



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 findings. FCRA Consumer Rights and a copy of their report will be included in the correspondence to meet federal compliance. 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 >

View Download Final Report Add Service Archive Order Add Document Pre/Post Adverse Letter

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

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-- x ▲

--Select--

SSN Trace - 2096352 - Alert

Sex Offender Search - 2096353

Multi Jurisdiction Search - 2096354

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 press

Send

Send Letter Through*

Email

Subject*

Background check

Email Body*

File Edit View Format

Paragraph B I

*** 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.

Clients can select "*Download Final Report*" to view, save or print the Adverse Action Letters

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

Please reach out to your Account Manager.