

Pre/Post Adverse Letter User Guide

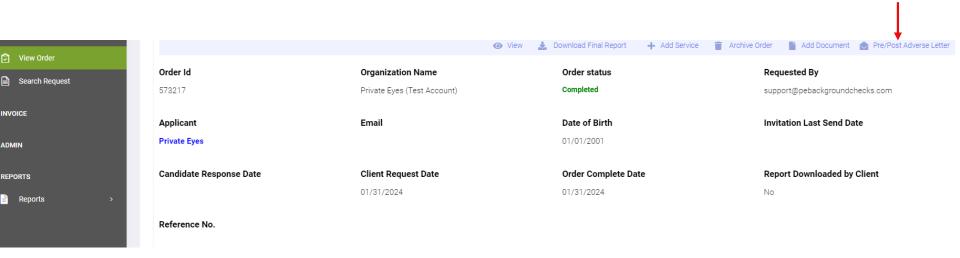
When taking an adverse action against a candidate based off their background check, FCRA dictates

compliance. Here at Private Eyes, we make this process easy.

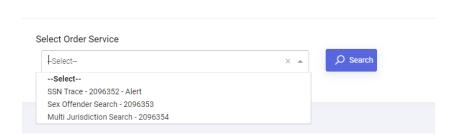
that a Pre and Post Adverse letter be sent as an opportunity for the candidate to dispute the findings.

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

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.



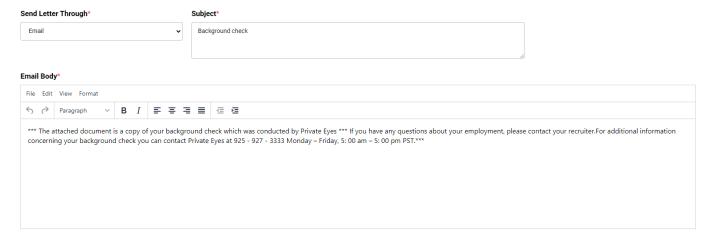
You will be prompted to select the service for Adverse action. Services with *Alerts* or *Records* will include this information. Once selected click on Search, you will then be prompted to select the method of delivery.



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



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.