsatisfied with the results of the reinvestigation may either submit a **Request for Description of the Reinvestigation Process** or a **Statement of Dispute**.

[Request for Description of Reinvestigation Process](#)

Upon your request, EBI will provide you with more specific information about the reinvestigation including:

- A description of the procedure used to determine the accuracy and completeness of the information
- The business name, address and phone number of the data furnisher(s) contacted in connection with the reinvestigation

[Statement of Dispute](#)

If the reinvestigation does not resolve your dispute, you may file a brief statement setting forth the nature of the dispute. Whenever a statement of a dispute is filed, unless there are reasonable grounds to believe that it is frivolous or irrelevant, EBI will, in any subsequent report containing the information in question, clearly note that it is disputed by the consumer and provide your statement and/or a clear and accurate codification or summary.