



REINVESTIGATION REQUEST FORM

Please complete all fields except as noted.

SECTION A: CONSUMER INFORMATION

FIRST NAME : _____ MIDDLE NAME: _____

LAST NAME: _____ (Check if applicable): ☐ Jr. ☐ Sr. ☐ _____ (III, IV, etc.)

PRIOR NAMES OR ALIASES (Optional): _____

DATE OF BIRTH: ____/____/____ SOCIAL SECURITY NUMBER: ____-____-____
MM DD YYYY

DRIVER'S LICENCE (DL) NUMBER: ____/____ PRIOR DL: _____
State DL (if applicable)

FULL CURRENT ADDRESS: (Information will be mailed to this address)

STREET ADDRESS: _____ APT or SUITE: _____

CITY: _____ STATE: _____ ZIP: _____

PRIMARY PHONE: _____ ALTERNATE PHONE: _____
(Optional) (Area Code) (Phone Number) (Optional) (Area Code) (Phone Number)

CURRENT EMAIL ADDRESS (Optional): _____

- ☐ Check here to have the results of your dispute reinvestigation delivered via email to the address specified above.
☐ Check here to have the results of your dispute reinvestigation sent to the company that made the original request.

SECTION B: DISPUTED INFORMATION

Include any supporting documentation (ex. Dismissal papers or court documents) to support dispute. Per the FCRA, reinvestigations of disputes may take up to 30 days. Provide a description of the item(s) that you are disputing.

SECTION C: CONSUMER AUTHORIZATION

I (full name), _____, authorize the release of any information to iiX , its data providers, or their agents, pertaining to my requested reinvestigation of a consumer report ordered for employment purposes.

Signature: _____ Date: _____

Please mail or faxl this completed form to:

iiX (Attn: Compliance)
1574 Crescent Pointe Pkwy
College Station, TX 77845
Phone: 866-560-7015 Fax: 201-748-1019

IMPORTANT CONSUMER INFORMATION

iiX provides motor vehicle records (MVRs) to authorized insurance professionals and employers. Upon iiX customer request, an MVR is obtained from the applicable government agency tasked with maintaining driving records in the state where the driver's license is held, and transmitted through iiX to employers or insurance companies. iiX also engages certain vendors in providing our customers with non-MVR related consumer reports, such as background reports and credit reports.

Under the Fair Credit Reporting Act ("FCRA"), a consumer who is the subject of a consumer report has the right to dispute the accuracy of information contained in his or her file with the consumer-reporting agency ("CRA") that provided the report to the CRA's customer. Upon receipt of the dispute, the CRA is responsible for conducting a reinvestigation and correcting or deleting incorrect information within 30 days, as well as notifying the consumer of the results of the reinvestigation.

iiX acts as a conduit between state agencies (such as DMVs), consumer report providers, and iiX customers. Although consumer reports are received from furnishers and passed through to the requesting customer, iiX follows the FCRA reinvestigation process and notifies the furnisher in order to assist the consumer in updating or correcting potentially obsolete or inaccurate information.

GUIDELINES FOR COMPLETING THE REINVESTIGATION REQUEST

Upon receipt of the properly completed Reinvestigation Request form, iiX will investigate the dispute. In accordance with Federal law, iiX has 30 days from the receipt of the properly completed documentation to complete the reinvestigation. This period may be extended by an additional 15 days if consumer provides information relevant to the investigation.

Upon completion of the reinvestigation, consumer will receive a letter comprised of the following information:

- The company (including name and business address) that requested the disputed consumer report.
- The date the company requested the disputed consumer report.
- The source of the records found in the disputed consumer report.
- A statement indicating the reinvestigation has been completed.
- If applicable, a copy of the consumer report based on the results of the reinvestigation
- Notification that, upon request, consumer has a right to obtain a description of the procedure used to determine the accuracy and completeness of the file.
- Notification that, upon request, consumer has the right to have notifications sent to any company that has requested a report about that consumer through iiX within the last 2 years for employment purposes or the last 6 months for any purpose.
- Notification that consumer has the right to add a brief and concise statement to the file disputing the accuracy of the information if the reinvestigation does not resolve the dispute.

If you have any questions or concerns in the interim, please contact iiX's FCRA Hotline at 866-560-7015.

A consumer reporting agency is not required to remove accurate derogatory information from the file of a consumer, unless the information is outdated under FCRA §605 or cannot be verified.

Para información en español, visite www.consumerfinance.gov/learnmore o escribe a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under FCRA. **For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.**

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
 - a person has taken adverse action against you because of information in your credit report;
 - you are the victim of identity theft and place a fraud alert in your file;
 - your file contains inaccurate information as a result of fraud;
 - you are on public assistance;
 - you are unemployed but expect to apply for employment within 60 days.

In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.consumerfinance.gov/learnmore for additional information.

- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer

reporting agency, the agency must investigate unless your dispute is frivolous. See www.consumerfinance.gov/learnmore for an explanation of dispute procedures.

- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete, or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.
- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.
- **Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need – usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.
- **You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to www.consumerfinance.gov/learnmore.
- **You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.** Unsolicited “prescreened” offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).
- The following FCRA right applies with respect to nationwide consumer reporting agencies:

CONSUMERS HAVE THE RIGHT TO OBTAIN A SECURITY FREEZE

You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is

placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active duty military personnel have additional rights.** For more information, visit www.consumerfinance.gov/learnmore.

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For information about your federal rights, contact:

TYPE OF BUSINESS:	CONTACT:
<p>1.a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates</p> <p>b. Such affiliates that are not banks, savings associations, or credit unions also should list, in addition to the CFPB:</p>	<p>a. Consumer Financial Protection Bureau 1700 G Street, N.W. Washington, DC 20552</p> <p>b. Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, N.W. Washington, DC 20580 (877) 382-4357</p>
<p>2. To the extent not included in item 1 above:</p> <p>a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks</p> <p>b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and Insured State Branches of Foreign Banks), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 25A of the Federal Reserve Act.</p> <p>c. Nonmember Insured Banks, Insured State Branches of Foreign Banks, and insured state savings associations</p> <p>d. Federal Credit Unions</p>	<p>a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050</p> <p>b. Federal Reserve Consumer Help Center P.O. Box 1200 Minneapolis, MN 55480</p> <p>c. FDIC Consumer Response Center 1100 Walnut Street, Box #11 Kansas City, MO 64106</p> <p>d. National Credit Union Administration Office of Consumer Financial Protection (OCFP) Division of Consumer Compliance Policy and Outreach 1775 Duke Street Alexandria, VA 22314</p>
<p>3. Air carriers</p>	<p>Asst. General Counsel for Aviation Enforcement & Proceedings Aviation Consumer Protection Division Department of Transportation 1200 New Jersey Avenue, S.E. Washington, DC 20590</p>
<p>4. Creditors Subject to the Surface Transportation Board</p>	<p>Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street, S.W. Washington, DC 20423</p>
<p>5. Creditors Subject to the Packers and Stockyards Act, 1921</p>	<p>Nearest Packers and Stockyards Administration area supervisor</p>
<p>6. Small Business Investment Companies</p>	<p>Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, S.W., Suite 8200 Washington, DC 20416</p>
<p>7. Brokers and Dealers</p>	<p>Securities and Exchange Commission 100 F Street, N.E. Washington, DC 20549</p>
<p>8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Production Credit Associations</p>	<p>Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090</p>
<p>9. Retailers, Finance Companies, and All Other Creditors Not Listed Above</p>	<p>Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, N.W. Washington, DC 20580 (877) 382-4357</p>