

Dispute Request

You have the right to dispute incomplete or inaccurate information. If you feel that ISP/Promesa has reported information on you that maybe in incomplete or inaccurate, you are welcome follow the instructions below to request a dispute reinvestigation.

Steps required to initiate a dispute:

1. You will need to provide ISP/Promesa details on the information you feel is incomplete or inaccurate so that the information can be reinvestigated. To initiate this process, please email customerservice@integratedscreening.com or call toll free 1-800-474-4420 option 1 to speak to a Customer Service Specialist or Account Manager.
2. After speaking to an ISP representative and providing a valid email address, you will be sent the link to complete the dispute consent form.
3. You MUST complete all the required fields. Required fields are indicated by pink data fields. Please provide us with information in the comments section as to what specifically you are disputing.
4. You will be asked to review and digitally sign the Re-Investigation Authorization Form.
5. You will need to submit the order.
6. Review the Confirmation Screen and save the new order number for future reference. The dispute request will not be sent to ISP/Promesa until you see this screen.

An ISP/Promesa representative will follow up with you within 5 business days to confirm receipt of the dispute request.