

Filing a Dispute

Active Screening takes the accuracy of our information very seriously. In the event you feel that the information reported on your background check is inaccurate, please follow the steps below to dispute the findings.

You have four ways to dispute the findings of your background check:

- **Online Portal:** <https://compliance.protectmyministry.com/>
- **Fax:** By faxing a request letter to 800-319-5582, Attn: Compliance Dept.
- **Email:** By emailing your request to compliance@protectmyministry.com
- **Mail:** By mailing your request letter to:

Protect My Ministry
Compliance Dept
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

For a list of Frequently Asked Questions, please see Consumer Disputes FAQs under Resources/Compliance Downloads on our website: www.protectmyministry.com

For additional questions, please email our Compliance Department at: compliance@protectmyministry.com