



Pre/Post Adverse Letter User Guide

When taking an adverse action against a candidate based off their background check, FCRA dictates that a Pre and Post Adverse letter be sent as an opportunity for the candidate to dispute the finding. Here at Private Eyes we make this process easy.

Once in the system, the View Order tab will display all your orders as well as present you with an action bar. Once decided that Adverse action will be taken, click on Pre/Post Adverse Letter.

View Order

Search Request

INVOICE

ADMIN

REPORTS

Reports

Order Id	Organization Name	Order status	Requested By
573217	Private Eyes (Test Account)	Completed	support@pebackgroundchecks.com
Applicant	Email	Date of Birth	Invitation Last Send Date
Private Eyes		01/01/2001	
Candidate Response Date	Client Request Date	Order Complete Date	Report Downloaded by Client
	01/31/2024	01/31/2024	No
Reference No.			

View

Download Final Report

Add Service

Archive Order

Add Document

Pre/Post Adverse Letter

You will be prompted to select the service for Adverse action. Services with *Alerts* or *Records* will include this information. Once selected click on Search, you will then be prompted to select the method of delivery.

Select Order Service

↓Select--

--Select--

SSN Trace - 2096352 - Alert

Sex Offender Search - 2096353

Multi Jurisdiction Search - 2096354

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Search

To send the letter via mail, you will select *Postal* and will be given the option to download the Pre Adverse Letter.

Send Letter Through*


Postal

---Select---

Postal

Email

 Download Pre/Post Adverse Letter

To send the letter via email if present in the system, you will select *Email*. Where you will be able to select the verbiage for the body and subject line of the email. Once completed  Send

Send Letter Through*

Email

Subject*

Background check

Email Body*

File Edit View Format

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Paragraph

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*** The attached document is a copy of your background check which was conducted by Private Eyes *** If you have any questions about your employment, please contact your recruiter.For additional information concerning your background check you can contact Private Eyes at 925 - 927 - 3333 Monday – Friday, 5: 00 am – 5: 00 pm PST.***

After 5 business days, the Post Adverse letter can be initiated by following the same steps. After the Pre/Post Adverse Letters are sent it will be included in the final report.

Pre/Post Adverse Letters are fully customizable. If you would like to review your current configuration.

Please reach out to your Account Manager.